

**Enterprise Business Model for BaanERP 5.0c**

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**User Manual**

**A publication of:**

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Printed in the Netherlands

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**Document Information**

Code: U7406A US  
Group: User Documentation  
Edition: A  
Date: March, 2000

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# About this document

This document supplies technical reference information about the Enterprise Business Model for the BaanERP 5.0c release. The Enterprise Business Model is a generic reference model in which all previously modeled logistical typologies are combined to form a functionally rich model. This model supports all types of production and distribution, including levels of customer order influence.

The guide is divided into the following chapters and appendices:

- Chapter 1 provides an overview of the Enterprise Business Model, including history and targets for the new release.
- Chapter 2 provides a structural overview of the Enterprise Business Model from a global level to a more detailed level by means of detailed descriptions and figures.
- Chapter 3 describes the relationships between the various building blocks of the Enterprise Business Model and how they interact.
- Appendix A supplies information about the coding conventions used in the Enterprise Business Models for Baan Series.



# 1 Introduction

## General

Baan Business Knowledge Center (formerly known as Baan Business Innovation) has traditionally focused its development efforts on generic logistic typologies such as make-to-stock and assemble-to-order. In practice, however, few companies can be placed into only one of these typologies. Furthermore, the market has also communicated a need for more distinctive typologies in such as planning and distribution.

As a result, the Enterprise Business Model has been developed. The Enterprise Business Model is a generic reference model in which all previously modeled logistical typologies are combined to form a functionally rich model, that supports all types of production and distribution, including levels of customer order influence.

The objective for the implementation of the Enterprise Business Model is to allow companies the ability to customize to their own business needs by selecting a unique combination of components from the model.

## Scope

The purpose of this document is to establish a number of guidelines for customers and consultants working with the Enterprise Business Model. This document explains how the model is structured, from a global level to a more detailed level. This document will help customers and consultants to understand the concepts behind the Enterprise Business Model and will allow business partners to select the parts of the model that they are particularly interested in.

## Model Approach

In the first releases (Hybrid2a & Hybrid2b) of the Enterprise Business Model, a new approach towards modeling was introduced containing the following targets:

- The model must be easy to read and understand to reduce complexity.
- The model must be consistent in look and feel.
- The model must follow a business case approach.
- The number of sub-processes must be reduced to create transparency.

The model approach includes a number of business cases to increase recognition among potential customers. The objective is to be as informative as possible.

Based on experiences with the first releases of the Enterprise Business Model, the above-mentioned targets have been fine-tuned, starting with the Enterprise Business Model for the Baan 5.0c release. In short, the Enterprise Business Model implied the abolishment of case components to reduce complexity and the introduction of more variants (typologies) in business processes for each main function to increase transparency.

## 2 Model structure

### General

The structure of the Enterprise Business Model from a global level to a more detailed level consists of the following items:

- 1 Major function business control diagram.
- 2 Business cases.
- 3 Functional decomposition for each major function.
- 4 Main processes.
- 5 Detailed processes.

These different levels are explained in further detail in the following sections.

In Chapter 3, a number of guidelines are provided on how the different parts of the model relate to each other.

## Major function business control diagram

The major function business control diagram (major function BCD) is the first diagram developed in a modeling project. The BCD shows the major functions that are identified in the Enterprise Business Model, as well as the goods flow. The financial functions are represented in the same major function BCD as the logistic functions. The purpose of the major function BCD is to identify the scope of the reference model and serve as a basis for the configuration and construction of all processes in the business process repository. In the major function BCD, 'in scope' refers to all business functions that are part of the modeling process, while 'out of scope' (white areas on the side) refers to functions and external agents that interact with the business, but are not part of the project. From the major function BCD a number of business cases can be extracted, which are described in the next section.

