

UNICOM[®] System Architect[®]

What's New in Recent Releases



Agenda

Our Vision

What's New

Product Roadmap

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Support

Your Feedback



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- ❑ What We See
- ❑ Our Solutions
- ❑ Client Pain Points
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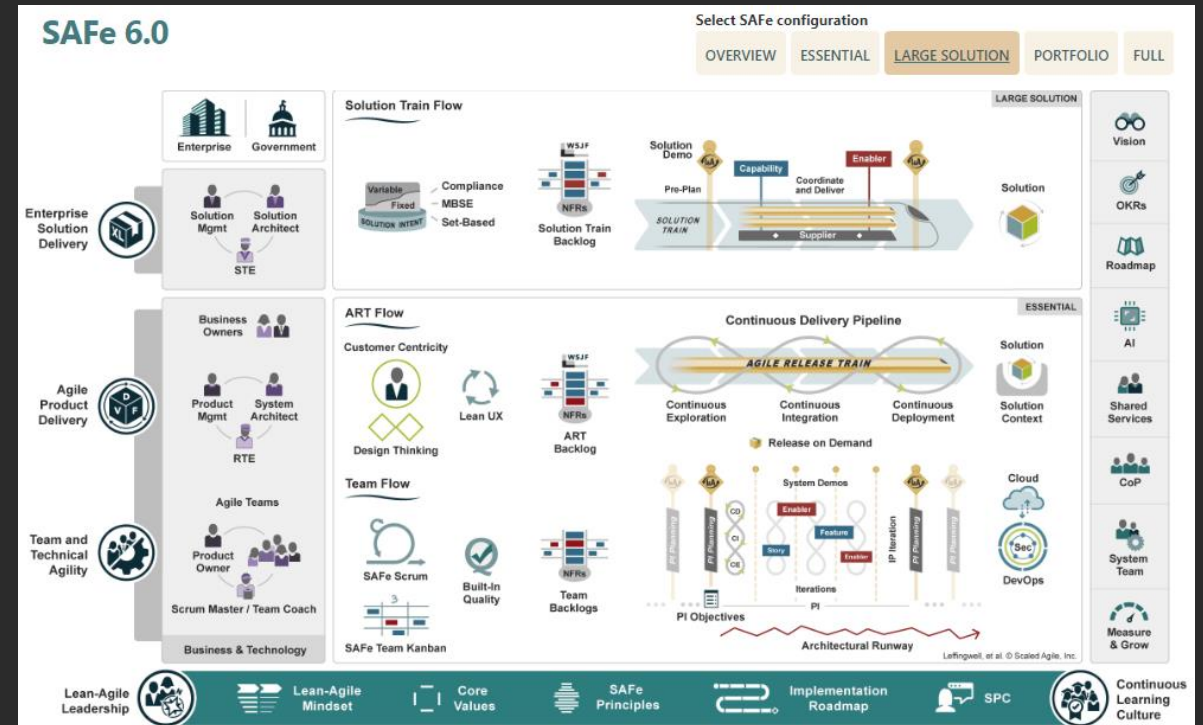
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Enterprise Architecture Guiding Digital Transformation

- EA a Strategic Enabler of **Digital Transformation**
- EA a Strategic Enabler for Establishing a **Cloud Operating Model**
- EA a Strategic Enabler for Planning and Executing an **Agile DevOps Approach** to Development
- EA & Portfolio Management are Enablers for Program & Project **Portfolio Management Approach** to Upgrading Existing Systems or Acquiring New Systems



Enterprise Architecture **Guiding** Digital Transformation

Customer quote (paraphrased):

- ❑ *'With disruptive technologies, such as the cloud and digital transformation – the EA team – even at a formerly staid Health Care company – is being put in the **spotlights** (or **headlights**)'*
- ❑ *CEO wants to know:*
 - *How can company **react** to demand for digital transformation and cloud technologies, and utilize these technologies for advantage*
 - *What are the **solution alternatives**, and **cost***
 - *What is **impact** to current business*
 - *What is the **risk** to current business*
 - *How to move to the hybrid cloud – what applications to move and when*
- ❑ *CEO wants the information **ASAP***

