Analysis structure recap

Strategy and vision (Clean and simple text)

- Goal
- Goal
  - Objective
  - **Objective**
    - KPI/KRI PI/RI
    - Process
    - **Process**
      - Service
        - Metric
      - **Composed Service**
        - Service
        - **Service**
          - Metric
          - Metric

Example: Library scenario

Strategy and vision:

We want to provide best **library services in town** by offering **easily accessible book rentals** through **simple time saving rental process.**

We help people to **extend their knowledge in modern way** by **offering access to all major electronic information sources** and provide 24/7 support to information consumers..

Library scenario: Goals and objectives

- Goal: Provide easily accessible electronic registrations, book reservation and payments
  - Objective: Provide full-featured 24/7 online IS for readers
    - KRI: Website downtime per month
    - PI: Number of online operations today
  - Objective: Introduce 3-steps-3-minutes e-payment method
    - KRI: Unsuccessful payment steps per month
    - KPI: Amount of pending electronic payments
  - Objective: Provide 24/7 on-site & online support and helpdesk solving any issue until next day
    - KRI: Unresloved incidents / month

Library scenario: Goals and objectives (cont.)

- Goal: Provide access to all major forms of modern electronic information sources
  - Objective: Provide access to common internet sources and to 40 major digital libraries
    - KRI: Number of accesses per library / month
  - Objective: Sell electronic books and reading devices
    - RI: Turnover and profit in devices sold / Quartal
    - KRI: Number of electronic books sold per sold device
  - Objective: Provide separate high-speed access for mobile devices
    - KPI: average response time of service today
    - PI: number of simultaneously connected users

Library scenario: Processes and services

- Objective:
  Provide full-featured 24/7 online IS for readers
  - Process: Register new reader
    - Service: Create reader's record
    - Service: Update reader's details
    - Service: Subscribe reader for service
  - Process: Book reservation
    - Service: Find book according to name or ISBN
    - Service: Retrieve book rental state
    - Service: Reserve book for certain period of time

- Objective: Introduce 3-steps-3-minutes e-payment method
  - Process: Direct electronic payment
    - Service:Verify payment creditals
      - Composed service: Create invoice
      - Metric: Manual corrections necessary
        - Service: Retrieve payment details
          - Metric: processing time
        - Service: Retrieve order details
          - Metric: processing time