

	Logical Architecture Definition for a Logical Application Component	Group IT
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Title: **LAD LAC for Enterprise Workflow Engine**

Unique Identifier:

Project Identifier:

Area of Applicability: **Eskom**

Documentation Type: **SP**

Disclosure Classification: **CONTROLLED DISCLOSURE**

Project Stage Review

Lifecycle Phase	Lifecycle Stage	Stage Gate (after stage)	Deliverable	Appropriate Lifecycle Stage
Pre-Project Planning	Define Need		Project Statement of Work	
	Project Context	CRA	Statement of Architecture Work	
Concept	Feasibility			
	Concept Design	DRA	Conceptual Architecture Definition	
Definition	Logical (Basic) Design	ERA	Logical Architecture Definition	✓
Execution	Physical (Detailed) Design	IRA	Detailed Design	

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1. INTRODUCTION

This Logical Architecture Definition for a Logical Application Component (LAD LAC) describes the logical design for the "Enterprise Workflow Engine" logical application component from an IT architecture perspective and will provide the foundation from which more detail designs can be applied. It presents a qualitative view of the solution and aims to communicate the design intent. This logical design definition generates the submission document for architecture review at the end of the logical design-stage.

The LAD LAC spans all relevant architecture domains (business, data & information, application and technology) and also examines all relevant states of the architecture (baseline, transition, and target).

The LAD LAC could contain content that is on a physical level of detail where it is needed for context purposes.

The content of the LAD LAC document is based on the TOGAF® Architecture Development Method (ADM). It is primarily documented using the standard modelling tool (ARIS) as a mechanism to capture the architecture content which is then output to this document.

2. SUPPORTING CLAUSES

2.1. SCOPE

This document scope covers the following:

- Applicability, normative/informative references, definitions, abbreviations and supporting documentation of this document
- Scope and context of architecture development work
- Architecture designs for the logical application component

2.2. APPLICABILITY

This document shall apply throughout Eskom Holdings Limited Divisions.

2.3. NORMATIVE / INFORMATIVE REFERENCES

2.3.1. Normative

Normative documents that are indispensable for the application of this document are listed below:

Referenced Document	Description

2.3.2. Informative

1. Open Group Standard, TOGAF® Version 9.1.
2. 206-1461 Recipe - Statement of Architecture Work
3. 206-1462 Recipe - Conceptual Architecture Definition of an Application
4. 206-1513 Recipe - Logical Architecture Definition of an Application
5. 206-1630 Recipe - Logical Architecture Definition of a Data Interface
6. 206-1241 TOGAF® Architecture Content Framework
7. 206-1443 TOGAF® Content Metamodel

3. SCOPE AND CONTEXT OF ARCHITECTURE DESIGN

The work package identifies the complete scope of architecture work necessary to realise the target architecture required by the Project Statement of Work and is shown in context of the portfolio of work packages.

3.1. WORK PACKAGE

3.1.1. Work Package Description

Name	Description
ACNAC PTP	Work Package to reposition the ACNAC solution that is currently used by Distribution, Transmission and for IPP. ACNAC is an in-house developed workflow system that processes customer applications for supply and other requests for energy, maintenance, refurbishment and strengthening. The intent is to Implement a centralised Workflow solution and upgrade the workflow engine and modernise the application (dashboards). The Work package is separated out of PTP as an individual work package that can be executed as part of a larger programme.
K2 Replacement (Intelligent Business Process Management Suite (IBPMS))	Due to the current K2 contract ending and the need to test the market this project will be submitting the RFP in order to evaluate the products in the market and to select the product.

3.1.2. Work Package Rationale

Work Package Name	Rationale
ACNAC PTP	Solution is on end of life application and operating system. The Processes in Eskom have changed and there are new, standardized project management tools to which the new solution must be integrated to. Additionally: the ACNAC workflow will be replaced by a standardized approved workflow; the ACNAC Workflow database will be replaced by a standardized approved workflow database; the ACNAC Workflow Physical Servers will be replaced by a standardized approved workflow Physical Servers.
K2 Replacement (Intelligent Business Process Management Suite (IBPMS))	Triggered by the contract expiry and the National Treasury directives.

3.2. WORK PACKAGE CATALOG

The work package structure in the diagram below identifies the included work packages of this architecture definition and that are necessary to realise the target architecture required by the Project Statement of Work. The identified work package is shown in context of the portfolio of work packages.

3.2.1. Target Work Package Catalog

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 Type: Work package catalog Identifier: STD.25818894	Date review requested: 28 Feb 2014 Date of Next Revision: 28 Feb 2014 Date of Authorisation: 28 Feb 2014 QA Date: 23 Mar 2021, 05:53:36 QA Status: Not Passed	Creator: system Time of generation: 29 Jun 2020, 22:22:21 Last user: mashegth Last change: 24 Apr 2023, 06:53:55	 ARIS Model
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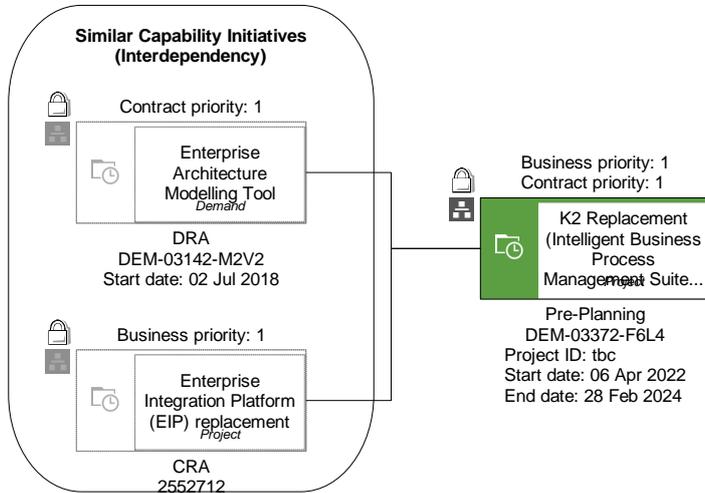


Figure 1: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Work Package Catalog]

Table 1: Work Package Descriptions

Name	Description
K2 Replacement (Intelligent Business Process Management Suite (IBPMS))	Due to the current K2 contract ending and the need to test the market this project will be submitting the RFP in order to evaluate the products in the market and to select the product.

Name: Dev_D1_ACNAC PTP_Target_09102014_V1 Type: Work package catalog Identifier: STD.22808880	QA Date: 21 Nov 2014, 11:46:31 QA Status: Not Passed	Creator: HakenJ Time of generation: 09 Oct 2014, 14:33:02 Last user: system Last change: 03 Jun 2018, 13:07:32	 ARIS Model
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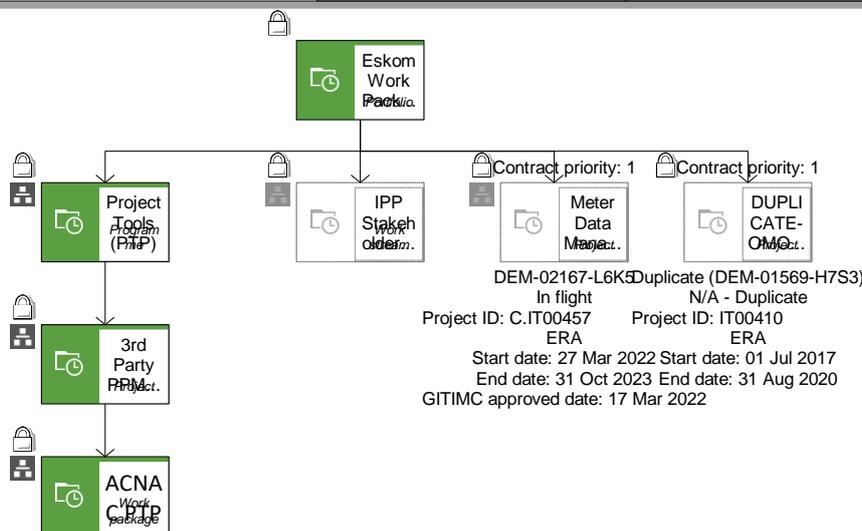


Figure 2: Dev_D1_ACNAC PTP_Target_09102014_V1 [Work Package Catalog]

Table 2: Work Package Descriptions

Name	Description
3rd Party PPM Tools Retirement	
ACNAC PTP	<p>Work Package to reposition the ACNAC solution that is currently used by Distribution, Transmission and for IPP. ACNAC is an in-house developed workflow system that processes customer applications for supply and other requests for energy, maintenance, refurbishment and strengthening.</p> <p>The intent is to Implement a centralised Workflow solution and upgrade the workflow engine and modernise the application (dashboards). The Work package is separated out of PTP as an individual work package that can be executed as part of a larger programme.</p>
Eskom Work Packages	Portfolio of Eskom Enterprise Work Packages
Project Tools (PTP)	Unknown

3.2.2. Target Work Package Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 3: Gap Analysis

Artifact	Gap Type	Gap Description

3.3. REQUIREMENTS, CONSTRAINTS AND ASSUMPTIONS

The requirements are quantitative statements of business needs that are to be fulfilled by the architecture design. Constraints and assumptions, which by their very nature are beyond the control of the enterprise, can produce changes in these requirements in an unforeseen manner. The requirements, constraints and assumptions are represented in the requirements catalog.

3.3.1. Target Requirement Catalog

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01	QA Date: 10 Jul 2014, 13:02:21 QA Status: Passed	Creator: system Time of generation: 29 Jun 2020, 22:22:21 Last user: mashegh Last change: 29 Mar 2021, 06:27:49	Eskom ARIS Model
Type: Requirement catalog Identifier: STD.25818896			

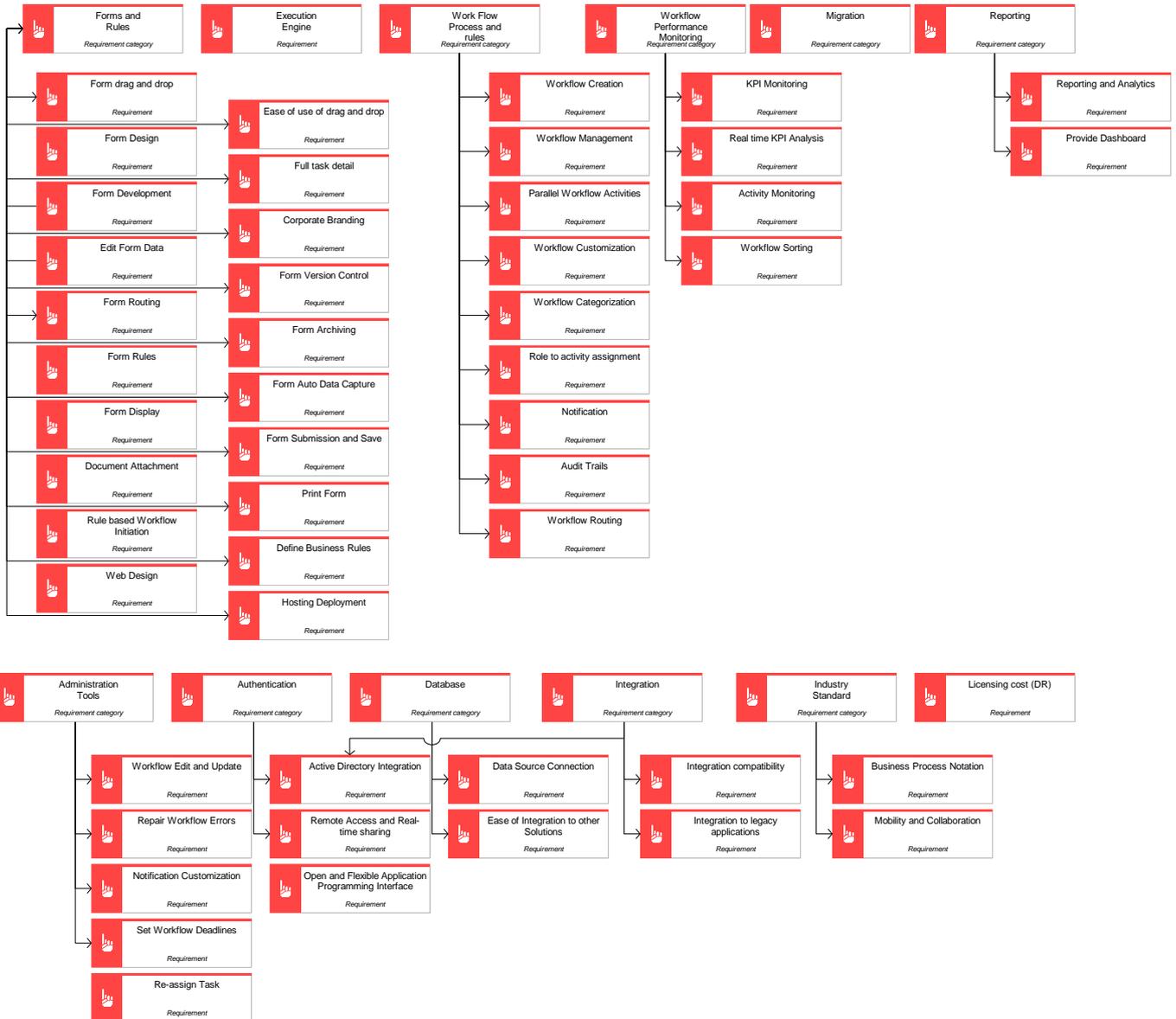


Figure 3: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Requirement Catalog]