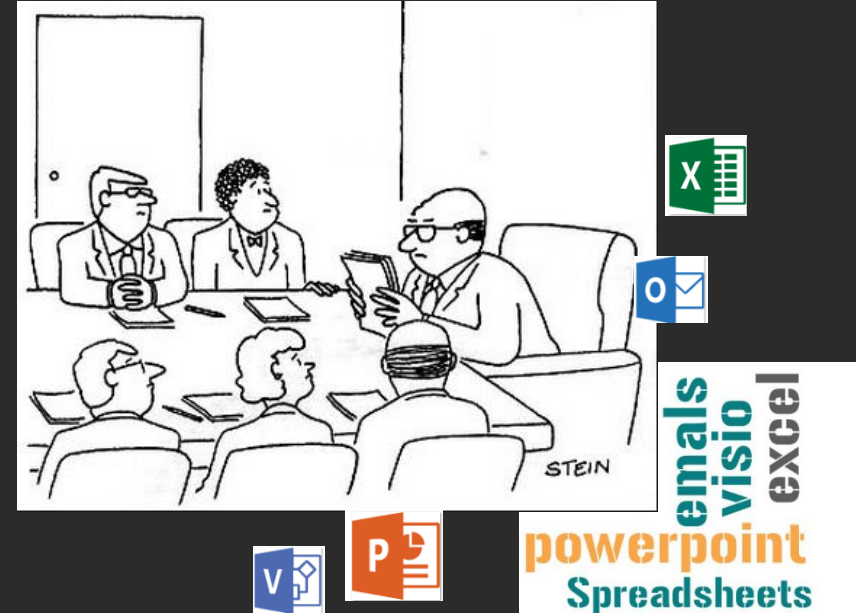


Enterprise Architecture Guiding Digital Transformation

Customer quote (paraphrased):

- ❑ *'We get asked, on a regular basis -- usually at the last minute -- for artifacts that describe the business.'*
- ❑ *The information is:*
 - *Served up in Powerpoints and Excel spreadsheets*
 - *Assembled in a scramble*
 - *There is no correlation between the artifacts*
 - *We don't know where the documents came from, who owns them, how reliable the information is, nor what it doesn't show, etc'*

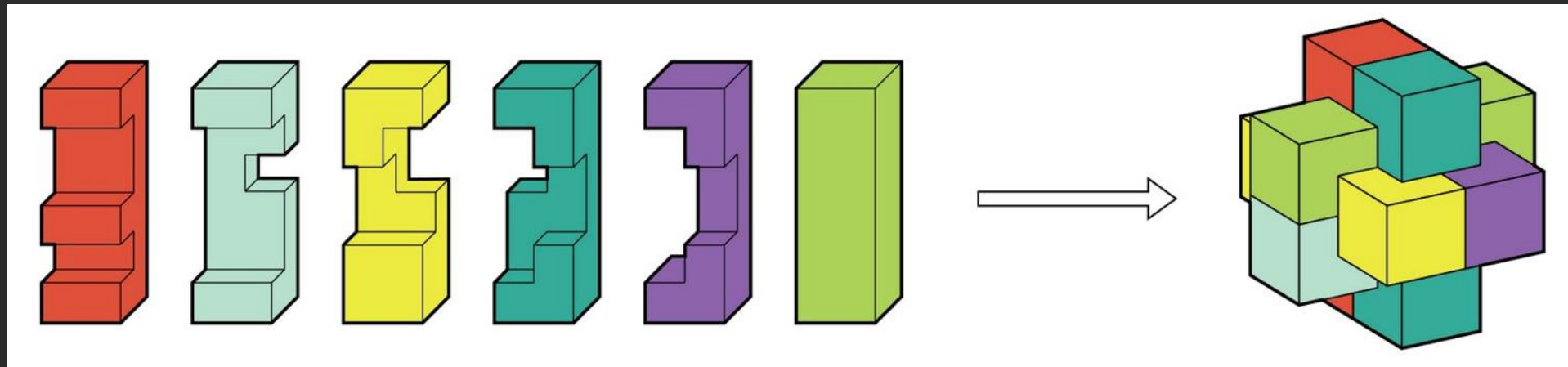
Need a delivery mechanism for this information so it is served up in a self-serve manner



- **Need to enable 'anyone' to "ask the architecture questions" and understand how trusted the answers are**

Enterprise Architecture Is **ONE** Piece of the Puzzle

- ❑ EA Is a **fundamental** part of Strategic Planning
- ❑ Business Transformation and Change are key **drivers** for planning
- ❑ The planning of lifecycle incorporates business and IT **personnel**
- ❑ Need a **coordinated approach** to portfolio management, Enterprise Architecture, change management and business intelligence
- ❑ Build a **community** of users with a vested interest in strategic planning



EA Informs & Inspires Planning Decisions; Harvests & Guides Solution Designs

Upstream EA

Downstream EA

Enterprise Plans
(Strategies,
Roadmaps, etc.)

