

Modeling Organisations

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Literature

This chapter is mainly based on the following literature:

- Bridgeland David M.; Zahavi, Ron (2009): Business Modeling - A Practical Guide to Realizing Business Value. Morgan Kaufman Publishers. Chapter 4

Organisations

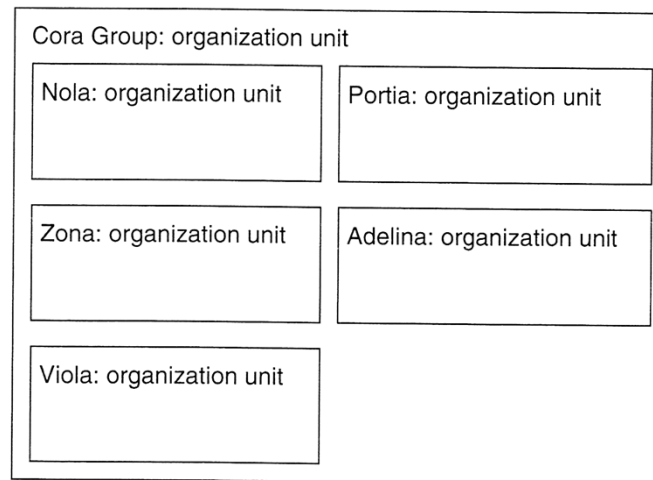
- An organisation unit is a collection of people who work together toward a common goal
- An organisation has a clear boundary
- An organisation can be part of another organisation
 - ◆ department is an organisation unit of a company
 - ◆ a company can be part of a holding

Business Organisation Models

- A Business Organisation Model describes
 - ◆ how a company is organized – the business units, departments and working groups
 - ◆ the roles that people play in the company
 - ◆ the interactions – who interacts with whom to get the work done
 - ◆ the way the organisation interacts with other organisations
- Business Organisation models do not focus on how organisations perform their work (this is modeled as a business process)

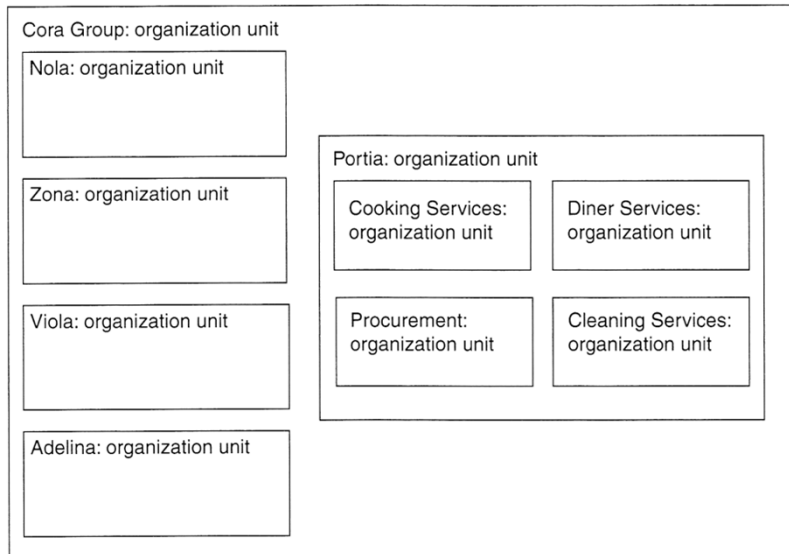
Business Organisation Modeling

- There is no standard for organisation modeling
 - ◆ nearly every modeling tool has its own approach
- Here is a possible representation

