

*Reduce Lead Time, Cost and Effort to  
create an effective EA Practice*



Research  
Education  
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Consulting

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## Toolkit Contents at a Glance

- Business Motivation and Value Proposition
- Enterprise Architecture Life Cycle Scorecard
- Processes, Deliverables, Roles/Responsibilities, Skills, Process Maturity Assessment
- Process, People and Systems Gaps and Plan to close the gaps
- Technology – software solution to implement TOGAF based Enterprise Architecture Practice, Preloaded TOGAF based EA Repository
- Reference Architecture for Common Technology Services

# QRS EA Toolkit

## *How to Create a Customer Centric IT Organization?*

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Abstract: This document provides a framework, architecture and implementation plan to create an TSO that is agile, flexible, and cost effective and has acceptable level of risk. This is a master document that refers to several documents and systems. The document focuses on following major services:

- Characteristics of a Customer Centric IT Organization
- Business Capabilities (Idea to Value Realization Process)
- IT Organization Capabilities (Simplified IT)
- Enterprise Architecture Practice Capabilities
- EA Practice Implementation and Maturization Strategy

These deliverables and supporting process improves the EALC process maturity and contribution of IT to the strategic intent of the Enterprise.



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