Table 4: Requirement Descriptions

Name	Description	Requirement Priority
Active Directory Integration	Capability to integrate with Active Directory (AD) and able to search and assign users	6
Activity Monitoring	Ability to track duration of each activity	6
Administration Tools		6

Name	Description	Requirement Priority
Audit Trails	Track details, history and audit trails activity regarding specific tasks	6
Authentication		6
Business Process Notation	The solution should support a Business process modelling management notation	6
Corporate Branding	Customize portal with corporate branding	6
Data Source Connection	Solution should be able to connect data sources such as, MS SQL, Oracle	6
Database		6
Define Business Rules	Capability to define Business Rules	6
Document Attachment	Ability to attach documents e g PDF, Images (all formats) Word Document, Excel spreadsheet	6
Ease of Integration to other Solutions	Easy to integrate with other solutions	6
Ease of use of drag and drop	Ability to easily use drag and drop forms	6
Edit Form Data	Ability to edit data on the submitted forms	6
Execution Engine	Should make use of the Business Process Management Execution language	6
Form Archiving	Ability to have deleted forms to be stored in the storage (Recycle bin)	6
Form Auto Data Capture	Friendly forms, field pre-fills, better quality form hints	6
Form Design	Capability to design forms	6
Form Development	The technology should provide build in controls to build forms	6
Form Display	Forms should have ability to display/hide only the sections and questions relevant to those specific attributes	6
Form Routing	Ability to re-assign/redirect the forms	6
Form Rules	Capability to use advanced form rules to create smarter forms	6
Form Submission and Save	Ability to save and submit the form	6
Form Version Control	Ability to edit, deletes, view, and create revisions and version control of the forms	6
Form drag and drop	Capability to provide drag and drop forms	6
Forms and Rules		6
Full task detail	Capability to create Full Task Detail View	6
Hosting Deployment	Solutions should offer flexible deployment options like public cloud, private cloud or on premise	6
Industry Standard		6
Integration		6
Integration compatibility	Workflow software must allow integrations via web services and plug-in applications	6
Integration to legacy applications	Capabilities to integrate with current Eskom Business Systems e.g.	6

Name	Description	Requirement Priority
	SharePoint, SAP, etc.	
KPI Monitoring	Capability to monitor KPI's	6
Licensing cost (DR)	The solution should provide DR Licencing at no additional cost	6
Migration	Capability to allow the form rebuild for the following: <ul style="list-style-type: none"> · ACNAC · TOP100 · Strategy Execution Tool (SET) · GenTLC · eForms 	6
Mobility and Collaboration	Workflow automation software must have mobility and collaboration capability	6
Notification	Ability to send notifications via email or push notifications to remind of upcoming	6
Notification Customization	Administrators should be able to customize the kind of notifications they receive/sent out on the system	6
Open and Flexible Application Programming Interface	Provide a completely open and flexible Application Programming Interface (API) Capability to use open standards to communicate with third party systems	6
Parallel Workflow Activities	Capability to do parallel workflow activities	6
Print Form	Ability to print forms	6
Provide Dashboard	Ability to provide Dashboard	6
Re-assign Task	Ability to re-assign/redirect the task	6
Real time KPI Analysis	Ability to analyse KPIs in real time	6
Remote Access and Real-time sharing	Capability to have a remote access and real-time sharing	6
Repair Workflow Errors	Check version of the work flow, manage error of the work fiow(repair errors)	6
Reporting		6
Reporting and Analytics	Capability to be able to do analytics and draw reports	6
Role to activity assignment	Ability to assign people to specific activities	6
Rule based Workflow Initiation	Capability to initiate workflows based on pre-defined business rules	6
Set Workflow Deadlines	Capability for process automation to allow to set deadlines in the workflow	6
Web Design	Solution should allow for responsive web design	6
Work Flow Process and rules		6
Workflow Categorization	Capability to categorise workflows into collections and including a search bar to quickly locate them by name	6
Workflow Creation	Ability to create the work flow	6
Workflow Customization	Capability to do Custom Workflow (6

Name	Description	Requirement Priority
	Workflow following any order and defined workflow)	
Workflow Edit and Update	Ability to stop, re-start and view/track the task on the workflow	6
Workflow Management	Ability to manage the workflows	6
Workflow Performance Monitoring		6
Workflow Routing	Ability to re-assign/redirect the workflow activity	6
Workflow Sorting	Capability to provide sorting of workflow and changes	6

Name: Dev_D1_ACNAC PTP_Target_17102014_V1	QA Date: 29 Oct 2014, 16:47:23 QA Status: Passed	Creator: HakenJ Time of generation: 17 Oct 2014, 10:29:54 Last user: HakenJ Last change: 19 Nov 2014, 16:17:49	 ARIS Model
Type: Requirement catalog Identifier: STD.22817938			

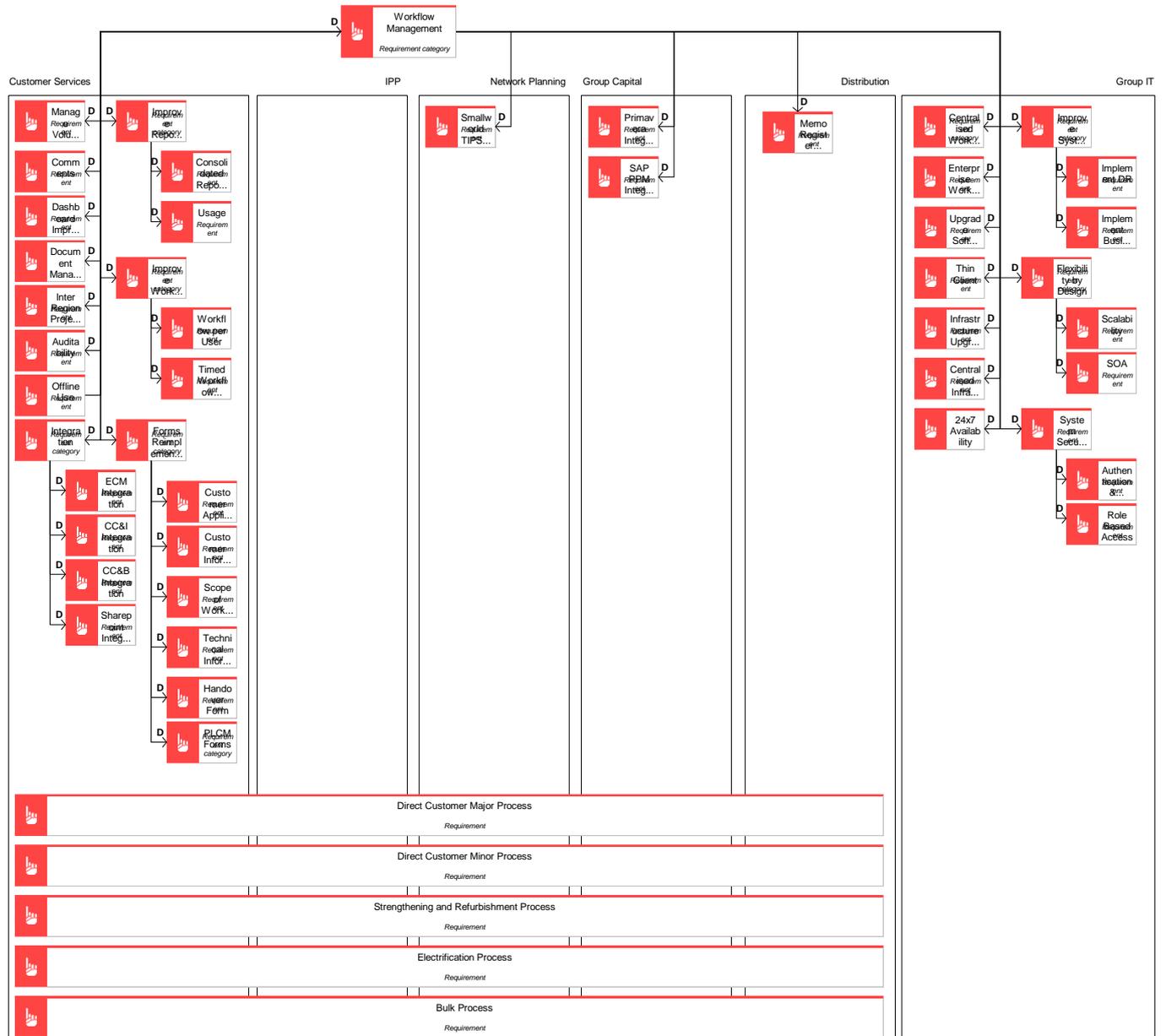


Figure 4: Dev_D1_ACNAC PTP_Target_17102014_V1 [Requirement Catalog]

Table 5: Requirement Descriptions

Name	Description	Requirement Priority
24x7 Availability	Ensure availability 24x7	
Auditability	Auditable Workflow Changes	6
Authentication & Authorisation	System Authentication & Authorisation	6
Bulk Process	Bulk Process Requirement	6
CC&B Integration	CC&B Integration	6
CC&I Integration	CC&I Integration	6
Centralised Infrastructure	Centralised Infrastructure	
Centralised WorkFlow Management	Centralised WorkFlow Management	6
Comments	Comments per workflow step.	6
Consolidated Reporting	Consolidated Operational Reporting	6
Customer Application Form	Customer Application Form	6
Customer Information Form	Customer Information Form	6
Dashboard Improvements	Improve Workflow Dashboards	6
Direct Customer Major Process	Direct Customer Major Process reimplementation	6
Direct Customer Minor Process	Direct Customer Minor Process reimplementation	6
Document Management	An audit trail that provides a record of documents accessed and the corresponding dates of access.	6
ECM Integration	Hyperwave or OpenText Integration	6
Electrification Process	Electrification Process reimplementation	6
Enterprise Workflow	Create an Enterprise Workflow capability within Eskom.	6
Flexibility by Design	System Flexibility by Design	6
Forms Reimplementation	Forms Reimplementation	6
Handover Form	Handover Form	6
Implement Business Continuity	Implement Business Continuity	6
Implement DR	Implement DR	6
Improve Reporting	Improve Reporting	3
Improve System Availability	Improve System Availability	6
Improve Workflow Functionality	Improve Workflow Functionality	6
Infrastructure Upgrade	Infrastructure Upgrade	6
Integration		6
Inter Region Project Management	Inter-Region Project Workflow	6
Manage Volume Quotations and Connections	Manage Volume Quotations and Connections	6
Memo Register System	Memo Register System	6
Offline Use	Offline use of software is unavailable due to a central hosting configuration	

Name	Description	Requirement Priority
PLCM Forms	PLCM Forms for ACNAC	6
Primavera Integration	Primavera Integration	6
Role Based Access	Role Based Access	6
SAP PPM Integration	SAP PPM Integration	6
SOA	SOA based architecture	6
Scalability	System Scalability	6
Scope of Work Form	Scope of Work Form	6
Sharepoint Integration	Sharepoint Integration	6
Smallworld TIPS Integration	Smallworld TIPS Integration	6
Strengthening and Refurbishment Process	Strengthening and Refurbishment Process reimplementation	6
System Security	System Security	6
Technical Information Form	Technical Information Form	6
Thin Client	Thin Client Front End (ie: web)	6
Timed Workflow Activities	Timed Workflow Activities for KPI reporting	6
Upgrade Software	Upgrade Software to Latest version	6
Usage	Easy to Use	6
Workflow Management	Workflow Management Requirement to manage INter application Workflow.	6
Workflow per User	Role Specific Workflow	6

3.3.2. Target Requirement Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 6: Gap Analysis

Artifact	Gap Type	Gap Description

3.4. RISKS AND ISSUES

This section provides the description of any risks and issues that are known at this time and are likely to affect the successful completion of the target architecture definition (excluding project management specific risks).

3.4.1. Target Risk Catalog

Name: DEV_D1_Enterprise Workflow... Type: Risk catalog	Time of generation: 29 Jun 2020, 22:22:21 Last user: mashegth Last change: 23 Mar 2021, 08:55:23	 ARIS Model
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Figure 5: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Risk Catalog]

Table 7: Risk Descriptions

Name	Description	Risk Rating
End of Support	The K2 support has come to an end and Eskom is at risk if problems are experienced.	High
Potential capability overlap	There's potential capability overlap with Hybrid integration platform as one central functionality is on process orchestration. The Enterprise Architecture toolset especially BPM aspects also could overlap.	Medium

3.4.2. Target Risk Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 8: Gap Analysis

Artifact	Gap Type	Gap Description
End of Support	Add	
Potential capability overlap	Add	

4. LOGICAL APPLICATION COMPONENT DESCRIPTION

The table below provides the attributes that describes the logical application component.