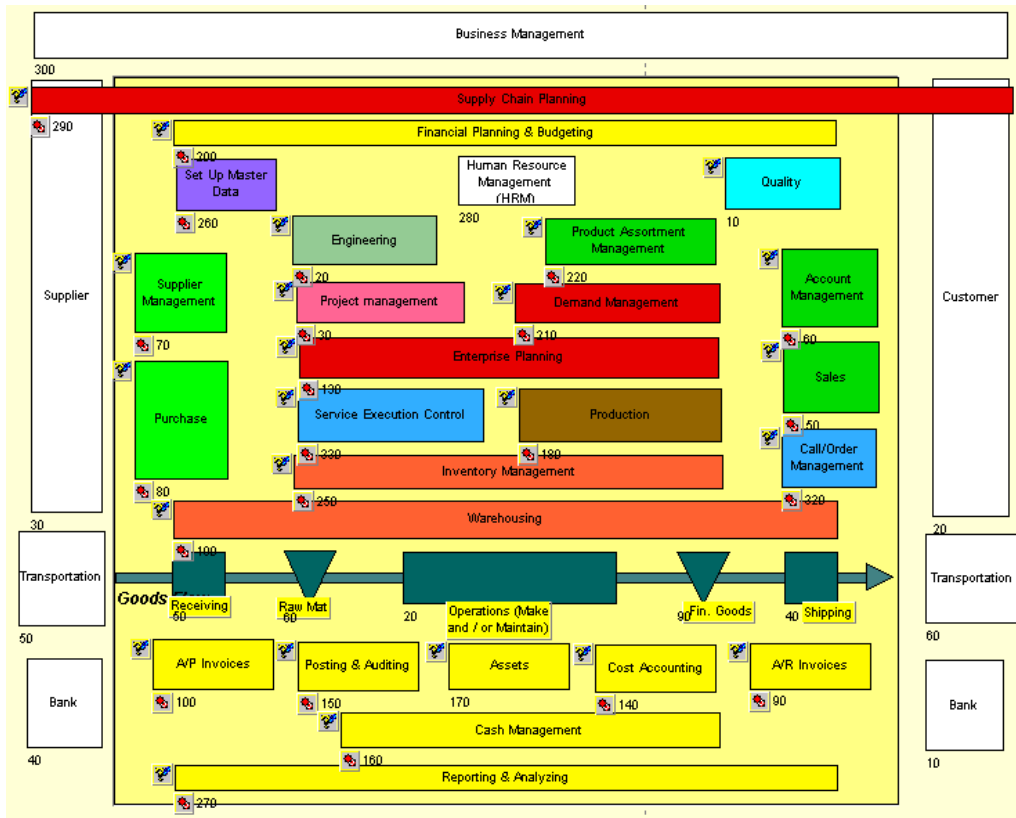


Figure 1 Major Function Business Control Diagram

## Business cases

The business case approach provides clear insight into the interaction between business functions. A business case indicates how a request from the outside world is subsequently handled by the various business functions inside an organization in order to fulfill a request.

Each business case is shown in a BCD on the main function level. The route followed by the business case is visualized by means of sequence numbers that are related to the request triggers. The business case approach starts with an initial request and progresses through the main function or its variant that is required to fulfill the request.

The major functions, to which the main functions in the case belong, are shown on the background of the BCD to have reference to the top level BCD. Functions that are not required by a particular business case are not included in the BCD.