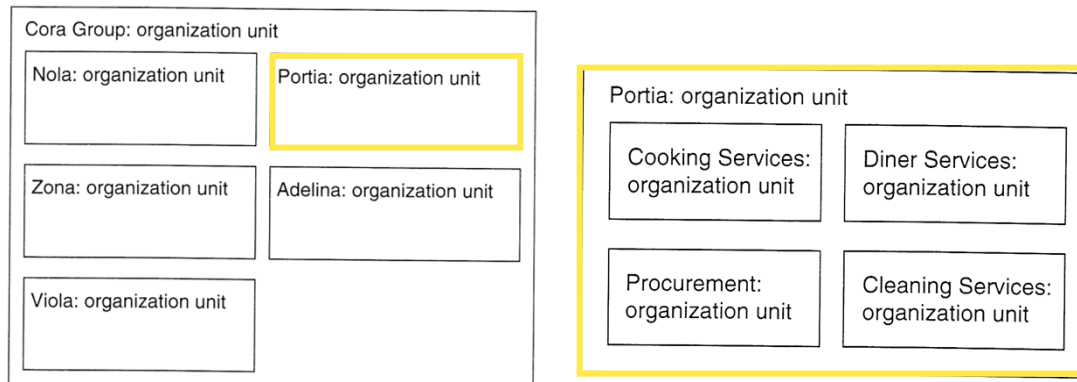


- Each organisation has a name and a description
 - ◆ The description contains details about the purpose of the organisation and the function it performs

Organisations and Suborganisations



- Business organisation models are inherently hierarchical
 - ◆ An organisation is composed of several other organisation which are again composed of other organisation
- The hierarchy can be represented
 - ◆ in one model or
 - ◆ in several models

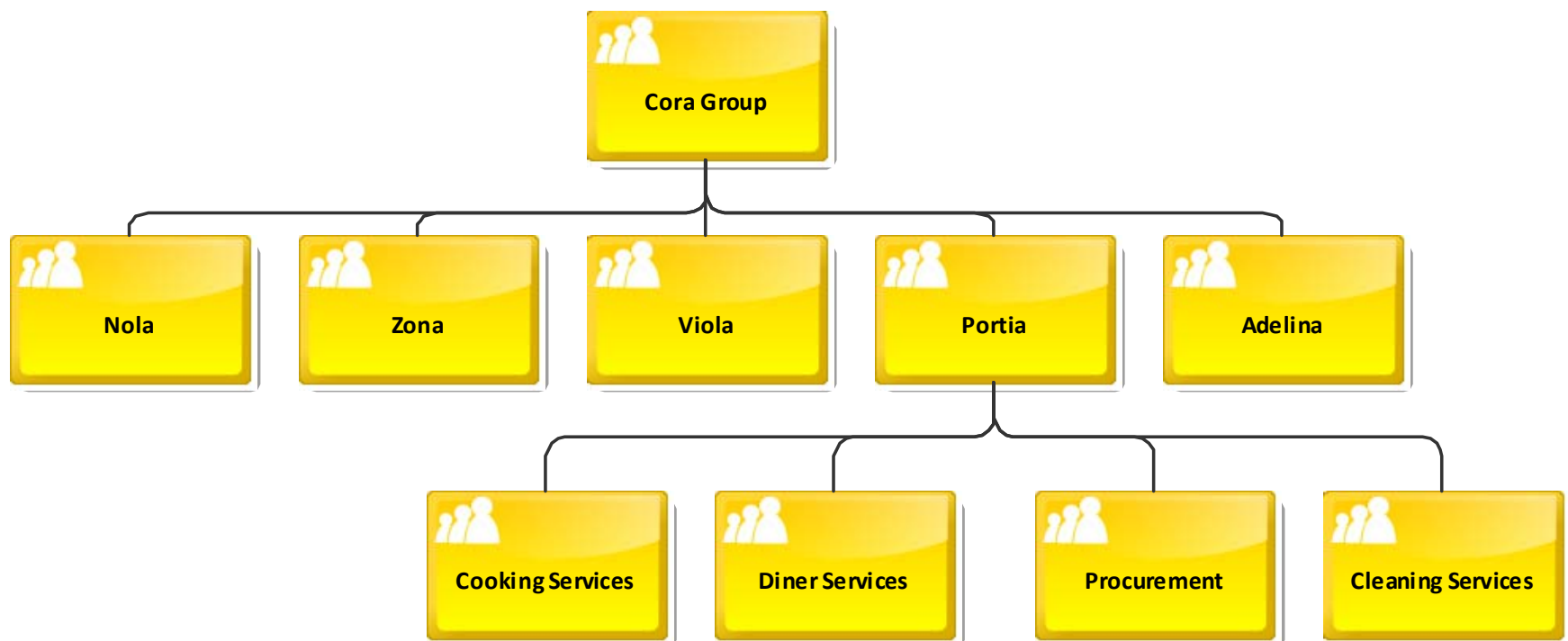


(Bridgeland & Zahavi 2009, p. 81ff)