Table 9: Logical Application Component Attributes

Attribute	Value
Name	Enterprise Workflow Engine
Application Level	
Full Name	Enterprise Workflow Engine
Abbreviation	
Version	
Description	Enterprise Workflow Engine that manages inter application workflow that is aligned to the business processes.
Restriction On Usage Terms & Conditions	
Remark*	
Rationale	
Standard Approval Date	
Evaluation (Start)	
Phase-In Phase (Start)	
Standard (Start)	
Phase-Out Phase (Start)	
Phase-Out Phase (End)	
Primary Application Purpose	
Standardization Status	In evaluation
Criticality	
Repository Notes	
Last Upgrade (Year)	
IT/OT	
Bespoke	
Date Market Tested	
Vendor Details	
Vendor Number	
RFx Number	
Contract Number	
Bill Of Materials ID(S)	
Contract Start Date	
Contract End Date	
Licence Required	
Licences Allocated	
Licences Acquired	
Software Licence Category	
Licence Model (As-Is)	

Attribute	Value
Licence Model (To-Be)	
Number Of Users	500 to 999
Enterprise IT Services Classification	
System Strategy/Roadmap	
System Pace Layer	
Cloud Candidate (Obsolete)	
Service Model (As-Is)	
Service Model (To-Be)	
Deployment Model (As-Is)	
Deployment Model (To-Be)	
Cloud Hosting Location (As-Is)	
Cloud Hosting Location (To-Be)	
Software Licence	
Product Name*	
Cloud Candidate	
Rationale - Impact Of Change	
Impact Of Change	
First Implementation Date	
Publisher	
Proposed Criticality	
BIA Status	
BIA Classification	
BIA Date	
BIA Link	
System Continuity Plan Date	
DR Design Status	
DR Design Date	
DR Plan Link	
DR Procedure Status	
DR Test Status	
DR Tested Date	
DR Strategy - App	
DR Strategy - DB	
External	
Link 1	
Link 2	
System Type	
Black Start – Needed During Black Start	
Black Start – Critical For Black Start	

Attribute	Value
Black Start Impact – Financial (Revenue)	
Black Start Impact – Core Operations/Productivity	
Black Start Impact – Customer Satisfaction	
Black Start Impact – Employee (Well-Being/Safety)	
UID	
Identifier	STD.22850595
Used By: Division (Obsolete)	
Business Continuity Plan (BCP) Status	
RPO	
RTO	
System Continuity Plan Status	
Cloud Approval Date	

5. APPLICATION ARCHITECTURE

5.1. APPLICATION ARCHITECTURE LANDSCAPE CONTEXT

The application portfolio catalog provides a contextual perspective of the Information systems (IS) and/or the applications for this architectural definition. It could also show the decomposition of the IS/application.

5.1.1. Target Application Portfolio Catalog

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 Type: Application portfolio catalog Identifier: STD.27053420		Creator: mashegth Time of generation: 17 Feb 2023, 10:19:30 Last user: mashegth Last change: 24 Apr 2023, 06:46:00	
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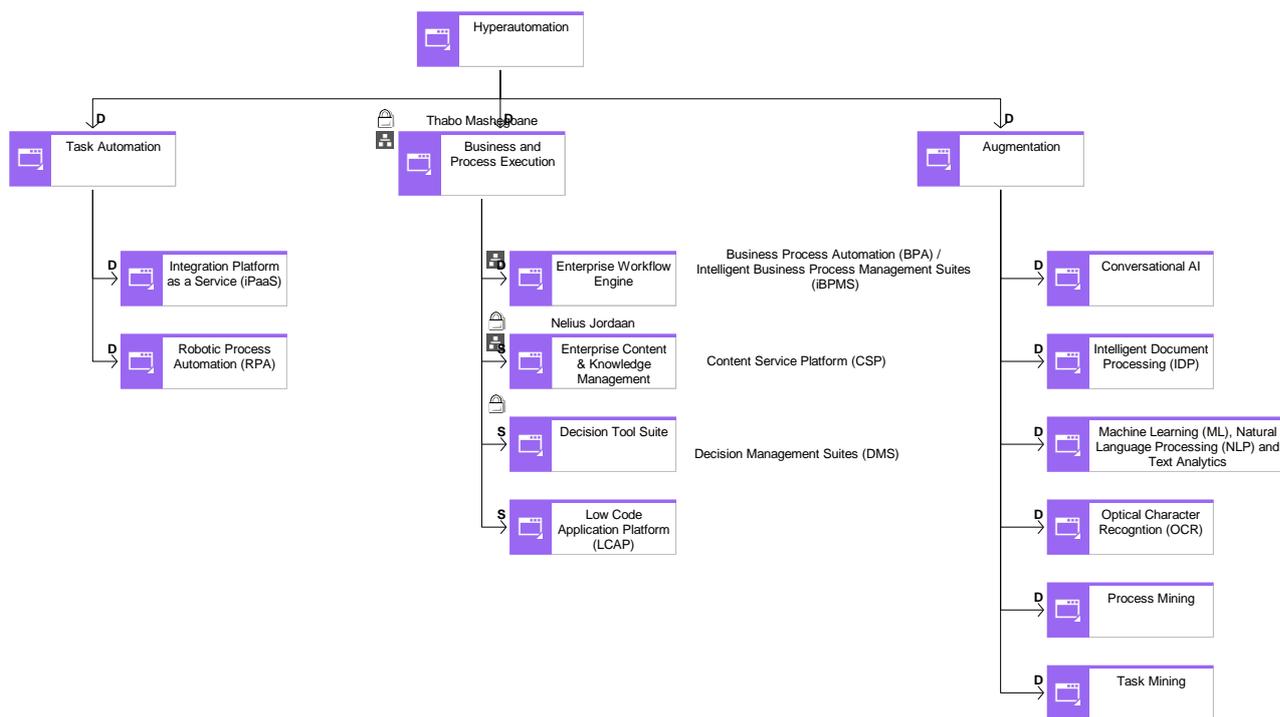


Figure 6: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application Portfolio Catalog]

Table 10: Logical Application Component Descriptions

Name	Description
Augmentation	
Business and Process Execution	This helps manage and maintain the alignment of tactical and operational objectives and activities with strategic direction and intent, including defining, modelling, automating and monitoring the performance of automated, semi automated and manual work steps required to execute a job or process. It aligns tactical and operational objectives and activities with strategic direction and intent. It entails aspects of reviewing the overall business performance and determining how the business can better reach its goals.
Conversational AI	Conversational AI is a type of artificial intelligence that enables consumers to interact with computer applications the way they would with other humans.
Decision Tool Suite	

Name	Description
Enterprise Content & Knowledge Management	The IS covers the management of unstructured and semi-structured content such as office documents, images, audio, video, web sites, instant messaging and email. Enterprise Content Management (ECM) includes Search and Information Workflow technologies which provide the key enablers for effectively accessing this content and turning it into a workable solution for business users.
Enterprise Workflow Engine	Enterprise Workflow Engine that manages inter application workflow that is aligned to the business processes.
Hyperautomation	Hyperautomation is a disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms. Examples include AI, machine learning, event-driven software architecture, robotic process automation (RPA), intelligent BPM suites, integration platform as a service, low-code tools, and other types of decision, process and task automation tools.
Integration Platform as a Service (iPaaS)	Integration platform as a service (iPaaS) is a combination of integration technology functionalities that are delivered as a suite of cloud services and designed to support enterprise-class integration initiatives.
Intelligent Document Processing (IDP)	Intelligent document processing (IDP) solutions use machine learning (ML), deep learning, computer vision (including OCR/ICR) and natural language technologies (NLT) to extract data from structured and unstructured content, especially from documents, to support automation and augmentation. Data and analytics leaders should use this research to understand the process flow and differentiated capabilities offered by IDP solutions.
Low Code Application Platform (LCAP)	A low-code application platform (LCAP) is used to rapidly develop and deploy custom applications by abstracting and minimizing hand coding. At a minimum, an LCAP must include low-code capabilities (such as a model-driven or graphical programming approach with scripting) to develop a complete application consisting of user interfaces, business logic, workflow and data services.
Machine Learning (ML), Natural Language Processing (NLP) and Text Analytics	<p>Machine learning is a subset of artificial intelligence that uses mathematical models to help a computer learn without direct instruction. It involves training algorithms to find patterns and correlations in large data sets, and using those patterns to make predictions and improve performance over time.</p> <p>Natural Language Processing (NLP) is a branch of artificial intelligence that helps computers understand, interpret and manipulate human language</p>
Optical Character Recognition (OCR)	Optical character recognition (OCR) is a technology that converts images of text into text that can be read, edited, searched, or used by a computer. OCR can improve the efficiency and accuracy of data entry and storage, and enable various machine processes such as translation or text-to-speech.
Process Mining	<p>Process mining is designed to discover, monitor and improve actual processes (that is, not assumed processes) by extracting knowledge from event logs readily available in today's information systems.</p> <p>Process mining includes:</p> <ul style="list-style-type: none"> * Automated process discovery (extracting process models from an event log) * Conformance checking (monitoring deviations by comparing model and log)

Name	Description
	<ul style="list-style-type: none"> * Social network/organizational mining (how people interact and work together) * Automated construction of simulation models * Model extension * Model repair * Case prediction * History-based recommendations
Robotic Process Automation (RPA)	Robotic process automation (RPA) market as the market for licensed software platforms used for building scripts to integrate any application via a user interface and a control dashboard or orchestrator. RPA platforms automate repetitive, rule-based, predictable tasks.
Task Automation	
Task Mining	Task mining is a complementary approach to process mining that infers useful information from low-level event data available in UI logs or captured through computer vision. These UI logs describe the single steps done by a user (for example, in using a workstation) based on keystrokes, mouse clicks and data entries.

5.1.2. Target Application Portfolio Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 11: Gap Analysis

Artifact	Gap Type	Gap Description
Augmentation	Add	
Business and Process Execution	Add	
Conversational AI	Add	
Decision Tool Suite	Add	
Enterprise Content & Knowledge Management	Add	
Enterprise Workflow Engine	Add	
Hyperautomation	Add	
Integration Platform as a Service (iPaaS)	Add	
Intelligent Document Processing (IDP)	Add	
Low Code Application Platform (LCAP)	Add	
Machine Learning (ML), Natural Language Processing (NLP) and Text Analytics	Add	
Optical Character Recognition (OCR)	Add	
Process Mining	Add	
Robotic Process Automation (RPA)	Add	

Artifact	Gap Type	Gap Description
Task Automation	Add	
Task Mining	Add	

5.2. APPLICATION INTERFACE CONTEXT

The application interface context provides a description of the flow of data between the ISs or applications.

5.2.1. Target Application Communication Diagram

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 Type: Application communication diagram Identifier: STD.27053460	Creator: mashegth Time of generation: 17 Feb 2023, 10:21:36 Last user: mashegth Last change: 24 Apr 2023, 06:46:49	 ARIS Model
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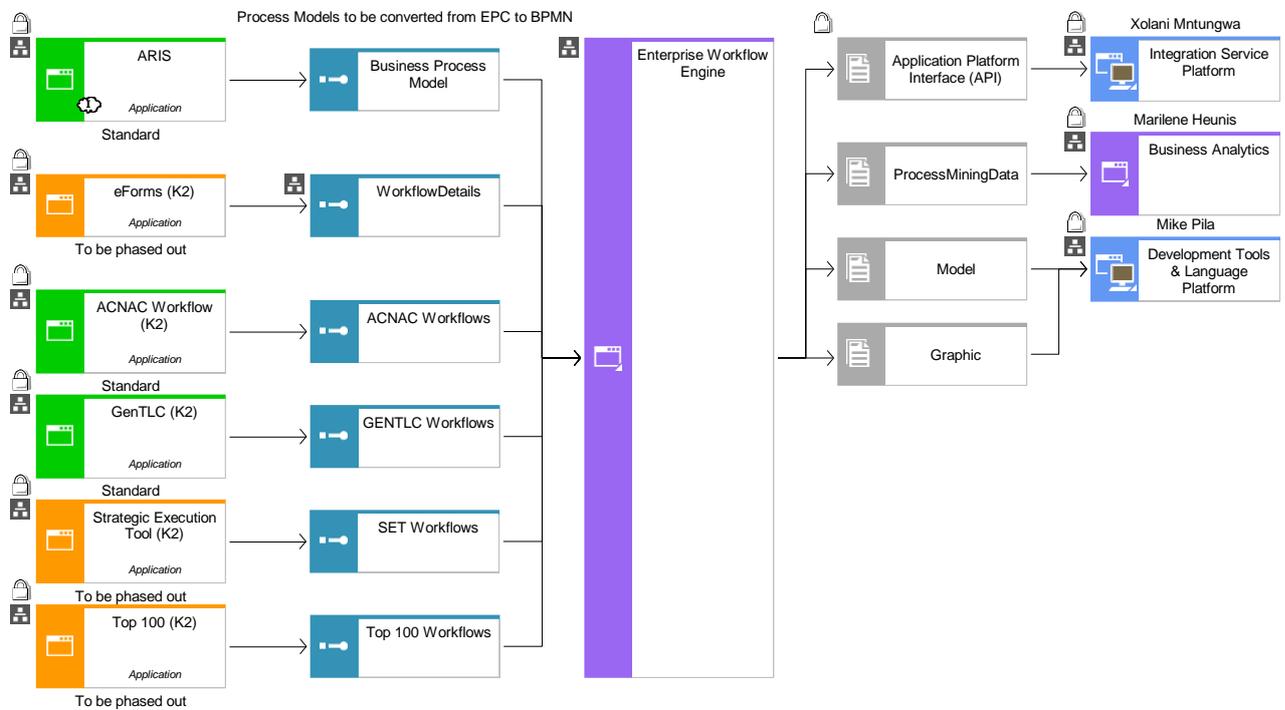


Figure 7: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application Communication Diagram]

Table 12: Interface* Descriptions

Name	Description	Attributes
ACNAC Workflows		
Business Process Model		
GENTLC Workflows		
SET Workflows		
Top 100 Workflows		
WorkflowDetails		

Table 13: Logical Application Component Descriptions

Name	Description
Business Analytics	A business analytics information system provides the technologies, applications and practices for continuous iterative exploration and investigation of past business performance to gain insight and drive business planning. Business analytics focuses on developing new insights and understanding of business performance based on data and statistical methods
Enterprise Workflow Engine	Enterprise Workflow Engine that manages inter application workflow that is aligned to the business processes.

