

# Metastorm Reference Models & Methodologies



## Accelerating Your Success

Across industries and processes, organizations must rapidly change and optimize the way they do business to secure a competitive advantage. Metastorm reference models and methodologies, based on published standards, industry expertise and practical experience, serve as accelerators for your most important business and IT initiatives.

Metastorm's portfolio of reference models provides a knowledgebase of best practices for defining the operations of critical business functions. The reference models deliver an effective, standards-based structure for developing enterprise architectures and for establishing, sustaining and improving key business processes. They also give you a jump start on developing project deliverables. If you are looking for guidance in defining key project steps, the three Metastorm ProGuide Methodologies include comprehensive sets of models that describe proven approaches for business process improvement, analysis and design, enterprise architecture, and Six Sigma.

Read more below about how Metastorm's reference models and methodologies can help you achieve rapid results and greater productivity.

## Reference Models

Metastorm reference models empower users to easily evaluate their processes and systems, and then intelligently establish priorities for improvement. The models are stored within a shareable and pre-populated Metastorm ProVision® repository, which provides the framework necessary to define and analyze specific requirements and models. As an added benefit, the models were designed in a consistent, cohesive manner so they can be tied together to provide a comprehensive view of your organization—thus empowering you to understand more and make faster, more effective decisions.

Metastorm Reference Models offer broad coverage of industries and business processes:

**Supply Chain (SCOR)** – The Metastorm Supply Chain Reference Model helps manage and improve your supply chains by providing hundreds of the Supply Chain Council's (SCC) industry-proven best practices and metrics.

## Highlights

### Reference Models

- Supply Chain, Design Chain, Customer Chain
- IT Infrastructure Management
- Telecommunications
- Value Reference Model
- Finance & Audit (SOX)

### Methodologies

- Metastorm ProGuide Methodology
- Metastorm Enterprise Architecture ProGuide Methodology
- Metastorm Six Sigma ProGuide Methodology

### Benefits

- Accelerate enterprise and business architecture and business process

analysis implementations

- Enable rapid configuration of solutions
- Deliver an effective, standards-based structure for improving core and supporting processes
- Enhance end-user adoption
- Support compliance to industry standards

The model includes a standard framework of high-level supply chain definitions used members of the SCC. Using standardized supply chain process definitions and their associated performance metrics allows you to identify and benchmark processes with the same processes of other SCC members.

**IT Infrastructure Management (ITIM)** – The IT Infrastructure Management (ITIM) Model provides IT organizations with a strategic perspective for how they accomplish their activities. At the core of this framework Metastorm used ITIL® best practice and process material under license from the Office of Government Commerce. From this core we created a more strategic focus by introducing strategic objectives and risks. We also provided controls to guide process design and mitigate risks, as well as added operational metrics to enhance the ongoing management of processes.

**Telecommunications** – Working in conjunction with the Telemanagement Forum, Metastorm has combined the industry expertise of telecommunications professionals and telecom standards to develop industry-specific business models. They can be utilized to redesign business processes, determine associated system and infrastructure requirements, and address those issues identified as critical in today's telecommunications industry.

**Finance & Audit (including Sarbanes-Oxley Compliance)** – Metastorm created the Finance & Audit Reference Model in response to demands for a more effective way to document financial processes and internal controls. We collaborated with audit and financial reporting experts to develop models of 14 core transaction processes and their associated internal controls. These are segmented into three functional areas: operational-purchasing, A/P, A/R, cash disbursements, payroll, inventory, property, plant and equipment, cash receipts, and sales; treasurer-cash and investments, long-term liability, stockholder and equity; and controller-general ledger and financial reporting.

**Value Reference Model (VRM)** – Built on the foundation of the VRM developed by the Value Chain Group, Inc. (VCG), this reference model enables you to develop unique, competitive value chains composed of highly integrated business processes that cut across corporate and functional boundaries and are fully aligned with the corporate strategy. Through the use of a set of standard business models that delivers an end-to-end view of value chain management processes, the Metastorm VRM serves as a powerful resource for value chain process owners in developing an accurate model of the business activities and information required to provide exceptional service to customers and improve the efficiency of interactions with suppliers and partners.

**Customer Chain (CCOR)** – The Metastorm Customer Chain Reference Model contains best practices and pre-built models that help you design a world-class customer chain according to industry best practices. By utilizing the CCOR models in Metastorm ProVision, you have a common customer chain framework to understand, communicate and improve your customer chain. The CCOR model was developed by SCC customer chain experts.

**Design Chain (DCOR)** – Metastorm's design chain solution houses the DCOR model developed by the SCC's Design Chain Council. It provides a pre-built model which quickly configures design chains according to industry best practices. Inter-and intra-organizational communications are clarified and understood using a model-driven approach, thus identifying beneficial changes to design chain operations.

## Proven Methodologies

The three unique Metastorm ProGuide methodologies include sets of Metastorm ProVision models which can be refined and evolved to accommodate your own unique circumstances and used for establishing a formal and rigorous definition of the project structure and deliverables – key components of an effective methodology. The Metastorm ProGuide methodologies include:

**Metastorm ProGuide Methodology** – Metastorm ProGuide features an integrated set of repeatable best practices that an organization can successfully employ when performing model-based business process improvement, requirements analysis and application development projects. Metastorm ProGuide also delivers

superior support for package selection and implementation. The methodology helps project managers, business modelers and developers define the "who, what, where, when, why and how" necessary for effective business process analysis and system development projects.

**Metastorm Enterprise Architecture ProGuide Methodology** – This methodology comprehensively supports enterprise architecture efforts in a manner that encourages collaboration within the business. It uses The Open Group Architecture Framework (TOGAF™) and The Open Group's Architecture Development Method (ADM) as the basis for an organized, model-driven approach to EA, providing an adaptable methodology framework for implementing architecture initiatives and ensuring alignment between business requirements and IT services.

**Metastorm Six Sigma ProGuide Methodology** – This methodology takes an organized, model-driven approach to Six Sigma—a step-by-step framework for implementing programs and improving project productivity. It combines business modeling with built-in statistical analysis algorithms to design, analyze and improve business processes and provides basic overall guidance on developing a Six Sigma program.

## Expert Implementation Support

To further accelerate your success, the Metastorm Professional Services team provides assistance with the implementation and configuration of Metastorm's reference models and methodologies. Our services combine seasoned professionals and a successful method for quick-start knowledge transfer that will continue to deliver valuable, lasting results.

For more information on how Metastorm can help you, contact us at + 1-443.874-1300 or [sales@metastorm.com](mailto:sales@metastorm.com).

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