Inform &
Inspire

Enterprise
Level Models

Harvest

Solution
Designs

| QES | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Strategic App 1 | Application 1 | Application 2 | Application 3 | Application 4 | Application 5 | Application 6 | Application 7 | Application 8 |
| Strategic App 2 | Application 9 | Application 10 | Application 11 | Application 12 | Application 13 | Application 14 | Application 15 | Application 16 |
| Strategic App 3 | Application 17 | Application 18 | Application 19 | Application 20 | Application 21 | Application 22 | Application 23 | Application 24 |
| Strategic App 4 | Application 25 | Application 26 | Application 27 | Application 28 | Application 29 | Application 30 | Application 31 | Application 32 |
| Strategic App 5 | Application 33 | Application 34 | Application 35 | Application 36 | Application 37 | Application 38 | Application 39 | Application 40 |

| Single or Multiple Building Block Strategy | | |
|---|---|---|
| Current Web Based Architecture Terminal Host Architecture Client/Server Architecture ASP/PLC Business Process Modeling Project independent definition of business requirements Harmonize the PLC with the Enterprise Architecture Implement a test environment Select a test tool suite for use with the test environment | Short term Development Methodology consistent with the PLC Business Process Modeling Project independent definition of business requirements Harmonize the PLC with the Enterprise Architecture Implement a test environment Select a test tool suite for use with the test environment | Long term Development Methodology Integrated with the PLC Tools for managing the business requirements lifecycle Automation support of the PLC Business Process Specification Tools |
| Retire Now | Preferred Web Based Architecture, Java for new development, Erwin | |
| Sunset Targets Terminal Host Architecture COBOL/COBOL II MicroFocus COBOL Power Builder, Visual Basic C/C++ PL/I IBM Librarian | Emerging | |

Enterprise Architects speak in
the language of TOGAF,
ArchiMate, DoDAF

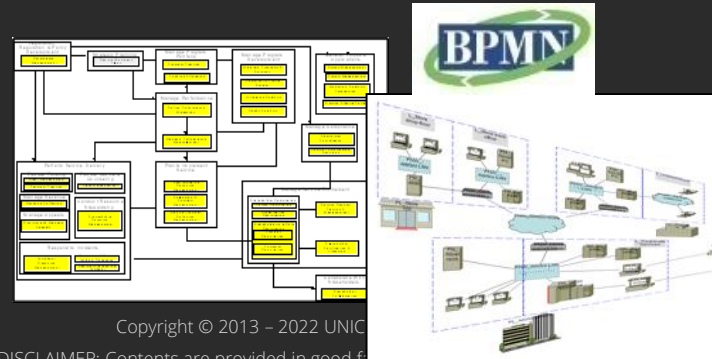
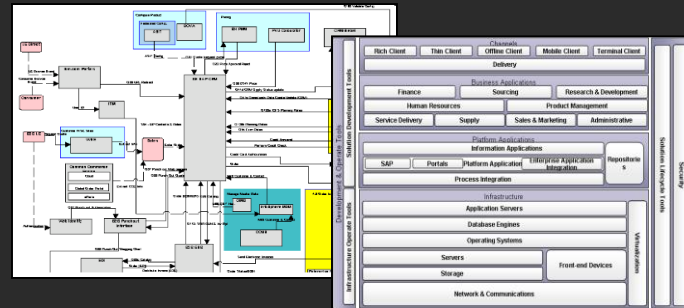
ArchiMate®

The
TOGAF®
Standard — Version 9.2

Link Strategy
& Execution

EA Guidance
(Building Blocks,
Ref. Architectures,
Standards etc.)

Guide &
Enable Reuse



Solution Architects speak
in the language of sysML
or UML



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DISCLAIMER: Contents are provided in good faith.

Strategic transformation methods

Use industry-standard frameworks, patterns and methods to drive investment decisions

The enterprise architecture repository becomes a single source of the truth, harvesting information from disparate sources of record, with a data centric approach so that all diagram views and matrices represent your corporate information.