Table 14: Logical Information Artefact Descriptions

Name	Description
Application Platform Interface (API)	The interface, or set of functions, between application software and/or the application platform
Graphic	
Model	
ProcessMiningData	

Table 15: Logical Technology Component Descriptions

Name	Description
Development Tools & Language Platform	Its a computer program that a software developer use to create, debug, maintain or otherwise support other programs and applications.
Integration Service Platform	

Table 16: Physical Application Component Descriptions

Name	Description	Attributes
ACNAC Workflow (K2)	The ACNAC Workflow System extends the minor process workflow that has been utilised for many years to now include five Major Processes. (Direct Customer, Strengthening, Refurbishment, Electrification Blanket and Electrification Turnkey processes). It automates these business processes in the Network Asset Creation Value Chain (NACVC). The K2 platform is used as the workflow tool and also accommodates the Project Forms that were previously created and stored in the Capital Assist spreadsheet tool."	Criticality: Mission critical Standardization Status: Standard
ARIS	ARIS (Architecture of Integrated Information Systems) is a unique and internationally renowned method for	Criticality: Business critical Standardization Status: Standard

Name	Description	Attributes
	<p>optimizing business processes and implementing application systems.</p> <p>ARIS Repository accepts the modeled information and makes it available immediately to all authorized users. Many users can access the data of relevance to them simultaneously, edit it and reuse it.</p> <p>Functionality:</p> <ul style="list-style-type: none"> - maintain the contents of ARIS databases (Explorer), - edit graphic models (Designer), - display the relationships between objects in a table (Matrix Editor). - administration functions, such as user management, configuration, or script generation (Business Architect), - analyze the dynamic flow of business processes (ARIS Simulation), - working off-line using a local repository (ARIS Architect). <p>Enterprise Architecture modelling tool, maps and manages business, information/data, application and technology architectures. Such as capability mapping, process definitions, strategies and objectives, organisational design, key performance indicators and measures, and requirements management, managing systems, product standards lifecycles and the various landscapes, roadmaps, integration and system dependencies. Provides in-depth analytical reporting capabilities.</p>	
GenTLC (K2)	<p>GenTLC is an Operational System with functionality to meet the requirements of the Technical Plan (TP) cycle. Users are required to keep the LOPP (Life of Plant Planning) updated on a continuous basis. One standardised Technical Plan/LOPP system to improve the integrity of information.</p> <p>Also used to do Asset Investment Planning (AIP) for Gx.</p>	<p>Criticality: Normal Standardization Status: Standard</p>
Strategic Execution Tool (K2)		Standardization Status: To be phased out
Top 100 (K2)	<p>This is an analytical application / set of dashboards to display +- the top 100 KPIs for Eskom. This has been developed within Eskom by the BI & Finance teams.</p>	<p>Criticality: Mission critical Standardization Status: To be phased out</p>
eForms (K2)	<p>eForms is a web based workflow application where manual forms and processes are converted to electronic forms and processes. There is a generic workflow process, but each form may have its own workflow.</p>	<p>Criticality: Normal Standardization Status: To be phased out</p>

Name	Description	Attributes
	Functionality: - electronic submission of HR forms.	

5.2.2. Target Application Communication Diagram Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 17: Gap Analysis

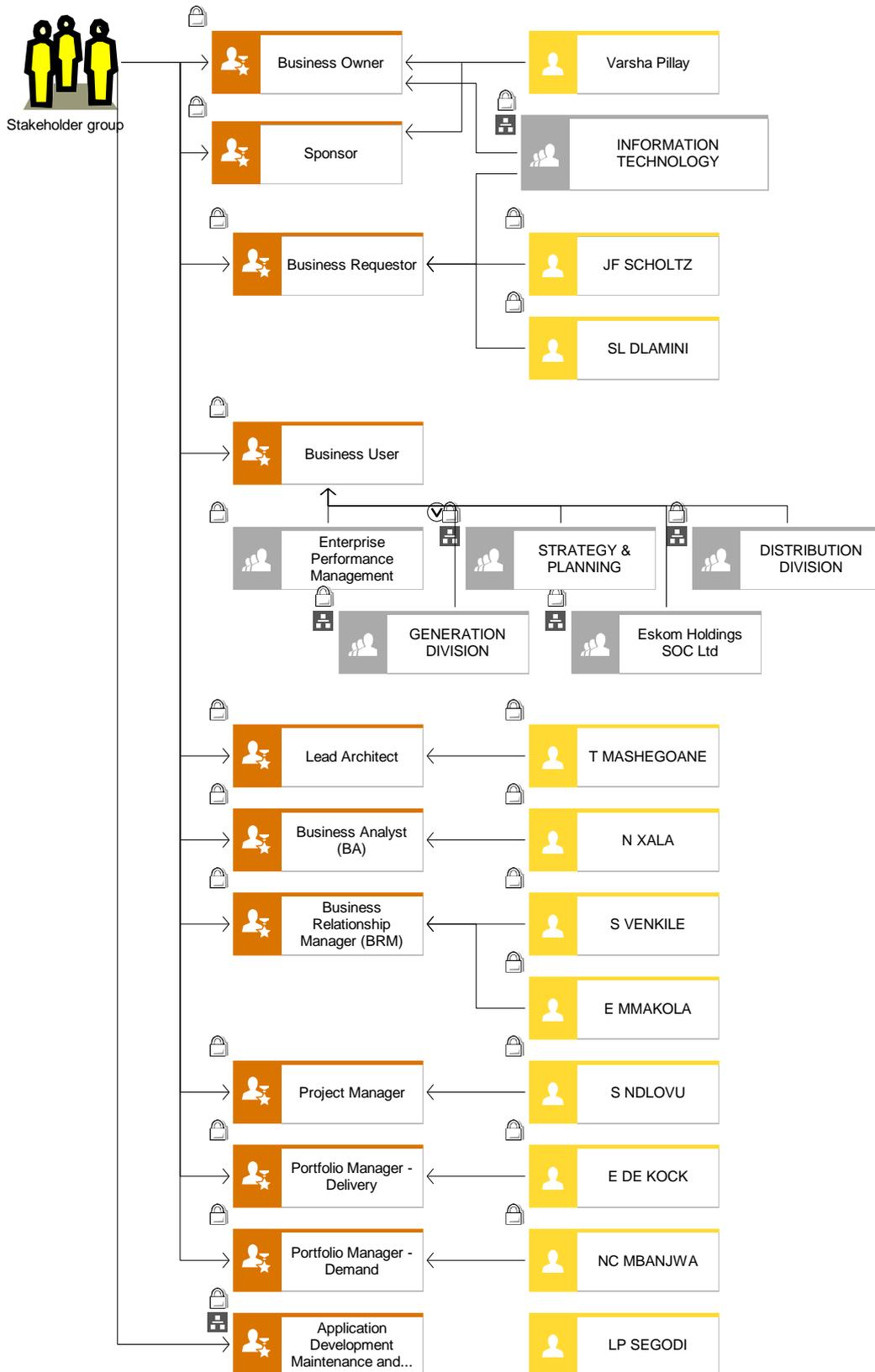
Artifact	Gap Type	Gap Description
ACNAC Workflow (K2)	Add	
ACNAC Workflows	Add	
ARIS	Add	
Application Platform Interface (API)	Add	
Business Analytics	Add	
Business Process Model	Add	
Development Tools & Language Platform	Add	
Enterprise Workflow Engine	Add	
GENTLC Workflows	Add	
GenTLC (K2)	Add	
Graphic	Add	
Integration Service Platform	Add	
Model	Add	
ProcessMiningData	Add	
SET Workflows	Add	
Strategic Execution Tool (K2)	Add	
Top 100 (K2)	Add	
Top 100 Workflows	Add	
WorkflowDetails	Add	
eForms (K2)	Add	

5.3. APPLICATION STAKEHOLDERS

The stakeholder analysis describes the stakeholders for the architecture, their influence over the engagement, their key interests and concerns that must be addressed by the target architecture. It includes those organisational units, business roles and persons with an interest in the architecture design(s), and that are likely to be affected by it.

5.3.1. Target Stakeholder Analysis Diagram

<p>Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01</p> <p>Type: Stakeholder analysis diagram Identifier: STD.27121840</p>		<p>Creator: mashegth Time of generation: 13 Apr 2023, 18:47:59 Last user: mashegth Last change: 24 Apr 2023, 04:20:56</p>	
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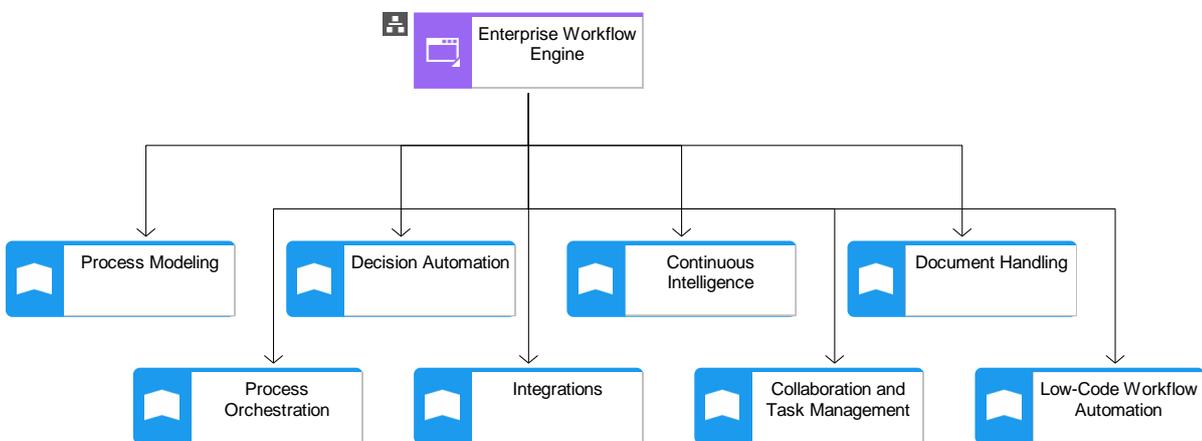
**Figure 8: DEV_D1_Enterprise Workflow Automation Platform (iBPM)
Replacement_Target_202403_V01 [Stakeholder Analysis Diagram]**

5.4. INFORMATION SYSTEM/APPLICATION FUNCTIONS

The function decomposition view provides a representation of the functions of the IS or application in scope for the application architecture. The functions imply a partial or full automation of the business process they are intended to support.