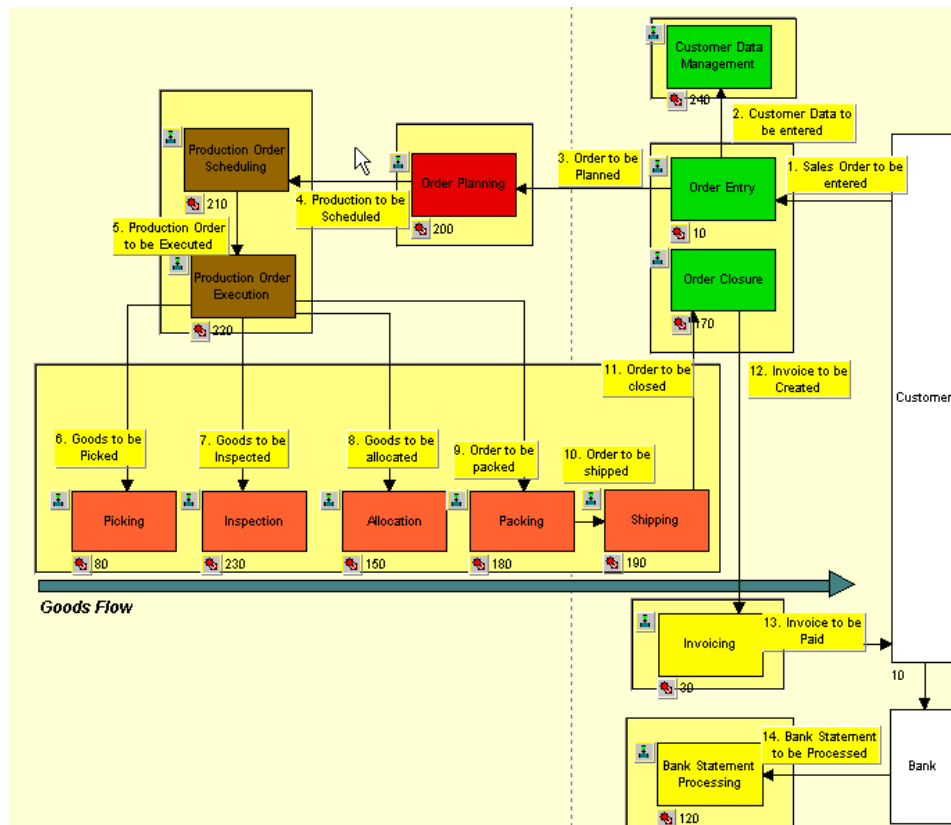


Figure 2 Business Case

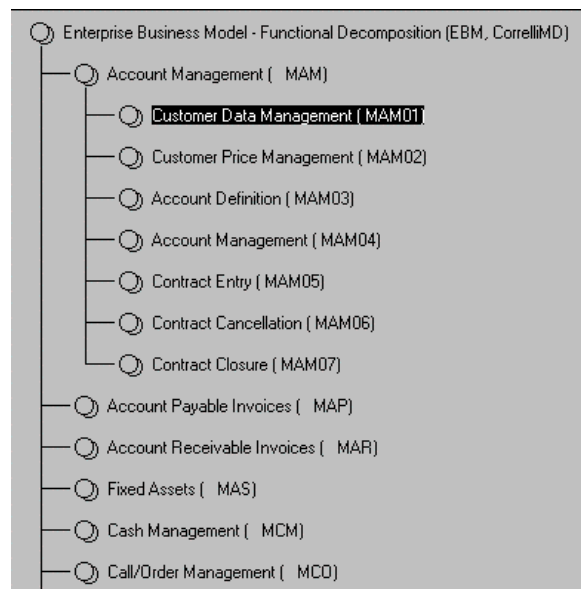
## Functional decomposition

A functional decomposition is created for each major function represented in the BCD.

These functional decompositions are shown in the business function model. A top-level function called Enterprise Business Model (EBM) provides an overview of all existing major functions.

A functional decomposition consists of a breakdown of all major, with all available main functions attached to it acting as children. The ground rule when making this decomposition is that the decomposition is continued until each main function handles only one workflow case. A workflow case is a description of what must be accomplished by a process, related to a business function, regarding a particular workflow object. The workflow object is the entity that flows through the business process (for example, a sales order or a warehouse order). The workflow case is directly related to the workflow object. If the characteristics of a workflow object change, the workflow case will also change, which indicates the beginning of a new main function, and a new main process.

Because one function may exist in different business typologies, variants have been created on the lowest level of the function model. Business processes are linked to this level (variant).



## Main processes

Main processes show how a workflow case is handled in terms of a sequence of activities. An activity is supported by a Baan session, by another application component or the activity is manual. A more detailed process is often linked to the activity (see the following section). A shaded activity box is used to visualize a detailed process.