Understand the business & import sources of record



Visualize sources of record & correlate



Ask the architecture questions



Make decisions on road forward



Manage roadmaps and projects

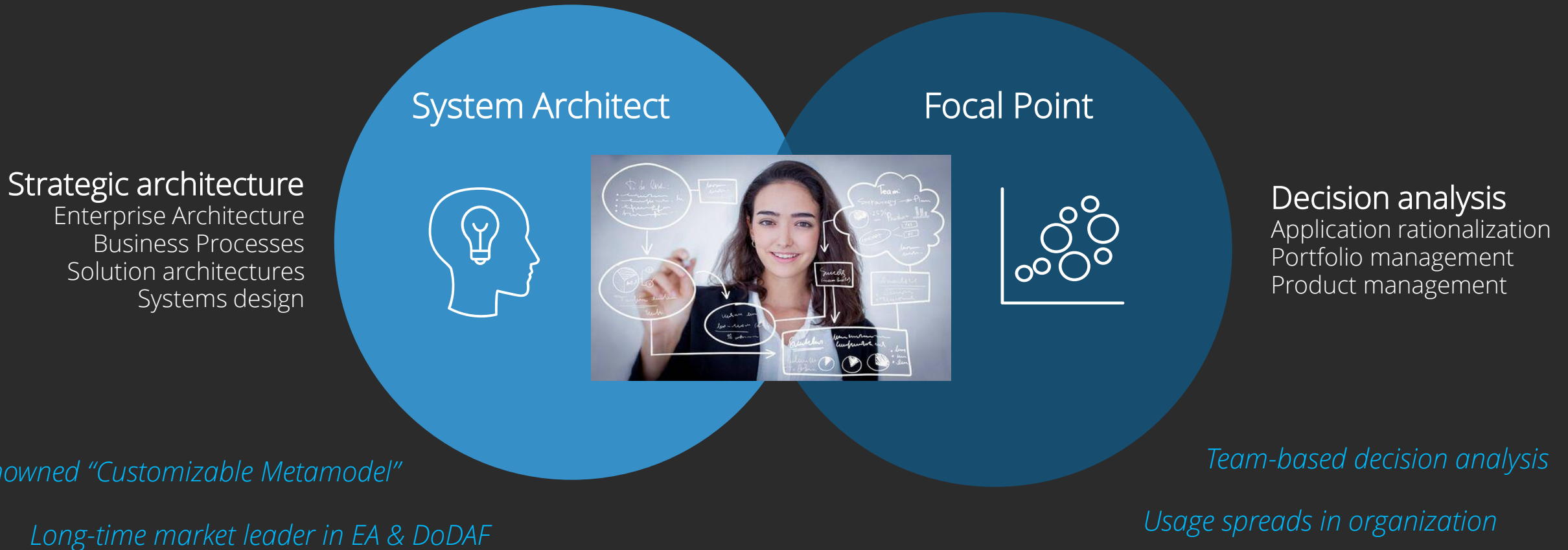
Frameworks

Reference architectures



Strategic transformation tooling

Build data-driven views of your organization's enterprise architecture Understand what applications, systems and technologies are deployed in your organization and their value