5.4.1. Target Application Function Decomposition

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 Type: Application function decomposition Identifier: STD.27053440		Creator: mashegth Time of generation: 17 Feb 2023, 10:20:33 Last user: mashegth Last change: 24 Apr 2023, 07:22:48	 ARIS Model
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**Figure 9: DEV_D1_Enterprise Workflow Automation Platform (iBPM)
Replacement_Target_202403_V01 [Application Function Decomposition]**

Table 18: Application Function* Descriptions

Name	Description
Collaboration and Task Management	Capability of the BPA tool to enable process stakeholders to collaborate with other stakeholders in support of achieving the desired business outcomes. Collaboration between process stakeholders may be facilitated through a variety of methods, including content-specific events related to annotations, redactions or creation; real-time chat; case or process instance documents; co-browse sessions; or integration with telephony and video chat services.
Continuous Intelligence	Continuous intelligence is a design pattern in which real-time analytics are integrated into a business operation, processing current and historical data to prescribe actions in response to business moments and other events. It provides decision automation or decision support.
Decision Automation	Capability of a BPA tool to define business rules, recommendations or decision automation engines, which provide guidance for making human or automated operational decisions according to business directives or policy statements.
Document Handling	Capability of a BPA tool to intelligently handle documents by reading, classifying and routing them to the stakeholders.

Name	Description
Integrations	Capability of a BPA tool to integrate with the application landscape of the enterprise. These might be connectors for branded off-the-shelf applications, such as CRM, ERP, etc., or customized connectors for in-house-built customized applications.
Low-Code Workflow Automation	Capability of a BPA tool to enable visual design of UI, process models and data models.
Process Modeling	Capability of a BPA tool to enable enterprises to model their simple and complex business processes.
Process Orchestration	Capability of a BPA tool to orchestrate a complex process comprising multiple stakeholders, including humans, applications and machines.

Table 19: Logical Application Component Descriptions

Name	Description
Enterprise Workflow Engine	Enterprise Workflow Engine that manages inter application workflow that is aligned to the business processes.

5.4.2. Target Application Function Decomposition Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 20: Gap Analysis

Artifact	Gap Type	Gap Description
Collaboration and Task Management	Add	
Continuous Intelligence	Add	
Decision Automation	Add	
Document Handling	Add	
Enterprise Workflow Engine	Add	
Integrations	Add	
Low-Code Workflow Automation	Add	
Process Modeling	Add	
Process Orchestration	Add	

5.5. REFERENCE ARCHITECTURES

The reference architectures outline any reference materials (Foundation, Common Systems, Industry, Organisation-specific architectures) that were adopted by Eskom and can be used to produce the target architecture design.

Table 21: Reference Architectures

Reference Architecture Name	Reference Architecture Description	Reference Architecture Location

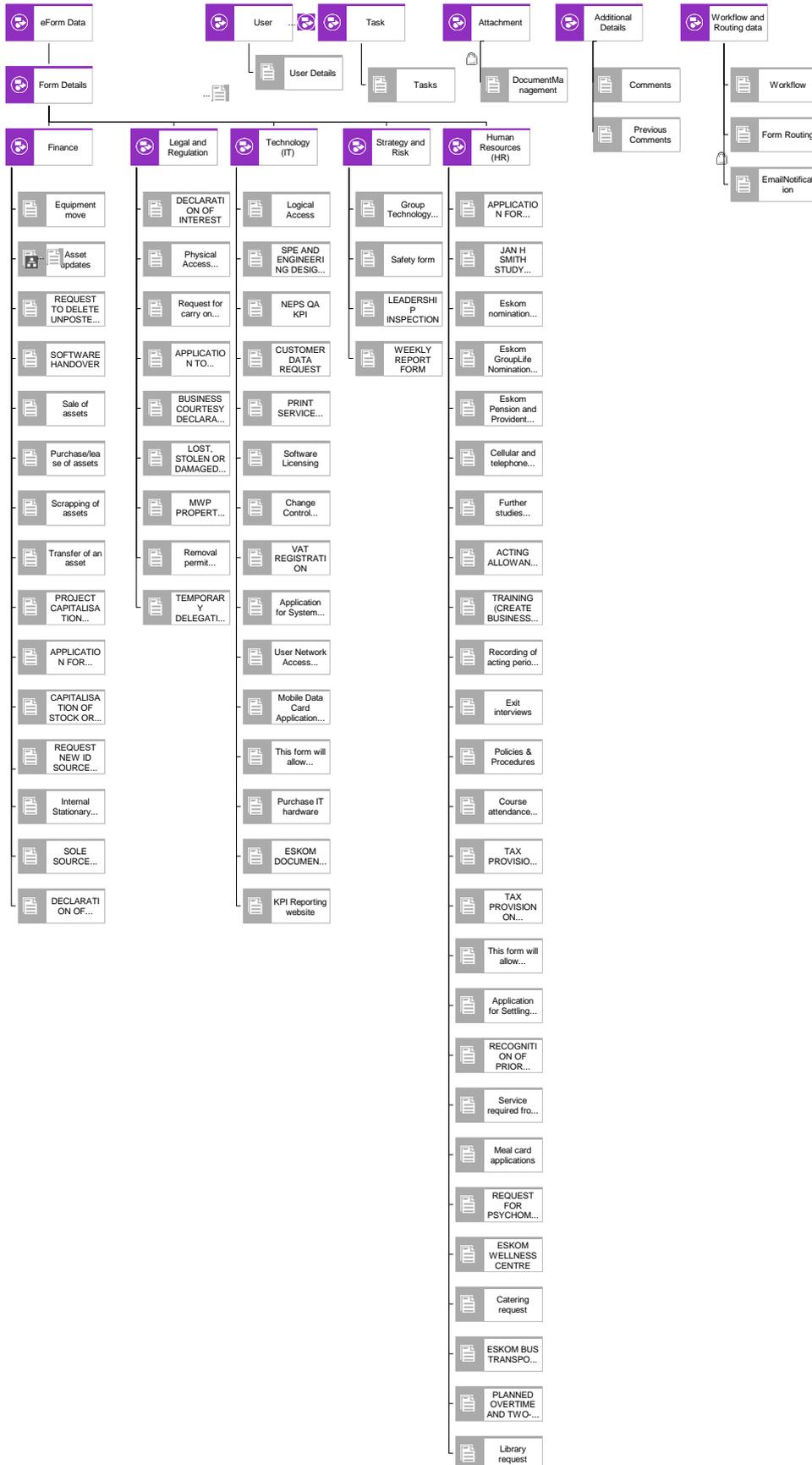
6. DATA & INFORMATION ARCHITECTURE

6.1. LOGICAL DATA & INFORMATION

The data and information architecture provides a description of the subject areas and information artefacts required by this architecture design.

6.1.1. Target Data Catalog

Name: DEV_D1_Enterprise Workflow Automation Platform (BPM) Replacement_Target_202403_V01 Type: Data catalog Identifier: STD.27053520	Creator: mashegh Time of generation: 17 Feb 2023, 10:23:10 Last user: mashegh Last change: 24 Apr 2023, 05:35:16	
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**Figure 10: DEV_D1_Enterprise Workflow Automation Platform (iBPM)
Replacement_Target_202403_V01 [Data Catalog]**

Table 22: Data Subject Area Descriptions

Name	Description
Additional Details	additional details of the form
Attachment	Attachment section of the form
Finance	Group Finance's mandate is to position Eskom as the investment opportunity of choice
Form Details	details about what the form captures
Human Resources (HR)	Human Resources (HR) is mandated to partner and empower line to recruit, develop, and retain skilled, committed, engaged and accountable employees across Eskom
Legal and Regulation	Guiding, Positioning, Protecting and Enabling the Eskom Group as a Top 5 global utility
Strategy and Risk	To lead an integrated approach to organisational strategy, risk management and corporate planning and to ensure sustainability and resilience.
Task	Task allocated to a user
Technology (IT)	Ensuring the effective delivery of IT systems, infrastructure and processes to support Eskom's business objectives and business processes
User	information about the user
Workflow	
Workflow and Routing data	Workflow and routing related information
eForm Data	Data captured on the eForm screen.

Table 23: Logical Information Artefact Descriptions

Name	Description
ACTING ALLOWANCE APPLICATION FOR APPROVAL	This form will allow employees within the bargaining unit to apply for acting allowances
APPLICATION FOR INTERIM HOUSE SUBSIDY ON TRANSFER 0-6 MONTHS	This form will allow employees to apply for interim housing when relocating
APPLICATION FOR PURCHASING GROUPS	This form will allow the purchasing division to create new purchasing groups
APPLICATION TO PERFORM PRIVATE WOR	This form will allow employees to apply for approval on conducting private work
Application for Settling Allowance	This form will allow employees to apply for settling in
Application for System Access	This form will allow employees to apply for application user access to any application used in Eskom
Asset updates	This form will allow employees to update any asset related information
Catering request	This form will allow employees to send catering requests to the relevant environment
Cellular and telephone allowance	This form will allow employees to apply for cellular and telephone allowance as per the Eskom HR policy.

Name	Description
Change Control eForm	This form will allow employees to submit any change related to our Eskom systems.
Comments	Capture new comments on the form
Course attendance and course cancellations	This form will allow employees to get course information captured on LSO
DECLARATION OF INTENT TO INSURE MOTOR ALLOWANCE (SCHEME) VEHICLE EXTERNALLY	Form used to declare intent insure motor vehicle allowance vehicle externally
DocumentManagement	Publish, Search, subscribe, publish folder and fetch documents
ESKOM BUS TRANSPORT REGULATIONS/APPLICATION	This form will allow employees to apply for bus transport
ESKOM DOCUMENTATION CENTRE(EDC) REQUEST FORM	
EmailNotification	Notify on error response via email
Equipment move	This form will allow employees to apply for equipment to be moved from and to various divisions and employees.
Eskom nomination forms for leave monies, burial and stated benefits	This form will allow employees to nominate individuals to receive the leave monies, burial and stated benefits from Eskom
Exit interviews	This form will allow employees to complete exit interview eForm.
Form Details	details about what the form captures
Form Routing	Routing of forms to the destination user
Further studies requests	This form will allow employees to apply for further studies
Group Technology, Plant Engineering's Work Allocation Centre	This form will allow employees to apply for engineers to be assigned to the projects.
Internal Stationary requests	This form will allow employees to apply for stationary
Library request	This form will allow employees to apply for anything from the Library
Logical Access	This form will allow employees to apply for logical access to the PowerStations
Logical Information Artefact	<ul style="list-style-type: none"> - A Logical Information Artefact is an aggregation of Data Attributes and / or Data Classes (or Data Entities) that are used as an enabler, input or output for a system. - A Logical Information Artefact can have more than one physical representation, depending on the context that it is used in. (DISCON) - Basic occurrences of information as a product. - Synonyms: Data Product, Refer to: Data Attribute, Data Class, Data Entity
MWP PROPERTY PORTFOLIO PARKING REQUEST	Form to request parking at MWP
Meal card applications	This form will allow employees to apply for meal tickets
NEPS QA KPI	Form to perform NEPS QA KPI
PRINT SERVICE REQUEST	This form will allow employees to apply for a new print service in Eskom
Physical Access request eForm for both employees and contractors	This form will allow employees to apply for access to Eskom sites
Policies & Procedures	Policies & Procedures
Previous Comments	Historical comments captured by user
Purchase IT hardware	This form will allow employees to purchase IT hardware
Purchase/lease of assets	This form will allow employees to purchase / lease any Eskom assets

Name	Description
Recording of acting period for Managerial Level Employees	This form will allow employees on managerial level to record relevant acting period.
Removal permit authorisation	form to request removal of permit authorisation
Request for carry on assets	This form will allow employees to apply for permits to remove Eskom assets from premises
SOLE SOURCE JUSTIFICATION	This eForm is used by the Eskom buyers to establish sole source justification.
Safety form	This form will allow employees to record all safety related incidents
Sale of assets	This form will record sales to all Eskom assets
Scrapping of assets	This form will allow employees to apply to scrap stolen or old assets.
Service required from LDC	This form will allow employees to apply for any services rendered by the LDC
Software Licensing	This form will allow employees to apply and record everything regarding licensing
TAX PROVISION ON ANNUAL BONUS	This form will allow employees to apply for the tax provision portion of the annual bonus
Tasks	Tasks to identify work to be done
This form will allow employees to apply for 3GMobile data as per Eskom HR policy	This form will allow employees to purchase IT consumables
This form will allow employees to apply for tax provision on annual bonus	This form will allow employees to nominate achievers for recognition.
Transfer of an asset	This form will allow Eskom to transfer assets
User Details	User details displayed from SAP
User Network Access requests	This form will allow employees to apply for access to the Eskom Network
Workflow	Workflow
BUSINESS COURTESY DECLARATION	This form will allow employees record any gifts received
CAPITALISATION OF STOCK OR STORES ON LOAN	CAPITALISATION OF STOCK OR STORES ON LOAN
CUSTOMER DATA REQUEST	Form to request customer data
DECLARATION OF INTEREST	This form will allow employees to declare their interests.
ESKOM WELLNESS CENTRE	This form will allow employees to apply for gym membership
Eskom GroupLife Nomination Form	This form will allow employees to nominate individuals to receive their GroupLife money
Eskom Pension and Provident Fund Nominations Form	This form will allow employees to nominate individuals to receive their pension fund money
JAN H SMITH STUDY LOAN	This form will allow employees to apply for study loan for their children at school
KPI Reporting website	This form will allow the capturing of information regarding the KPI's in Eskom
LEADERSHIP INSPECTION	This form will allow employees capture inspection information
LOST, STOLEN OR DAMAGED PERMIT	This form will allow employees to report lost, stolen of damaged permits.
Mobile Data Card Application eForm	This form will allow employees to apply for 3GMobile data as per Eskom HR policy