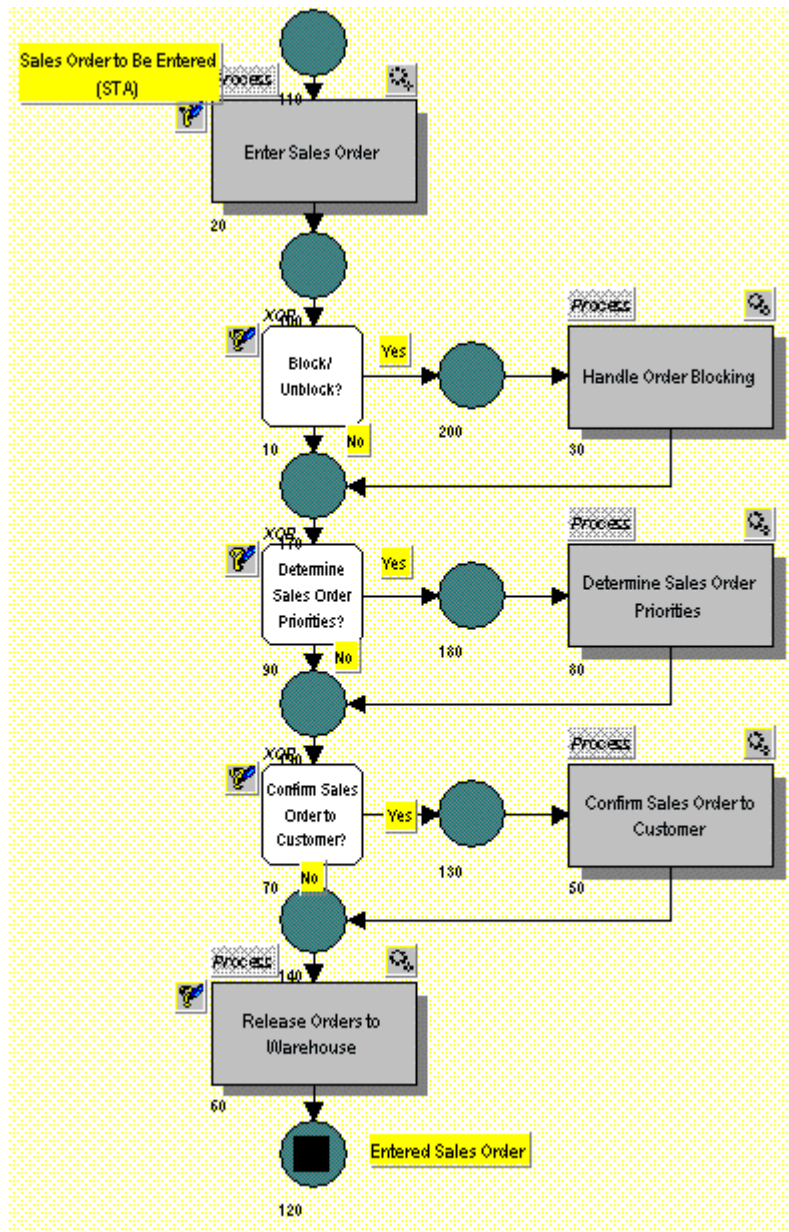


Figure 3 Main Process

## Detailed processes

Detailed processes represent the lowest level of processes in the model and are directly linked to application components (for example Baan sessions), manual activities or other detailed processes. When an application component is linked to the process activity, you can start up the application directly from the process.