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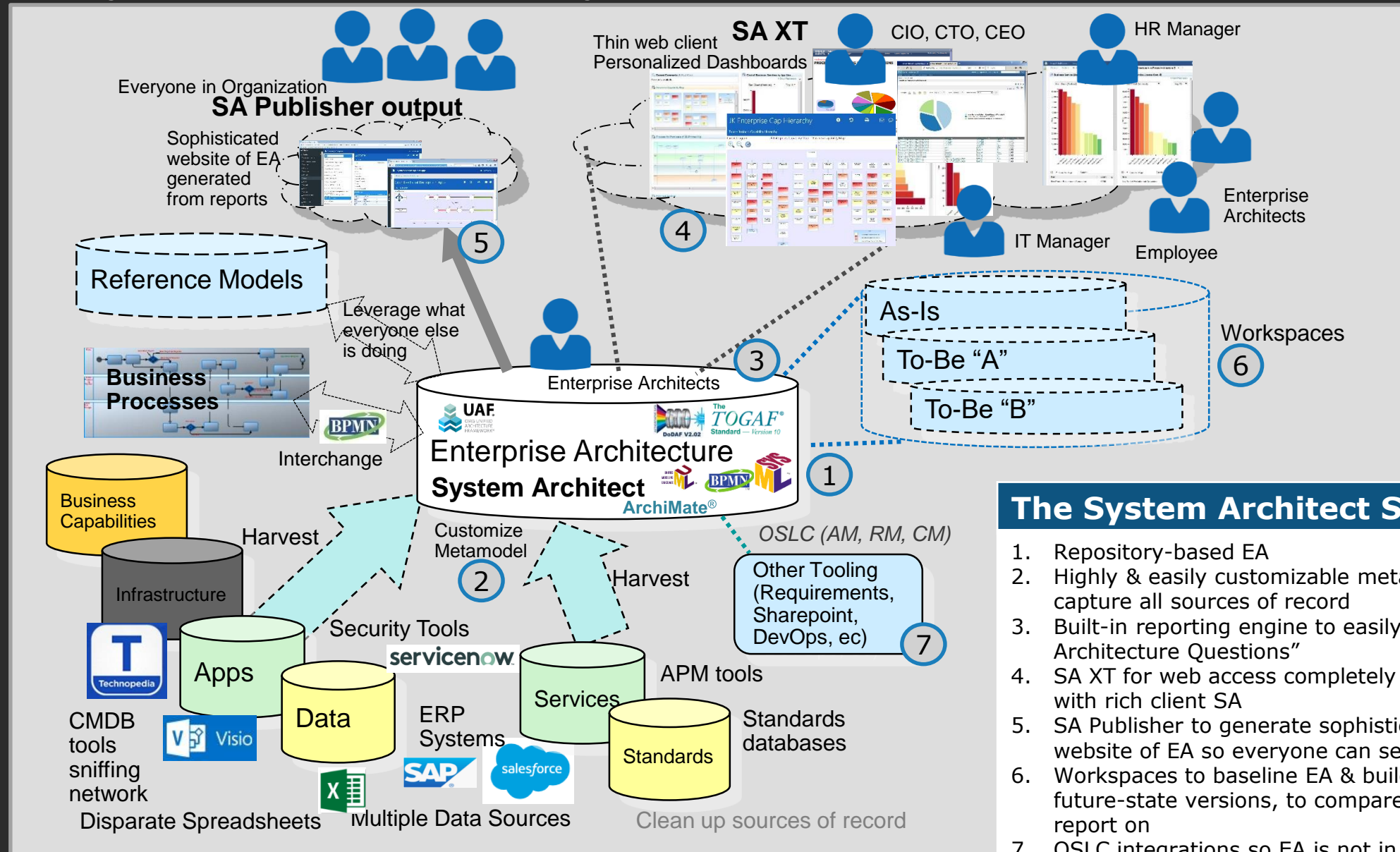
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