Name	Description
PLANNED OVERTIME AND TWO-SHIFTING OVERTIME REQUEST FORM	Form to request PLANNED OVERTIME AND TWO-SHIFTING OVERTIME
PROJECT CAPITALISATION (REQUEST FOR ASSET NUMBER)	Form to request fro asset number
RECOGNITION OF PRIOR LEARNING	This form will allow employees to apply for recognition of prior learning
REQUEST FOR PSYCHOMETRIC TESTING	This form will allow employees to apply for psychometric testing
REQUEST NEW ID SOURCE FOR A UID GENERATOR	Form to request new ID source
REQUEST TO DELETE UNPOSTED ASSET	REQUEST TO DELETE UNPOSTED ASSET
SOFTWARE HANDOVER	Handover of software
SPE AND ENGINEERING DESIGN TOOLS ACCESS APPLICATION	Application of SPE AND ENGINEERING DESIGN TOOLS
TAX PROVISION ON ANNUAL BONUS APPLICATION	This form will allow employees to apply for tax provision on annual bonus
TEMPORARY DELEGATION OF AUTHORITY	This form will allow manager to apply for temporary delegation of authority in their absence
TRAINING (CREATE BUSINESS EVENT)	This form will allow employees to apply for a training event to be created to enable the updating of training days.
VAT REGISTRATION	Vat Registration form
WEEKLY REPORT FORM	Weekly report form

Table 24: Data Security Classification

Name	Security Classification Level
ACTING ALLOWANCE APPLICATION FOR APPROVAL	
APPLICATION FOR INTERIM HOUSE SUBSIDY ON TRANSFER 0-6 MONTHS	
APPLICATION FOR PURCHASING GROUPS	
APPLICATION TO PERFORM PRIVATE WOR	
Additional Details	
Application for Settling Allowance	
Application for System Access	
Asset updates	
Attachment	
Catering request	
Cellular and telephone allowance	
Change Control eForm	
Comments	

Name	Security Classification Level
Course attendance and course cancellations	
DECLARATION OF INTENT TO INSURE MOTOR ALLOWANCE (SCHEME) VEHICLE EXTERNALLY	
DocumentManagement	Public Domain
ESKOM BUS TRANSPORT REGULATIONS/APPLICATION	
ESKOM DOCUMENTATION CENTRE(EDC) REQUEST FORM	
EmailNotification	Controlled Disclosure
Equipment move	
Eskom nomination forms for leave monies, burial and stated benefits	
Exit interviews	
Finance	
Form Details	
Form Details	
Form Routing	
Further studies requests	
Group Technology, Plant Engineering's Work Allocation Centre	
Human Resources (HR)	
Internal Stationary requests	
Legal and Regulation	
Library request	
Logical Access	
Logical Information Artefact	
MWP PROPERTY PORTFOLIO PARKING REQUEST	
Meal card applications	
NEPS QA KPI	
PRINT SERVICE REQUEST	
Physical Access request eForm for both employees and contractors	
Policies & Procedures	
Previous Comments	
Purchase IT hardware	
Purchase/lease of assets	
Recording of acting period for Managerial Level Employees	
Removal permit authorisation	
Request for carry on assets	
SOLE SOURCE JUSTIFICATION	
Safety form	

Name	Security Classification Level
Sale of assets	
Scrapping of assets	
Service required from LDC	
Software Licensing	
Strategy and Risk	
TAX PROVISION ON ANNUAL BONUS	
Task	
Tasks	
Technology (IT)	
This form will allow employees to apply for 3G Mobile data as per Eskom HR policy	
This form will allow employees to apply for tax provision on annual bonus	
Transfer of an asset	
User	
User Details	
User Network Access requests	
Workflow	
Workflow	
Workflow and Routing data	
eForm Data	
BUSINESS COURTESY DECLARATION	
CAPITALISATION OF STOCK OR STORES ON LOAN	
CUSTOMER DATA REQUEST	
DECLARATION OF INTEREST	
ESKOM WELLNESS CENTRE	
Eskom GroupLife Nomination Form	
Eskom Pension and Provident Fund Nominations Form	
JAN H SMITH STUDY LOAN	
KPI Reporting website	
LEADERSHIP INSPECTION	
LOST, STOLEN OR DAMAGED PERMIT	
Mobile Data Card Application eForm	
PLANNED OVERTIME AND TWO-SHIFTING OVERTIME REQUEST FORM	
PROJECT CAPITALISATION (REQUEST FOR ASSET NUMBER)	
RECOGNITION OF PRIOR LEARNING	
REQUEST FOR PSYCHOMETRIC TESTING	
REQUEST NEW ID SOURCE FOR A UID GENERATOR	

Name	Security Classification Level
REQUEST TO DELETE UNPOSTED ASSET	
SOFTWARE HANDOVER	
SPE AND ENGINEERING DESIGN TOOLS ACCESS APPLICATION	
TAX PROVISION ON ANNUAL BONUS APPLICATION	
TEMPORARY DELEGATION OF AUTHORITY	
TRAINING (CREATE BUSINESS EVENT)	
VAT REGISTRATION	
WEEKLY REPORT FORM	

6.1.2. Target Data Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 25: Gap Analysis

Artifact	Gap Type	Gap Description
ACTING ALLOWANCE APPLICATION FOR APPROVAL	Add	
APPLICATION FOR INTERIM HOUSE SUBSIDY ON TRANSFER 0-6 MONTHS	Add	
APPLICATION FOR PURCHASING GROUPS	Add	
APPLICATION TO PERFORM PRIVATE WOR	Add	
Additional Details	Add	
Application for Settling Allowance	Add	
Application for System Access	Add	
Asset updates	Add	
Attachment	Add	
Catering request	Add	
Cellular and telephone allowance	Add	
Change Control eForm	Add	
Comments	Add	
Course attendance and course cancellations	Add	
DECLARATION OF INTENT TO INSURE MOTOR ALLOWANCE (SCHEME) VEHICLE EXTERNALLY	Add	
DocumentManagement	Add	

Artifact	Gap Type	Gap Description
ESKOM BUS TRANSPORT REGULATIONS/APPLICATION	Add	
ESKOM DOCUMENTATION CENTRE(EDC) REQUEST FORM	Add	
EmailNotification	Add	
Equipment move	Add	
Eskom nomination forms for leave monies, burial and stated benefits	Add	
Exit interviews	Add	
Finance	Add	
Form Details	Add	
Form Details	Add	
Form Routing	Add	
Further studies requests	Add	
Group Technology, Plant Engineering's Work Allocation Centre	Add	
Human Resources (HR)	Add	
Internal Stationary requests	Add	
Legal and Regulation	Add	
Library request	Add	
Logical Access	Add	
Logical Information Artefact	Add	
MWP PROPERTY PORTFOLIO PARKING REQUEST	Add	
Meal card applications	Add	
NEPS QA KPI	Add	
PRINT SERVICE REQUEST	Add	
Physical Access request eForm for both employees and contractors	Add	
Policies & Procedures	Add	
Previous Comments	Add	
Purchase IT hardware	Add	
Purchase/lease of assets	Add	
Recording of acting period for Managerial Level Employees	Add	
Removal permit authorisation	Add	
Request for carry on assets	Add	
SOLE SOURCE JUSTIFICATION	Add	
Safety form	Add	
Sale of assets	Add	
Scrapping of assets	Add	
Service required from LDC	Add	
Software Licensing	Add	

Artifact	Gap Type	Gap Description
Strategy and Risk	Add	
TAX PROVISION ON ANNUAL BONUS	Add	
Task	Add	
Tasks	Add	
Technology (IT)	Add	
This form will allow employees to apply for 3GMobile data as per Eskom HR policy	Add	
This form will allow employees to apply for tax provision on annual bonus	Add	
Transfer of an asset	Add	
User	Add	
User Details	Add	
User Network Access requests	Add	
Workflow	Add	
Workflow	Add	
Workflow and Routing data	Add	
eForm Data	Add	
BUSINESS COURTESY DECLARATION	Add	
CAPITALISATION OF STOCK OR STORES ON LOAN	Add	
CUSTOMER DATA REQUEST	Add	
DECLARATION OF INTEREST	Add	
ESKOM WELLNESS CENTRE	Add	
Eskom GroupLife Nomination Form	Add	
Eskom Pension and Provident Fund Nominations Form	Add	
JAN H SMITH STUDY LOAN	Add	
KPI Reporting website	Add	
LEADERSHIP INSPECTION	Add	
LOST, STOLEN OR DAMAGED PERMIT	Add	
Mobile Data Card Application eForm	Add	
PLANNED OVERTIME AND TWO-SHIFTING OVERTIME REQUEST FORM	Add	
PROJECT CAPITALISATION (REQUEST FOR ASSET NUMBER)	Add	
RECOGNITION OF PRIOR LEARNING	Add	
REQUEST FOR PSYCHOMETRIC TESTING	Add	
REQUEST NEW ID SOURCE FOR A UID GENERATOR	Add	
REQUEST TO DELETE UNPOSTED ASSET	Add	
SOFTWARE HANDOVER	Add	

Artifact	Gap Type	Gap Description
SPE AND ENGINEERING DESIGN TOOLS ACCESS APPLICATION	Add	
TAX PROVISION ON ANNUAL BONUS APPLICATION	Add	
TEMPORARY DELEGATION OF AUTHORITY	Add	
TRAINING (CREATE BUSINESS EVENT)	Add	
VAT REGISTRATION	Add	
WEEKLY REPORT FORM	Add	

6.2. REFERENCE ARCHITECTURES

The reference architectures outline any reference materials (Foundation, Common Systems, Industry, Organisation-specific architectures) that were adopted by Eskom and can be used to produce the target architecture design.

Table 26: Reference Architectures

Reference Architecture Name	Reference Architecture Description	Reference Architecture Location

7. TECHNOLOGY ARCHITECTURE

7.1. TECHNOLOGY SERVICES AND LOGICAL / PHYSICAL TECHNOLOGY COMPONENTS

The technology architecture provides a description of the technology services and technology components that are required by this architecture design.

7.1.1. Target Technology Portfolio Catalog

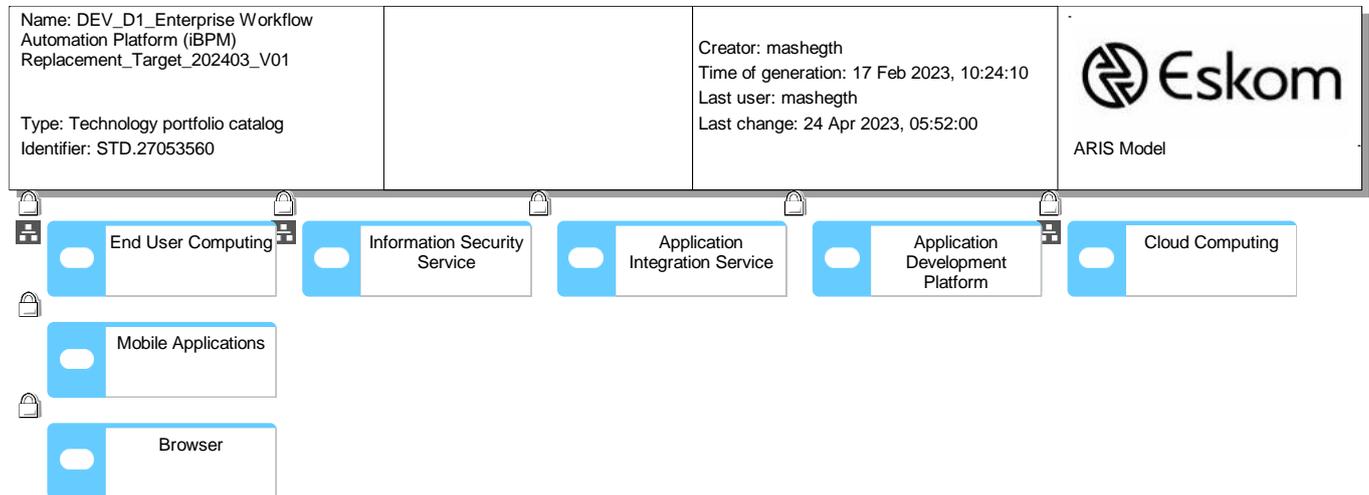


Figure 11: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Technology Portfolio Catalog]

Table 27: Technology Service Descriptions

Name	Description
Application Development Platform	
Application Integration Service	
Browser	
Cloud Computing	Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
End User Computing	This service is aimed at providing users with personal support, service tools and devices to enable users to complete their daily job activities; It includes - (1). Provision of desktops, laptops and printing devices for computing; (2). Mobile Computing (via 3G) enables the user computing capability without a pre-defined location, to access Eskom Holdings SoC data remotely, through a wireless internet connection.
Information Security Service	Security services are necessary to protect sensitive information in the information system. The appropriate level of protection is determined based upon the value of the information to the business area end users and the perception of threats to it. To be effective, security needs to be made strong, must never be taken for granted, and must be designed into an architecture and not bolted on afterwards. Whether a system is stand-alone or distributed, security must be applied to the whole system. It must not be forgotten that the requirement for security extends not only across the range of entities in a system but also through time.

