Lecture Notes

Course Number: CSC 513
Instructor: Dr. Singh
Lecture Number: 25C
WHAT IS A SERVICE?

BUSINESS SERVICE ; TECHNICAL SERVICE

- WHAT AN ENTERPRISE CAN DO FOR A CUSTOMER
  E.G. BANKING

- TRADE WHERE VALUE IS ADDED FOR THE CLIENT

- SELLING, MARKETING, COMMERCE
  EXCHANGE OF PRODUCTS

- ABOVE TECHNICAL SERVICES
  FUNCTIONALITY OR UTILITY PROVIDED TO END USER

- SOMETHING THAT CAN BE NEGOTIATED

- SOMETHING INTANGIBLE OFFERED (NOT A PRODUCT)

- BPM

- BUSINESS SPECS

- TECHNICAL SPECS

ACCOMPLISHING A TASK USING TECH EXPERTISE

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ABSTRACTIONS

TECH

VALUE TRANSFER

INFO FLOW

VERSUS PRODUCTS

- INTANGIBLE
- HIGH-LEVEL (ABOVE PRODUCTS)

BUSINESS SERVICES

BUYING COFFEE @ STARBUCK
INSURANCE
EDUCATION
NETWORK
RESTAURANT
TROUBLE SHOOTING
HEALTH CARE
BANKING

ELECTRIC POWER
EW DEV

TELECOMM

INTANGIBLE?

PRODUCTS (GOODS)

STATIONERY
ROUTERS
GROCERIES
PC
XRAY

MICROSCANNER
CHECK BOOK
SOFTWARE PACKAGE

SERVICE PLANS
Enterprise Architecture Objectives

At the top-level, to support the business objectives of the enterprise; these translate into commonly

- Accommodating change by introducing new
  - Applications
  - Users
  - Interfaces and devices

- Managing information resources
  - Preserving prior investments, e.g., in legacy systems
  - Upgrading resources

- Developing blueprints to guide resource and application installation and decommissioning