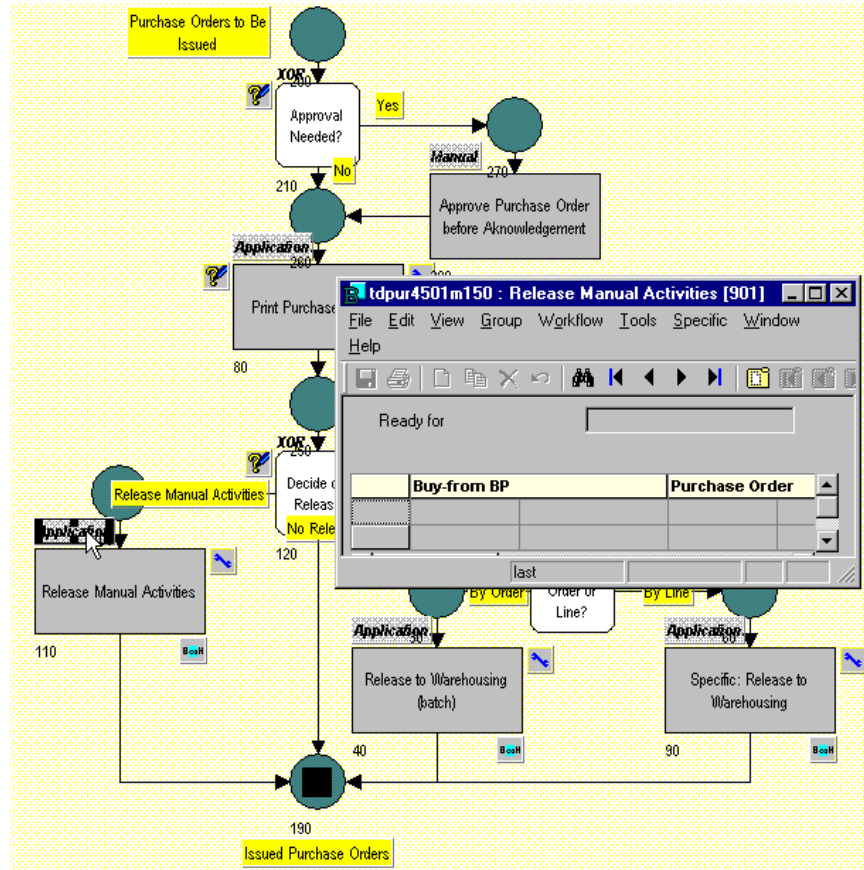


Figure 4 Detail Process



### 3 Relationships

Although it is possible to access functions and processes directly from the menu browser, this chapter describes the relationships between the various building blocks of the model and how they interact. It is possible to drill down from a global level to a more detailed level by starting at the level of the major function BCD.

#### Business cases and major function BCD

All business cases are linked to the major function BCD. To access the business cases click on the menu bar and select **Options**, and then **Children**. All business cases will be displayed.

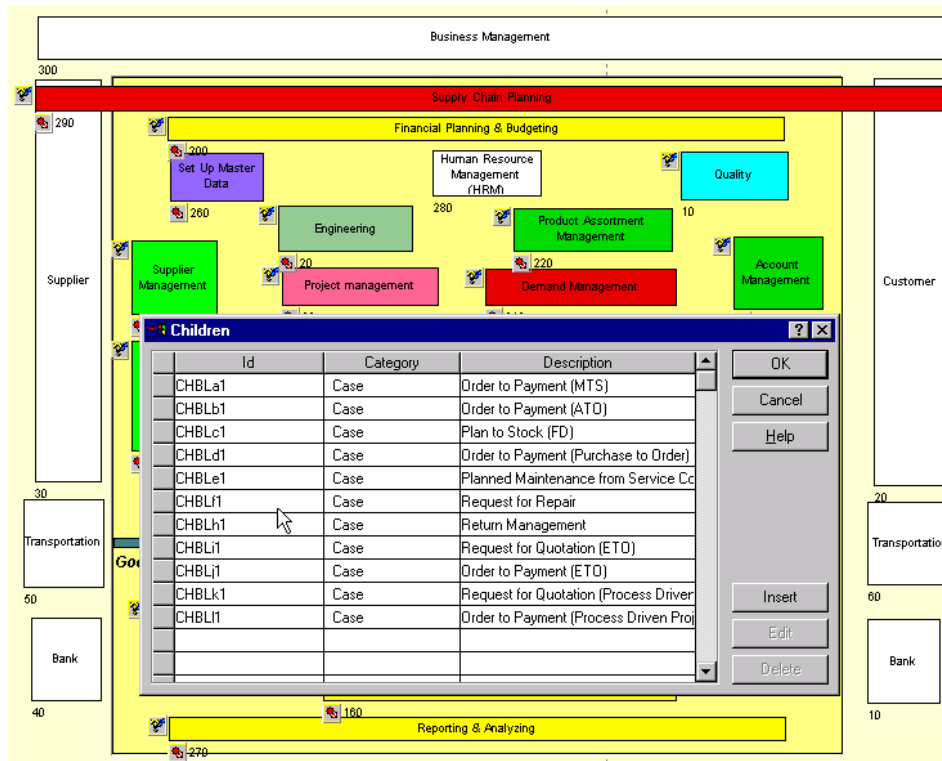


Figure 5 Example of a Major Function BCD and Business Cases

## Functional decomposition and major business control diagram

On the top level BCD, which includes all major functions, it is possible to drill down on the function level. You view the functional decomposition by double clicking the **Function** button. The **Function** button is located directly beneath each major function. The **Function** command gives a full overview of all main functions that belong to the major function.

