

# Knowledge Based Engineering :

## Your solution for Continuous Enterprise Transformation

COPING WITH COMPLEXITY

IN THIS ISSUE

## Enterprise Business Design

The objective behind business design is to provide the planning necessary to build and evolve an enterprise in the most efficient and effective way possible to be successful. This demands an approach that should be intentional with regard to the resources as much as practical, given the constraints of the business environment. Similar to product design, resources (people, technology, funding, time) are rapidly becoming constrained and the efficient use of such has become a mandate.

While technology and funding have always been managed resources, people and time have also increased in importance. The reality of increasing complexity of enterprises and the increasing rate of change have positioned “knowledge” and “learning” as scarce resources. The domain of human knowledge now is so large it is impossible for a single person or team to have the complete expertise needed to function in today’s ecosystem. Dotted all the “I’s” and crossing all the “T’s” has given way to the Agile mantra “fail fast and learn.” However if the broader enterprise infrastructure and culture cannot support the rapid change of components, Agile without a business-based architecture is a recipe for disaster.

Coping with the complex task of innovation, transformation or improvement of an

enterprise raises the classic dilemma often cited in design books around “Art vs. Science”. Enterprise Business Design, like other design disciplines, is on a path to higher levels of maturity where both the art and science are considered. Because of the pace of change, and increasing complexity most enterprises must deal with today, businesses must be more intentional with how resources are used. This infers that having an efficient process is not enough. It is of course a matter of *Doing the Right Things* as well as *Doing Things Right*. However to achieve this goal, businesses need to design not only what they deliver to their market, but how they do so.

Enterprise Business Design is the practice behind good business architecture. The strategic core is Business Model Innovation and Optimization. The problem most enterprises deal with in attempting to do this is that design artifacts that represent the abstract constructs of business organization are often not visible, and only indirectly visible through modeling how an enterprise operates. Modeling and Simulation are activities that assist the business designer in creating a new or reengineering an existing enterprise. Through these activities design artifacts are created and used for analysis to determine capability to accomplish specific outcomes.

Elyon’s Model-based approach is helping government leaders, policy makers, directors, and project teams keep pace with regulation, demand, technology and insight. While most suggestions point to new management styles, new development approaches, and pre-certified solutions, we contend that these approaches don’t really address the systemic issue: complexity, and an inability to cope with it. The unpredictable, unstable, non-linear, and fast-paced nature of the complex interrelationships between aging policy, legacy systems, new regulations, workforce turnover, growing demand, and emerging technology that shape the government ecosystem pose the greatest challenge for state and local organizations. Hence, these relationships are of central concern to leaders and citizens alike.

As the recent Gallup poll points out, American’s believe the country’s number 1 problem is Healthcare. We pose that number 1 problem is based on its inherent complexity.

## Services and Solutions

### Strategic Planning

Elyon's Strategic Planning experts lead large complex enterprises through transformational change with executive-thinking, focused on finding the common agenda and achieving high value outcomes.

### Business Transformation

Known for our collaborative approaches to integrating industry frameworks, and improving your enterprise transformation capability, Elyon is sought out for the careful yet powerful guidance we provide to organizations striving to get their arms around complex change.

### Agile Coaching and Project Management

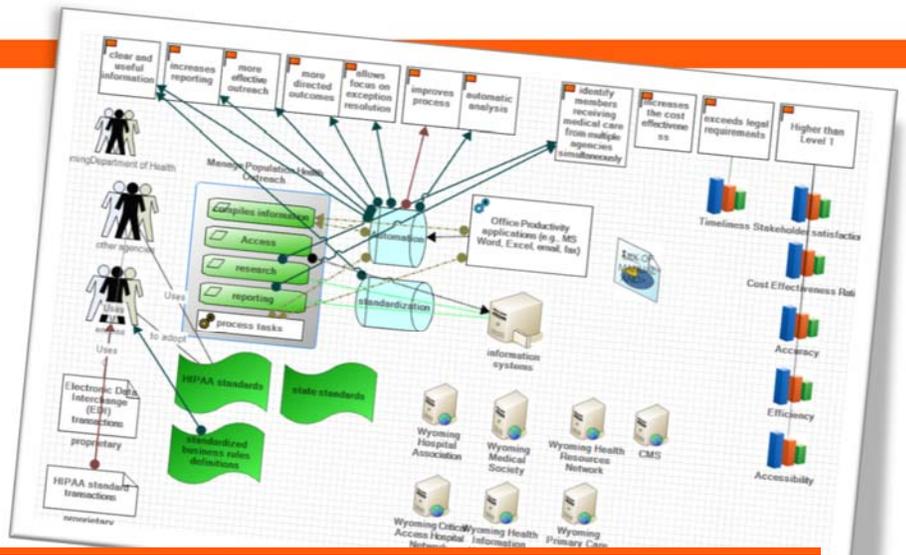
The Project Management Institute has called on Elyon to educate its members in our innovative use of Agile in Non-IT projects. We have extensive experience using Scaled Agile in government projects and know how to maneuver in PMO's that use both waterfall and agile approaches to manage projects.

### Executive Coaching

A company that leads business transformation yet doesn't address the cultural aspects is going to find it difficult to be successful. That's why Elyon has developed a deep Executive Coaching practice offering individual and group coaching to ensure the success of the change initiatives that we lead.

### User-Centered Design

Elyon's user experience methodology combines behavioral science and the art of design to deliver the most viable and lovable products.



*Knowledge-based engineering helps you take the next best action with complete confidence in the total value proposition*

### Enterprise Architecture

Elyon has been recognized for its leadership in architecture-enabled transformations by industry thought leaders including John Zachman and the FEAC Institute. We are the only Zachman Consultancy in the US; our architects have multiple certifications and are proficient in multiple modeling tools.

### Infrastructure Optimization and IT Service Management

Elyon is known for its smart people and we bring unmatched technical expertise to any modernization or service improvement effort.

### CONTACT US

Let's have a strategic conversation.

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# Elyon's Knowledge Based Engineering - Your Solution for Continuous Enterprise Transformation