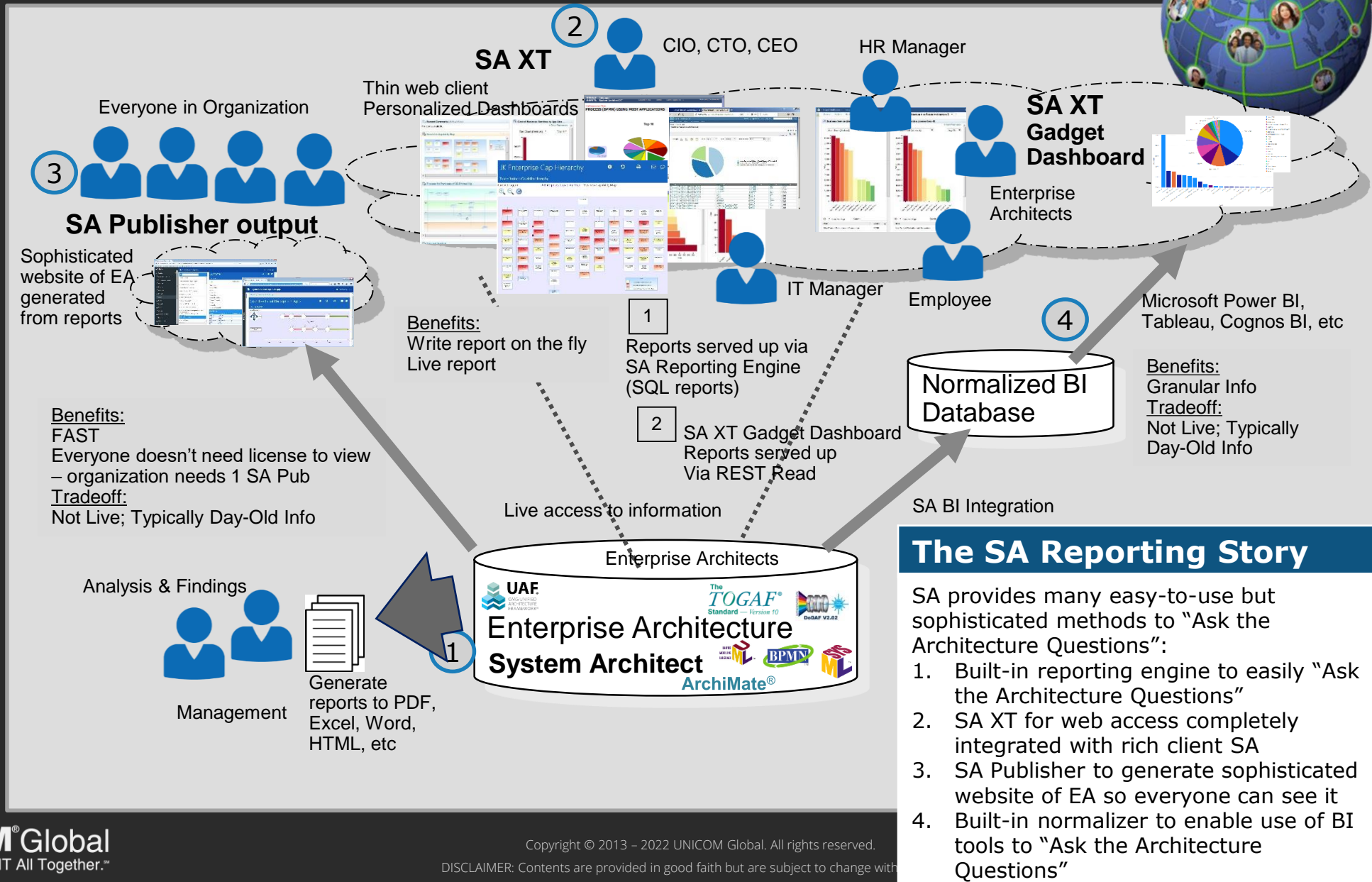
The System Architect Story – “Ask the Architecture Questions”