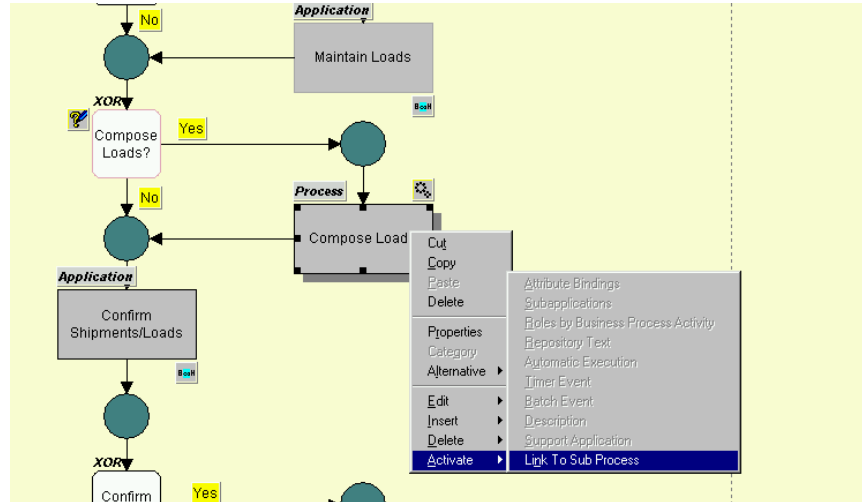
Cases are made out of the same main functions, which are shown in the functional decomposition. The difference between a case and a functional decomposition is that cases only represent the main functions that are used in the case. This implies that some of the main functions are only shown through the functional decomposition, since they are not used in a case. Therefore, it is important to check the functional decomposition when implementing to make sure that no functions are missed that must remain as a part of the model.

## Cases and main processes

The main processes are linked to a main function or its variant at the business case level, which is accomplished by transformation rules. From the case level, selecting a particular main function can activate a process. Right-click on the activity and choose the **Activate** option, followed by the **Process** option.

## Main processes and detailed processes

Detailed processes, which belong to a particular main process, are directly linked to main processes. A detailed process is already displayed at the main process level by means of a shaded activity box. A detailed process can be activated by selecting the activity and then right-clicking the activity. Select the **Activate** option, and then the **Link to Sub Process** option.



*Figure 6 Example of a Main Process and a Detailed Process*

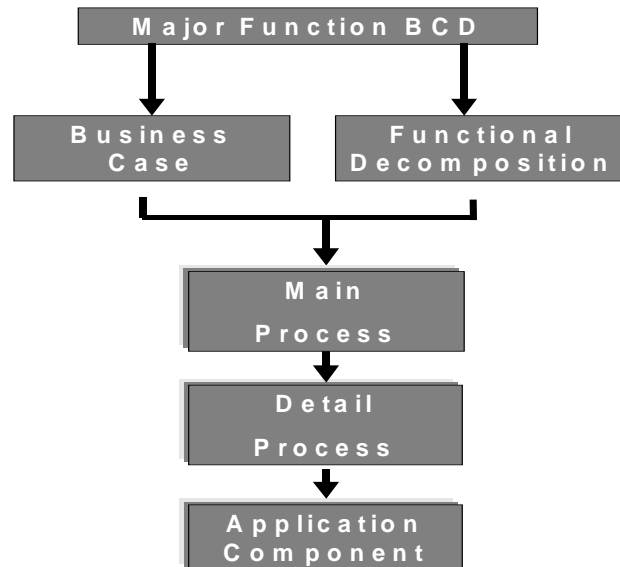
You can drill down to the activity level in the main or detailed processes to activate an application component right-clicking the activity.

## Application components

Application components are the lowest level in the model. When activated, application components start an attached software component directly from the process, for example a BaanERP session.

## Summary

The structure of the model from a global to a more detailed level is as follows:



*Figure 7 Summary of the Model*

### **Major Function Business Control Diagram**

This model shows the major functions at the highest level. The model can be found in the Repository under Business Control Diagrams.

### **Business Cases**

A business case shows how a request from the outside world is subsequently handled by the diverse business functions inside an organization, to fulfill that request. The case is represented at main function level. The model can be found in the Repository under Business Control Diagrams.

### **Functional Decomposition**

The functional decomposition contains a collection of all possible main functions and its variants grouped per major function and can be found in the Repository under Business Functions.

### **Main Processes**

Main processes show how a workflow case is handled in terms of a sequence of activities. The processes can be found in the Repository under Business Processes.

