



# DISCON Specialists

EA Enabling Techniques

## System Operation Diagram (SOD)

### Reason for Existence

The System Operation Diagram (SOD) is a diagramming technique that is used to create a model for understanding and representing the Operational dimension/facet of a business.

- Powerful technique for determining gaps between as-is and to-be Operations, as well as between different Architectural Layers.
- Provide business process scope, content and context .
- Deliver process models in order to evaluate and improve operations.
- Facilitate successful system implementations.
- Optimize system / process integration and system take on.

### Design Guidelines

1. Apply System Theory Principles: The basic layout of the SOD consists of inputs, transformations and outputs.
2. Eliminate redundant Activities.
3. Use Generalised processes to enable re-use.
4. Use Roles and Jobs standardized across the enterprise.
5. Align processes with Strategic Positioning.
6. Apply the Centralised Control with Decentralised Execution Principle for Functions .
7. Automate activities as far as possible.
8. Integrate Workflow Management.
9. Eliminate Effectiveness and Efficiency weaknesses.
10. Embed Quality Management into processes.

### Recipe

1. Create and maintain an Overview model of all process models to enable scope of sequence of processes.
2. Create a new Diagram and define the properties of the Diagram in the top left hand corner.
3. Add 4 horizontal swim lanes for the following categories: Organisation Unit, Process, Data and System.
4. Insert the Activities and Conditions for the Process in a horizontal sequence in the Process Swim lane. Indicate the flows as well.
5. Create and associate data views with each of the activities. The Data View and Activity association can be a Create or Read with optional Update and Delete associations.
6. Add relevant software applications where the data is stored.
7. Add the relevant job profiles and organisation units to the activities.
8. Add locations for the base model.
9. Review model internally after completion and thereafter with relevant stakeholders.

### Notation

Organisation Unit		An Organisational Unit represents the various organisational entities of a business.		A Job Position specifies the place holder for an employee which is defined by a given set of responsibilities, skills and manpower requirements. Also referred to as a Post.
Process				A Process delivers one or more business functions and can be made up of one or more activities, conditions or other processes. A separate process model can be linked to the process icon for quick reference.
Data	A particular implementation of a logical information artefact. Can be in the form of a file, report, message, form or other format and be electronic or paper based.			
System		A Data View is the collection and representation of meaningful information that is utilised for a specific purpose in the form of for example a report, graph, query or screen in an electronic or physical format.		

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