Name	Description
	In establishing a security architecture, the best approach is to consider what is being defended, what value it has, and what the threats to it are. The principal threats to be countered are: <ul style="list-style-type: none"> * Loss of confidentiality of data; * Unavailability of data or services; * Loss of integrity of data; * Unauthorized use of resources. *
Mobile Applications	

7.1.2. Target Technology Portfolio Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 28: Gap Analysis

Artifact	Gap Type	Gap Description
Application Development Platform	Add	
Application Integration Service	Add	
Browser	Add	
Cloud Computing	Add	
End User Computing	Add	
Information Security Service	Add	
Mobile Applications	Add	

7.2. USER LOCATIONS

The user location view describes where the users of the application are located.

7.2.1. Target Application User Location Diagram

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 Type: Application user location diagram Identifier: STD.27053480	Creator: mashegth Time of generation: 17 Feb 2023, 10:22:12 Last user: mashegth Last change: 24 Apr 2023, 04:10:49	
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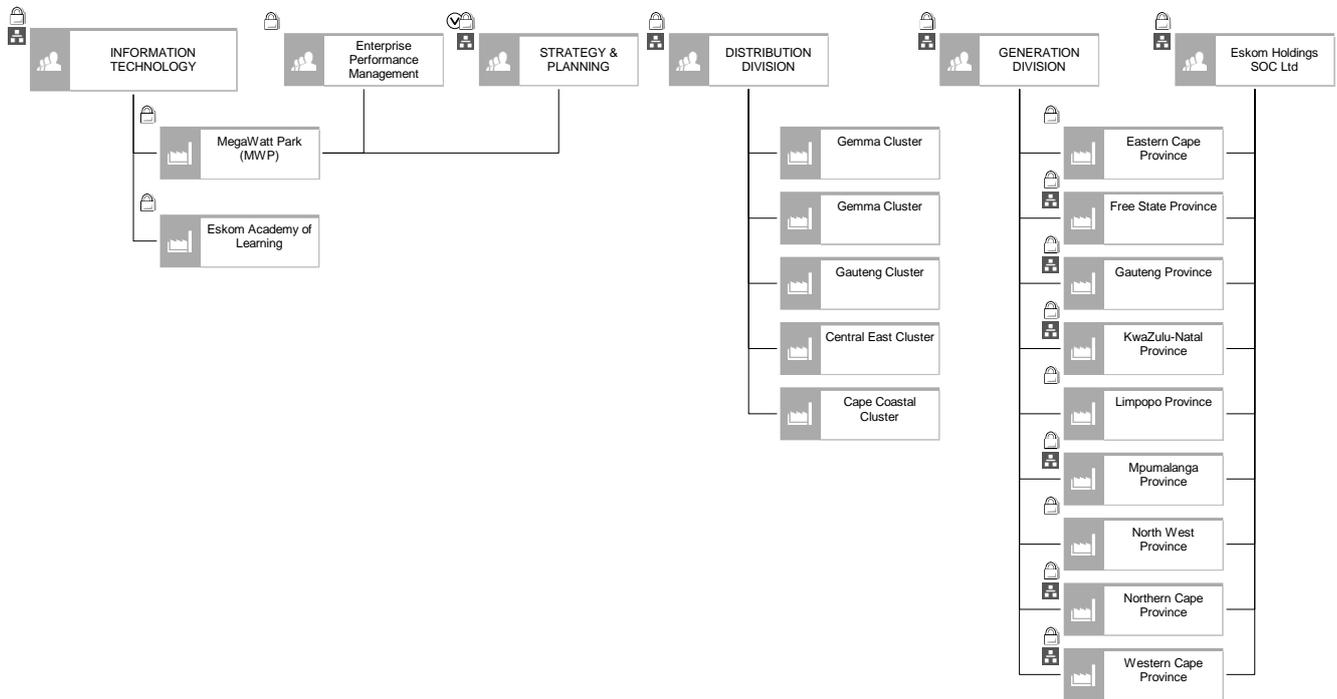


Figure 12: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application User Location Diagram]

Table 29: Location Descriptions

Name	Description
Cape Coastal Cluster	
Central East Cluster	
Eastern Cape Province	
Eskom Academy of Learning	
Free State Province	
Gauteng Cluster	
Gauteng Province	
Gemma Cluster	
Gemma Cluster	
KwaZulu-Natal Province	
Limpopo Province	
MegaWatt Park (MWP)	
Mpumalanga Province	
North West Province	
Northern Cape Province	
Western Cape Province	

Table 30: Organizational Unitz Descriptions

Name	Description
DISTRIBUTION DIVISION	Dx now includes both Dx Wires and Customer Services.
Enterprise Performance Management	
Eskom Holdings SOC Ltd	
GENERATION DIVISION	<ul style="list-style-type: none"> •Produces the electricity that Eskom supplies •Manages the power plant fleet operations for Eskom •Takes the lead in improving air quality to meet the minimum emission standards •Ensures high reliability and availability of Eskom’s generating assets •Is responsible for implementation of the Generation Sustainability Strategy which incorporates the 80:10:10 plan
INFORMATION TECHNOLOGY	
STRATEGY & PLANNING	

7.2.2. Target Application User Location Diagram Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 31: Gap Analysis

Artifact	Gap Type	Gap Description
Cape Coastal Cluster	Add	
Central East Cluster	Add	
DISTRIBUTION DIVISION	Add	
Eastern Cape Province	Add	
Enterprise Performance Management	Add	
Eskom Academy of Learning	Add	
Eskom Holdings SOC Ltd	Add	
Free State Province	Add	
GENERATION DIVISION	Add	
Gauteng Cluster	Add	
Gauteng Province	Add	
Gemma Cluster	Add	
Gemma Cluster	Add	
INFORMATION TECHNOLOGY	Add	
KwaZulu-Natal Province	Add	
Limpopo Province	Add	
MegaWatt Park (MWP)	Add	
Mpumalanga Province	Add	
North West Province	Add	
Northern Cape Province	Add	

Artifact	Gap Type	Gap Description
STRATEGY & PLANNING	Add	
Western Cape Province	Add	

8. OTHER ARCHITECTURE ARTIFACTS

8.1. REQUIREMENT CATALOG

8.1.1. Target Requirement Catalog

Name: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01		Creator: system Time of generation: 29 Jun 2020, 22:22:21 Last user: mashegh Last change: 29 Mar 2021, 06:27:49	 ARIS Model
Type: Requirement catalog Identifier: STD.25818896	QA Date: 10 Jul 2014, 13:02:21 QA Status: Passed		

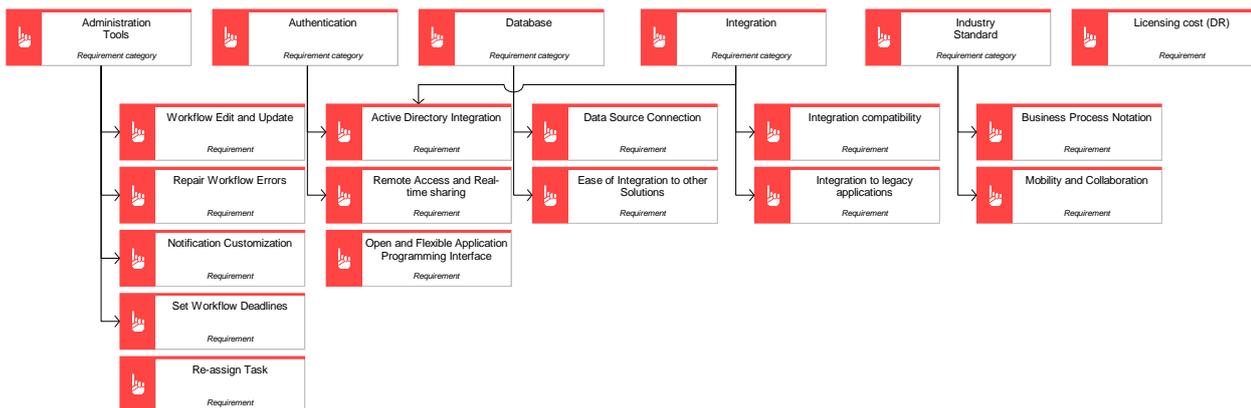
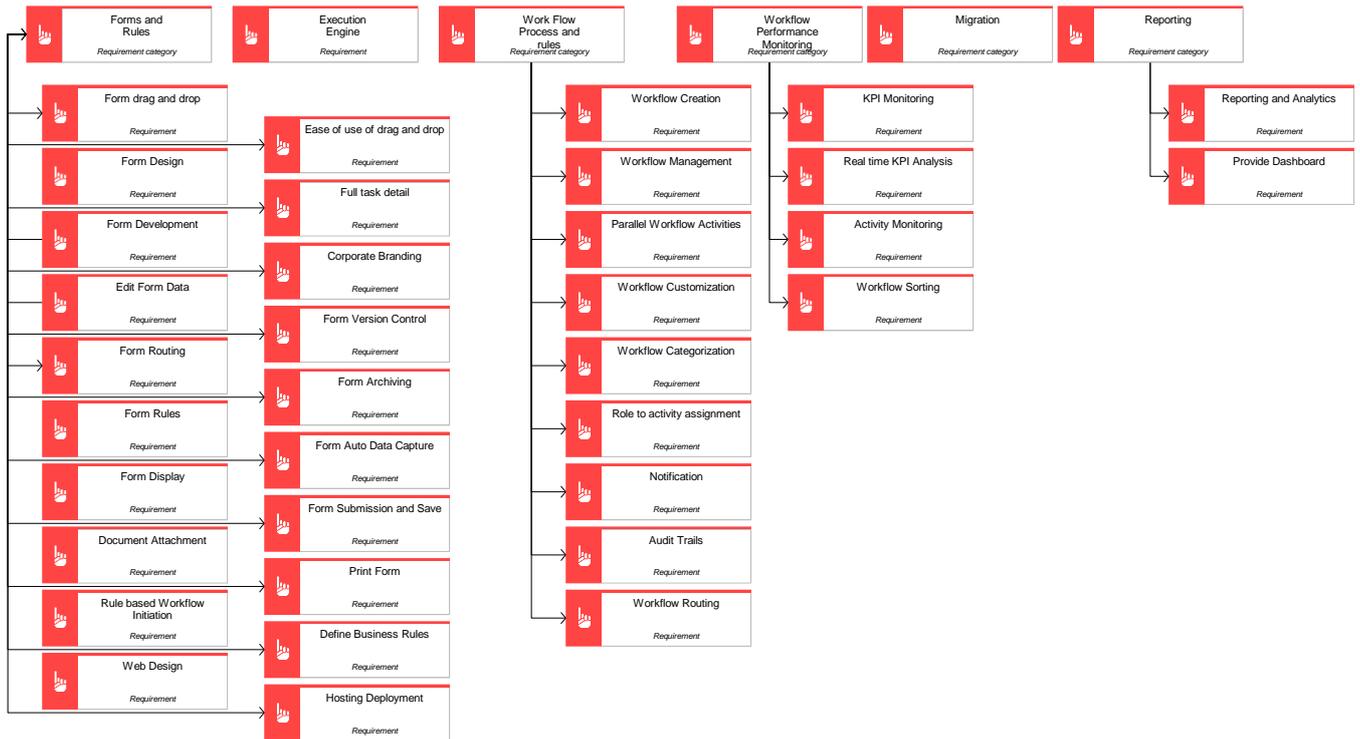


Figure 13: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Requirement Catalog]

Table 32: Requirement Descriptions

Name	Description	Requirement Priority
Active Directory Integration	Capability to integrate with Active	6