**Detail Processes**

A detail process represents the lowest level of processes in the model. The processes can be found in the Repository under Business Processes.

**Application Component**

An application component can be started at both process levels.



## 4 Implementation approach

The following section explains how to use this Enterprise Business Model at the customer's site. You must follow the appropriate sequence of tasks to operate a smooth implementation. The most important step is to meet with the customer continuously to ensure the business is clearly understood.

The described implementation approach consists only of the steps required to create a customer-specific model from the Enterprise Business Model. A complete overview of milestones and activities that must be completed in an implementation project is not part of this document. For more information on this see the Target Enterprise Implementation Methodology, available on cd-rom.

### Review business control diagram and business cases

The objective of this step is to analyze the customer's business using the Enterprise Business Model as a starting point. The result of this step will be a definition of the business cases and business functions that match the customer's business.

You must perform the following activities:

- 1 Define the scope of the customer's model. To be specific you must define the external agents and external business functions. External business functions are part of the business but are *out* of scope of the modeling and implementation project (for example, business functions supported by legacy systems or other software systems). These external functions still interact with business functions that are *in* scope. External agents are entities outside the customer's business, which interact with the business functions that are in scope (for example, customers, suppliers, bank).
- 2 Review the major function BCD of the Enterprise Business Model and determine the physical goods flow and major business functions that are applicable to the customer's business.
- 3 Review the business cases of the Enterprise Business Model using the major function BCD as a starting point, and analyze the relationship between the business cases and the customer's business.

- 4 Analyze which business cases are not supported by the Enterprise Business Model and need to be modeled.
- 5 Use the Functional Decomposition to review the main functions and its variants that were not yet reviewed as part of a business case and analyze the relationship with the customer's business. The functions that are applicable to the customer's business must be part of the customer-specific major function BCD.

## **Model business control diagram and business cases**

After reviewing the major function BCD and Business Cases of the Enterprise Business Model, the customer-specific major function BCD and business cases must be modeled in DEM. The result of this step will be a customer-specific major function BCD that reflects the external agents and business functions, physical goods flow, business cases and major and main business functions.

The following activities must be performed:

- 1 Customize the top level major function BCD:
  - Delete the unused major business functions.– Add customer-specific major business functions if needed.
  - Remove unused business cases (children) linked to the major function BCD.
- 2 Customize and model the business case BCDs in the DEM Repository:
  - Customize 'standard' business case BCDs, if needed.
  - Model additional business cases and link them to the major function BCD.
- 3 Customize the Functional Decomposition in the DEM Repository:
  - Remove unused major and main business functions including any variants on main function level that are not applicable to the customer's business.
  - Add the customer-specific major and main business functions to the the functional decomposition (EBM). All the functions, except for the EBM function should be linked to a parent function in order to create the correct functional decomposition.
- 4 Document which BCDs and business functions are changed or added to the Repository.

## Create project model (single business entity) or kernel model (multiple business entities)

After reviewing and modeling the major function BCD and business cases BCD, a project model or reference model can be created. For multiple business entities, it is common to create a customer-specific or corporate kernel model as part of the Corporate Business Solution. This model can be rolled out to the different business entities and can be used to create site-specific project models. In any case, a project model needs to be created in order to generate user-specific desktops.

The following activities must be performed:

- 1 Create a project model or a reference model in DEM.
- 2 Insert the customer specific major function BCD in the project model or reference model.
- 3 Insert the customer specific Functional Decomposition ( in the project model or reference model.
- 4 Transform the business functions so the correct business processes will be inserted into the project model or reference model.

## Review business processes

The result of the previous steps is a first selection of business functions and business processes based on the selected business cases and variants. The objective of this step is to review the business processes of the Enterprise Business Model and analyze the relationship with the customer's processes.

The following activities must be performed:

- 1 Review the main and detailed processes of the Enterprise Business Model and analyze the relationship between these processes and the customer's business.
- 2 Analyze which business processes are not supported by the Enterprise Business Model and must be modeled.

**NOTE:**

Customer-specific business functions must be modeled during implementation. Therefore, the business processes that apply to these functions must also be modeled. They will not yet be available in the Enterprise Business Model repository unless you use a process from the repository as the starting point for your own customer-specific process.