Hierarchical Organisation Model

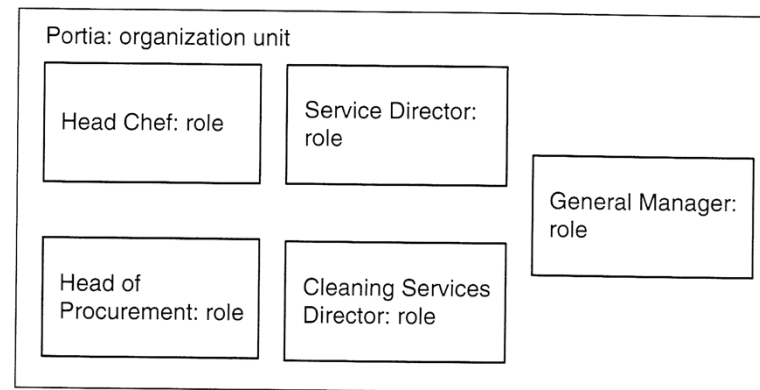
- Here is an alternative organisation model for Cora Group
- The nodes represent organisational units



Organisation with Roles

- Organisation contain roles
- A role is a responsibility a person assumes when he or she holds a position in an organisation
- People can at the same time play multiple roles

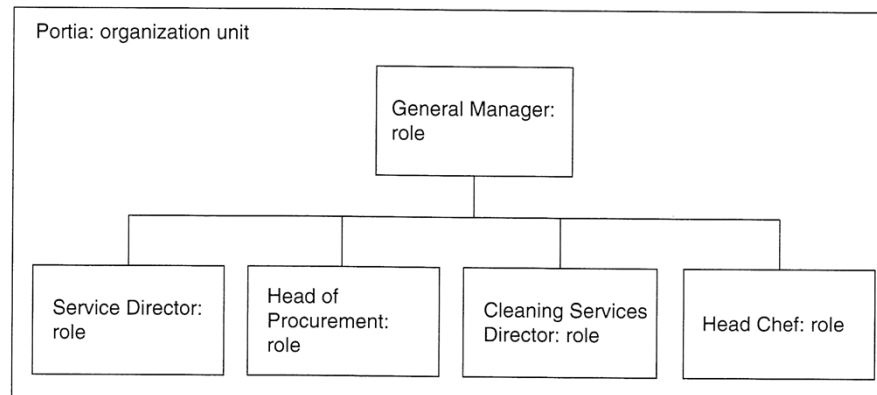
Organisation Model with roles



Reporting Relationships

- It can be useful to model the reporting relationships that exist between roles (not supported by many modeling tools)
- The supervising role can tell the reporting role what to do and when to do it
- Reporting only occurs between two roles, a role cannot report to an organisation