Name	Description	Requirement Priority
	Directory (AD) and able to search and assign users	
Activity Monitoring	Ability to track duration of each activity	6
Administration Tools		6
Audit Trails	Track details, history and audit trails activity regarding specific tasks	6
Authentication		6
Business Process Notation	The solution should support a Business process modelling management notation	6
Corporate Branding	Customize portal with corporate branding	6
Data Source Connection	Solution should be able to connect data sources such as, MS SQL, Oracle	6
Database		6
Define Business Rules	Capability to define Business Rules	6
Document Attachment	Ability to attach documents e g PDF, Images (all formats) Word Document, Excel spreadsheet	6
Ease of Integration to other Solutions	Easy to integrate with other solutions	6
Ease of use of drag and drop	Ability to easily use drag and drop forms	6
Edit Form Data	Ability to edit data on the submitted forms	6
Execution Engine	Should make use of the Business Process Management Execution language	6
Form Archiving	Ability to have deleted forms to be stored in the storage (Recycle bin)	6
Form Auto Data Capture	Friendly forms, field pre-fills, better quality form hints	6
Form Design	Capability to design forms	6
Form Development	The technology should provide build in controls to build forms	6
Form Display	Forms should have ability to display/hide only the sections and questions relevant to those specific attributes	6
Form Routing	Ability to re-assign/redirect the forms	6
Form Rules	Capability to use advanced form rules to create smarter forms	6
Form Submission and Save	Ability to save and submit the form	6
Form Version Control	Ability to edit, deletes, view, and create revisions and version control of the forms	6
Form drag and drop	Capability to provide drag and drop forms	6
Forms and Rules		6
Full task detail	Capability to create Full Task Detail View	6
Hosting Deployment	Solutions should offer flexible deployment options like public cloud, private cloud or on premise	6
Industry Standard		6
Integration		6

Name	Description	Requirement Priority
Integration compatibility	Workflow software must allow integrations via web services and plug-in applications	6
Integration to legacy applications	Capabilities to integrate with current Eskom Business Systems e.g. SharePoint, SAP, etc.	6
KPI Monitoring	Capability to monitor KPI's	6
Licensing cost (DR)	The solution should provide DR Licencing at no additional cost	6
Migration	Capability to allow the form rebuild for the following: <ul style="list-style-type: none"> · ACNAC · TOP100 · Strategy Execution Tool (SET) · GenTLC · eForms 	6
Mobility and Collaboration	Workflow automation software must have mobility and collaboration capability	6
Notification	Ability to send notifications via email or push notifications to remind of upcoming	6
Notification Customization	Administrators should be able to customize the kind of notifications they receive/sent out on the system	6
Open and Flexible Application Programming Interface	Provide a completely open and flexible Application Programming Interface (API) Capability to use open standards to communicate with third party systems	6
Parallel Workflow Activities	Capability to do parallel workflow activities	6
Print Form	Ability to print forms	6
Provide Dashboard	Ability to provide Dashboard	6
Re-assign Task	Ability to re-assign/redirect the task	6
Real time KPI Analysis	Ability to analyse KPIs in real time	6
Remote Access and Real-time sharing	Capability to have a remote access and real-time sharing	6
Repair Workflow Errors	Check version of the work flow, manage error of the work fiow(repair errors)	6
Reporting		6
Reporting and Analytics	Capability to be able to do analytics and draw reports	6
Role to activity assignment	Ability to assign people to specific activities	6
Rule based Workflow Initiation	Capability to initiate workflows based on pre-defined business rules	6
Set Workflow Deadlines	Capability for process automation to allow to set deadlines in the workflow	6
Web Design	Solution should allow for responsive web design	6
Work Flow Process and rules		6
Workflow Categorization	Capability to categorise workflows into	6

Name	Description	Requirement Priority
	collections and including a search bar to quickly locate them by name	
Workflow Creation	Ability to create the work flow	6
Workflow Customization	Capability to do Custom Workflow (Workflow following any order and defined workflow)	6
Workflow Edit and Update	Ability to stop, re-start and view/track the task on the workflow	6
Workflow Management	Ability to manage the workflows	6
Workflow Performance Monitoring		6
Workflow Routing	Ability to re-assign/redirect the workflow activity	6
Workflow Sorting	Capability to provide sorting of workflow and changes	6

8.1.2. Target Requirement Catalog Gaps

The table below provides an overview of the gap between the baseline and target and show which design artifacts are new (Add), which should be changed (Change), which are no longer required and is to be decommissioned (Remove), and which should remain the same (As-Is). The Gap Description provides for more details on the architecture change.

Table 33: Gap Analysis

Artifact	Gap Type	Gap Description
Active Directory Integration	Add	
Activity Monitoring	Add	
Administration Tools	Add	
Audit Trails	Add	
Authentication	Add	
Business Process Notation	Add	
Corporate Branding	Add	
Data Source Connection	Add	
Database	Add	
Define Business Rules	Add	
Document Attachment	Add	
Ease of Integration to other Solutions	Add	
Ease of use of drag and drop	Add	
Edit Form Data	Add	
Execution Engine	Add	
Form Archiving	Add	
Form Auto Data Capture	Add	
Form Design	Add	
Form Development	Add	

Artifact	Gap Type	Gap Description
Form Display	Add	
Form Routing	Add	
Form Rules	Add	
Form Submission and Save	Add	
Form Version Control	Add	
Form drag and drop	Add	
Forms and Rules	Add	
Full task detail	Add	
Hosting Deployment	Add	
Industry Standard	Add	
Integration	Add	
Integration compatibility	Add	
Integration to legacy applications	Add	
KPI Monitoring	Add	
Licensing cost (DR)	Add	
Migration	Add	
Mobility and Collaboration	Add	
Notification	Add	
Notification Customization	Add	
Open and Flexible Application Programming Interface	Add	
Parallel Workflow Activities	Add	
Print Form	Add	
Provide Dashboard	Add	
Re-assign Task	Add	
Real time KPI Analysis	Add	
Remote Access and Real-time sharing	Add	
Repair Workflow Errors	Add	
Reporting	Add	
Reporting and Analytics	Add	
Role to activity assignment	Add	
Rule based Workflow Initiation	Add	
Set Workflow Deadlines	Add	
Web Design	Add	
Work Flow Process and rules	Add	
Workflow Categorization	Add	
Workflow Creation	Add	
Workflow Customization	Add	
Workflow Edit and Update	Add	
Workflow Management	Add	
Workflow Performance Monitoring	Add	
Workflow Routing	Add	

Artifact	Gap Type	Gap Description
Workflow Sorting	Add	

9. DELIVERABLE ACCEPTANCE

9.1. DOCUMENT GENERATED

Date	Compiler	Remarks
24-04-2023	Thabo Mashegoane (mashegth)	

9.2. SUPPORTING MODELS

The architecture repository acts as the holding area for all architecture-related work products within the enterprise. The repository allows stakeholders to manage their deliverables, locate re-usable assets, and publish outputs to interested parties. The supporting ARIS models that relates to this architecture definition can be found at the following location(s):

Groups:

Group Path
MnGrp\Enterprise Architecture Continuum\30 Architecture Design (Development)\10 Business Projects\Projects - Not started or No Project Status Set\ACNAC PTP
MnGrp\Enterprise Architecture Continuum\30 Architecture Design (Development)\10 Business Projects\Enterprise Workflow Automation Platform (iBPM) Replacement

Models:

Model Name	Model Type	ARIS QA Status	QA Run Date
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Application portfolio catalog	Not Defined	
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Stakeholder analysis diagram	Not Defined	
Dev_D1_ACNAC PTP_Target_17102014_V1	Requirement catalog	Passed	Oct 29 2014 4:47:23 PM
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Application user location diagram	Not Defined	
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Data catalog	Not Defined	
Dev_D1_ACNAC PTP_Target_09102014_V1	Work package catalog	Not Passed	Nov 21 2014 11:46:31 AM
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Application function decomposition	Not Defined	
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01	Work package catalog	Not Passed	Mar 23 2021 5:53:36 AM
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Application communication diagram	Not Defined	
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01	Requirement catalog	Passed	Jul 10 2014 1:02:21 PM
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01	Requirement catalog	Passed	Jul 10 2014 1:02:21 PM
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01	Technology portfolio catalog	Not Defined	

Model Name	Model Type	ARIS QA Status	QA Run Date
DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01	Risk catalog	Not Defined	

9.3. ACCEPTANCE

This document has been seen and accepted by:

Name	Role
E MMAKOLA	Business Relationship Manager (BRM)
S VENKILE	Business Relationship Manager (BRM)
INFORMATION TECHNOLOGY	Business Requestor
JF SCHOLTZ	Business Requestor
SL DLAMINI	Business Requestor
DISTRIBUTION DIVISION	Business User
Enterprise Performance Management	Business User
Eskom Holdings SOC Ltd	Business User
GENERATION DIVISION	Business User
STRATEGY & PLANNING	Business User
T MASHEGOANE	Lead Architect
S NDLOVU	Project Manager

10. APPENDIX

10.1. DEFINITIONS

Term	Definition
Architecture	A formal description of a system, or a detailed plan of the system at component level, to guide its implementation. The structure of components, their inter-relationships, and the principles and guidelines governing their design and evolution over time (TOGAF).
Architecture Development Method (ADM)	A step-by-step approach to develop and use the enterprise architecture (TOGAF).
Architecture Vision	A succinct description of the Target Architecture that describes its business value and the changes to the enterprise that will result from its successful deployment. It serves as an aspirational vision and a boundary for detailed architecture development (TOGAF).
Baseline Architecture	A specification that has been formally reviewed and agreed upon, that thereafter serves as the basis for further development or change and that can be changed only through formal change control procedures or a type of procedure such as configuration management (TOGAF).
Integration	This is the linking of multiple application systems and their subsystems to communicate together seamlessly.
Target Architecture	The description of a future state of the architecture being developed for an organization. There may be several future states developed as a roadmap to show the evolution of the architecture to a target state (TOGAF).
Work Package	A logical group of architecture development work identified to achieve one or more objectives for the business. A work package can be created as result of a business request for IT work, an approved change request, terms of reference for architecture work or from migration planning (TOGAF).

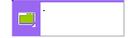
10.2. ABBREVIATIONS

Abbreviation	Description
ACF	Architecture Content Framework
ADM	Architecture Development Method
API	Application Programming Interface
BAM	Business Activity Monitoring
BPEL	Business Process Execution Language
BPM	Business Process Management
CAD	Conceptual Architecture Definition
CIM	Common Information Model
CRA	Concept Release Approval
DMZ	Demilitarized Zone
DRA	Design Release Approval
EAI	Enterprise Application Integration
EHPUM	Eskom High Performance Utility Model
ESB	Enterprise Service Bus
ERA	Execution Release Approval

Abbreviation	Description
FIFO	First In, First Out
FTP	File Transfer Protocol
HTTP	Hypertext Transfer Protocol
ICoE	Integration Centre of Excellence
IDE	Integrated Development Environment
IEP	Intelligent Event Processing
IRA	Implementation Release Approval
IS	Information System
IT	Information Technology
JBI	Java Business Integration
JMS	Java Message Service
LAD	Logical Architecture Definition
LDAP	Lightweight Directory Access Protocol
PAD	Physical Architecture Definition
POJO	Plain Old Java Object
SOA	Service-Oriented Architecture
SoAW	Statement of Architecture Work
SOP	Standard Operating Procedure
SMS	Short Message Service
SQL	Structured Query Language
TBC	To Be Confirmed
TCoE	Testing Centre of Excellence
TOGAF	The Open Group Architecture Framework
UML	Unified Modelling Language
UNIX	Uniplexed Information Computing System
WP	Work Package
WSDL	Web Services Description Language
XML	Extensible Markup Language
XSD	XML Schema Definition
XSLT	Extensible Stylesheet Language Transformations

10.3. SYMBOL REFERENCE SHEET

Symbol Name	Symbol
Application Function*	
Application Service	
Assumption*	
Attribute (Foreign Key)*	
Attribute (Key)*	
Attribute*	
Benefit	
Business Role	
Constraint*	
Data Entity	
Data Subject Area	
Driver	
Eskom Managed Documents	
Function	

Symbol Name	Symbol
Generalization	
Governance Category	
Governance*	
Interface*	
Key Performance Indicator Instance	
Location	
Logical Application Component	
Logical Information Artefact	
Logical Technology Component	
Objective	
Organizational Unitz	
Person	
Physical Application Component	
Physical Data Component	

Symbol Name	Symbol
Physical Hardware Technology Component	
Physical Information Artefact	
Physical Software Technology Component	
Position	
Principle	
Requirement	
Risk	
Risk Category	
Stakeholder Group	
Stakeholder Role Description	
Technology Service	
VACD Process Interface*	
Value Added Chain (EA)	
Work Package	

11. INDEX

11.1. LIST OF FIGURES

Figure 1: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Work Package Catalog]

Figure 2: Dev_D1_ACNAC PTP_Target_09102014_V1 [Work Package Catalog]

Figure 3: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Requirement Catalog]

Figure 4: Dev_D1_ACNAC PTP_Target_17102014_V1 [Requirement Catalog]

Figure 5: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Risk Catalog]

Figure 6: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application Portfolio Catalog]

Figure 7: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application Communication Diagram]

Figure 8: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Stakeholder Analysis Diagram]

Figure 9: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application Function Decomposition]

Figure 10: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Data Catalog]

Figure 11: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Technology Portfolio Catalog]

Figure 12: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202403_V01 [Application User Location Diagram]

Figure 13: DEV_D1_Enterprise Workflow Automation Platform (iBPM) Replacement_Target_202006_V01 [Requirement Catalog]

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Table 24: Data Security Classification

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