## Model business processes

After reviewing the processes of the Enterprise Business Model, the processes must be customized and modeled in the DEM repository

The following activities must be performed:

- 1 Customize the business processes that do not match the customer's business in the DEM repository.
- 2 Model new business processes if they are not available in the repository. Make sure that customer-specific main processes are linked to a main business function. Make sure that the main business function is linked to the functional decomposition and if applicable a business case BCD.
- 3 Document which business processes are changed or added to the repository.
- 4 Update the project model or reference model in DEM:
  - Transform the business functions to update the business processes in the project model or reference model.
  - Link work instructions to process activities where needed.

**NOTE:**

If a corporate reference model has been created, some of the previous steps must be repeated for each site implementation, which means you must:

- Review the major function BCD and business cases of the corporate reference model.
- Model the site-specific major function BCD and business cases in DEM.
- Create a site-specific project model.
- Review the business processes of the corporate reference model.
- Model the site-specific business processes in DEM.

At this point, the project model or reference model contains all business cases, major and main business functions and business processes that meet the customer's business requirements and that are in scope of the modeling and implementation project!

## Assign user-roles and generate desktops

The last step in the modeling project is to set up an end user environment by defining roles and linking them to processes or process steps. Based on an employee's role(s) within the organization, user-specific desktops are generated.

The following activities must be performed:

- 1 Define the user roles within the customer's organization and their responsibilities.
- 2 Enter the roles in DEM and link the roles to the processes or activities that are part of the project model.
- 3 Enter all employees in the project model, link the appropriate Baan user to each employee and link one or more roles to each employee.
- 4 Generate desktops for all employees.

**NOTE**

If 'Worktop' is used as User Interface, step 4 should not be executed from DEM.

When setting up the Worktop, the wizard will ask you which DEM model you want to use. Select the project model that is applicable and the processes will become part of the user specific Worktop.



# Appendix A Coding conventions

The Baan Series models are numbered as follows:

	Numbering
<b>Business Control Diagrams</b>	
1 <sup>st</sup> level BCD	CZZ000
Case BCD	CZZyya
Trigger	REQ-Tr
<b>Functions</b>	
Major Functions	MXX
Main Functions	MXXyy
Main Functions (variants)	MXXyya <sup>1</sup>
<b>Processes</b>	
Main process	MXXyya
Detailed process	DXXyyy
<b>Utilities</b>	UXXyyy
<b>Transformation rule</b>	TXXyya <sup>2</sup>

ZZ Model Identification

XX Functional Area Identification (see table on next page)

yy(y) Sequence Number (from 900 or 90 reserved for customizations)

a(b,c,d..)Variant Case/Function/Process

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<sup>1</sup> The last character of the main function identification is only used when variants exist.

<sup>2</sup> The code of the transformation rule is the same as the process code for which the rule is created, except a T replaces the M.

**Functional area indication XX on previous page is to be replaced by:**

<b>Category</b>	<b>Major function</b>
AM	Account Management
AP	Account Payable (A/P) Invoices
AR	Account Receivable (A/R) Invoices
AS	Asset Management
CM	Cash Management
CO	Call/Order Management
CS	Cost Accounting
DM	Demand Management
EN	Engineering
GE	Support Management Setup Master Data
HR	Human Resource Management
IM	Inventory management
MN	Manufacturing
PA	Product Assortment management
PB	Financial Planning & Budgeting
PL	Planning
PM	Process Manufacturing
PO	Posting & Auditing
PR	Project management
PU	Purchase
QM	Quality management
RA	Reporting & Analyzing
SC	Supply Chain Planning
SE	Service
SL	Sales (cycle) management
SU	Supplier management
WH	Warehousing

**Typology-abbreviations (used in process-variant description)**

	<b>Abbreviation</b>	<b>Name</b>
<b>General</b>	GEN	For flows with 2 or more typologies
<b>Sales/Purchasing</b>	STA	Standard
	SPE	Specified
	PRE	Predefined
	SRV	Service
<b>Manufacturing</b>	MJS	Job Shop
	MMX	Mixed Model Flow Production
	MRT	Repetitive
<b>Project</b>	PPC	Process Oriented Project
	PPD	Product Oriented Project
<b>Warehousing</b>	Basic	
	Advanced	