Organisation Model with reporting relationships

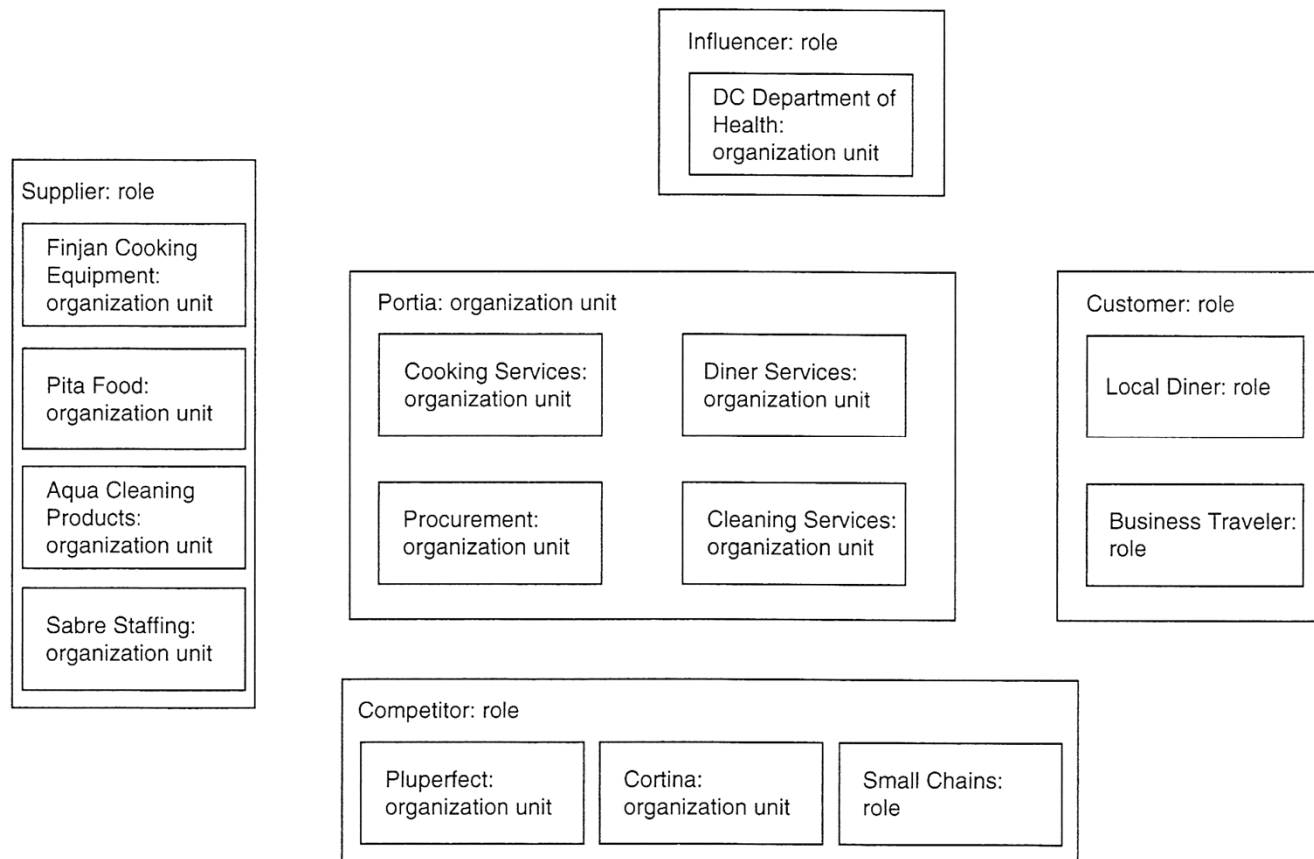


(Bridgeland & Zahavi 2009, p. 82ff)



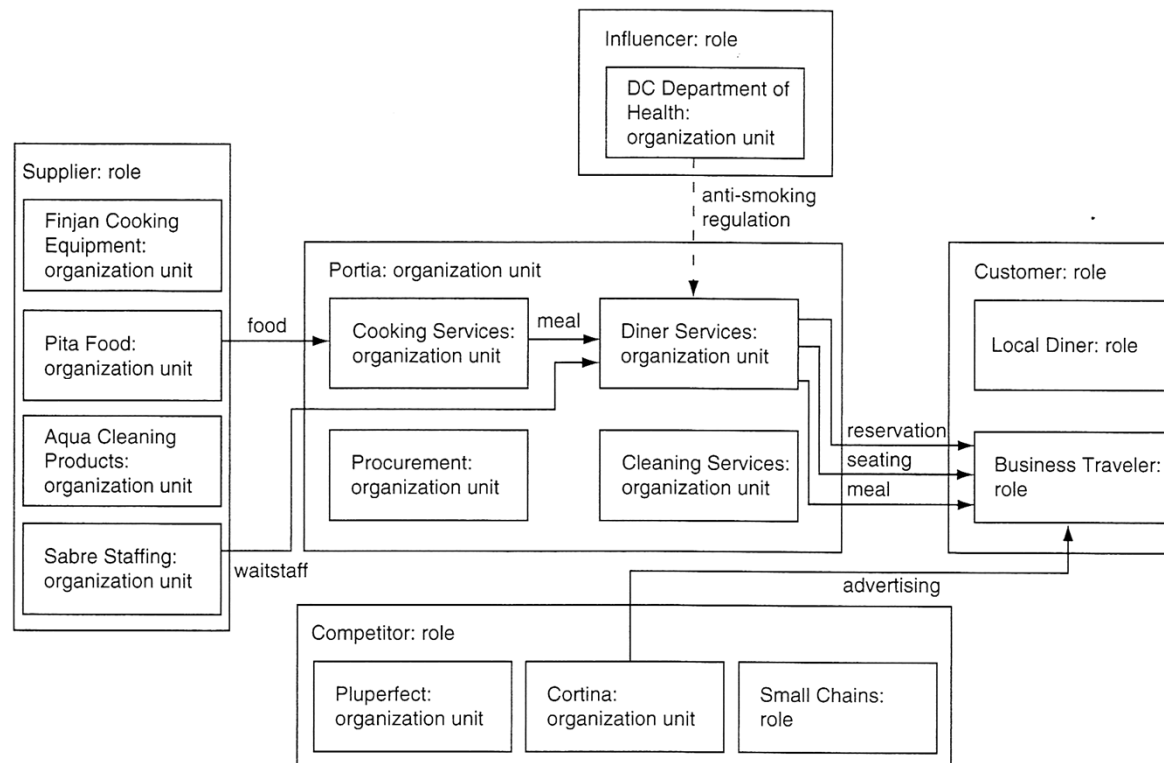
External Organisations and External Roles

Sometimes it can make sense to model also external roles



Interactions

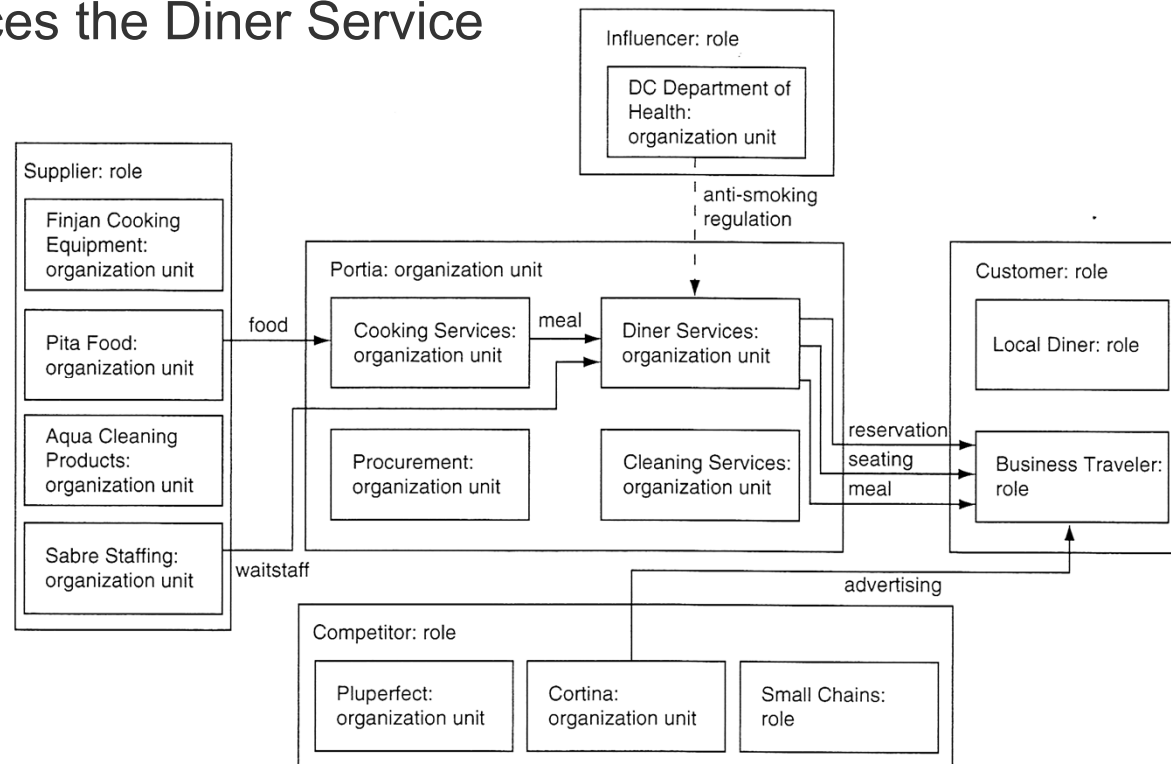
- Interactions shows who works with whom
- An interaction is represented as an arrow between organisations and roles
- An interaction is labeled with the name of the deliverable, which can be information, a physical good, a service or money



(Bridgeland & Zahavi 2009, p. 88ff)

Influences

- An organisation can have an influence on another organisation, even if they do not work together
- Influence is similar to interaction, but influence is indirect
- In the example the anti-smoking regulation of the DC Department of Health influences the Diner Service



(Bridgeland & Zahavi 2009, p. 92f)