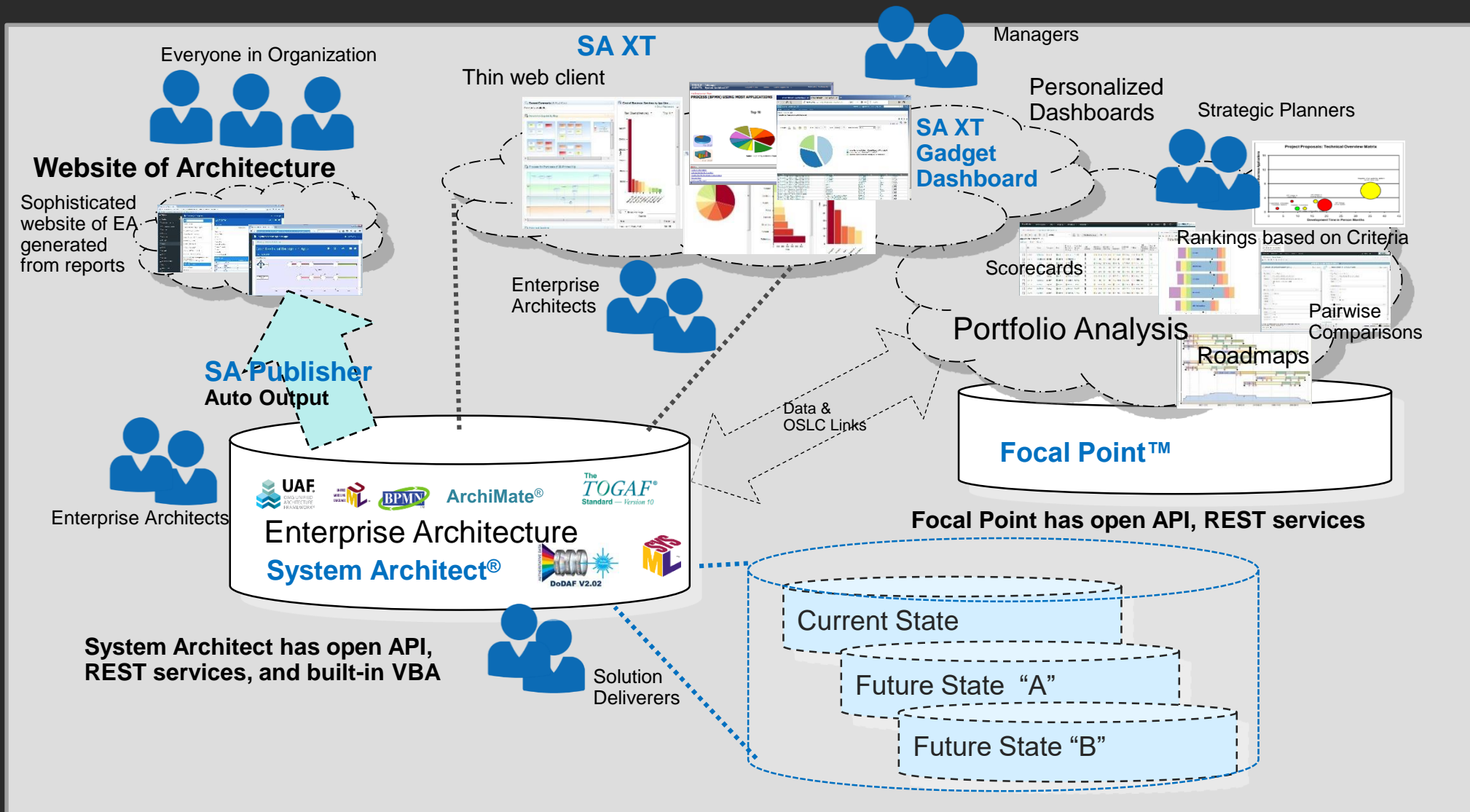
The System Architect Story

1. Repository-based EA
2. Highly & easily customizable metamodel to capture all sources of record
3. Built-in reporting engine to easily “Ask the Architecture Questions”
4. SA XT for web access completely integrated with rich client SA
5. SA Publisher to generate sophisticated website of EA so everyone can see it
6. Workspaces to baseline EA & build multiple future-state versions, to compare, merge, & report on
7. OSLC integrations so EA is not in ‘ivory tower’

SA Reporting & Analytic Interfaces



EA Integrated with Portfolio Analysis for Decision Making



SA = 4-Star Rating by Gartner-Verified Customers

- System Architect is averaging a high, **4.3-star rating** (out of 5 stars) in Gartner Peer Reviews. ”
- Gartner Peer Reviews are independent customer reviews [verified by Gartner](#)
- Snippets from these customer reviews are provided on the next four slides – you may read them all here:
- <https://www.gartner.com/reviews/market/enterprise-architecture-tools/vendor/unicom-systems/product/unicom-system-architect>



Customer Reviews

Gartner



- *"It is the **best architecture tool**, it has broad support, it has all the DoDAF 2, UPDM and BPMN 2.0 notations. It is excellent closing gaps, customizable. It has great advantages and is ideal for work. It's excellent."* <https://www.gartner.com/reviews/review/view/678190>
- *"System Architect remains **one of the most extensible architecture tools we have encountered** with wide support of standard frameworks and notations such as DoDAF 2, TOGAF, UPDM and BPMN 2.0. The flexibility to "bridge the gap" between internal and external architecture implementations through a customizable and extensible meta model and user defined properties is a huge bonus. The fact that Unicom has maintained OSLC integration with 3rd party products such as IBM DOORS Next Generation and the Collaborative Lifecycle Management suite and regularly involves its user group in shaping the product road map is also a big plus."* <https://www.gartner.com/reviews/review/view/479600>
- *"The best feature in System Architect is its **flexibility**; practically, everything is customizable."* <https://www.gartner.com/reviews/review/view/973710>

Customer Reviews

Gartner



- "It's a **large scale architecting tool** that meets the needs of a rapidly changing environment. They are quick to fix / patch when government standards change." <https://www.gartner.com/reviews/review/view/973710>
- "One of the premier strengths of the tool is the **total customization possible**. In fact, one could create their own Framework, Diagrams, and underlying metamodel. An easy-to-learn scripting-like language enables users to extend standard Frameworks (e.g., DoDAF) to accommodate unique elements of their project being architected. Microsoft VBA is also provided which opens the tool wide open.." <https://www.gartner.com/reviews/review/view/985600>
- "One of the **strongest aspects is their customer support**. They have experts who have been with them since the original Popkin years and really know their stuff. Another strength is their follow up to all support questions. They really follow up and make sure your support question was answered. They also listen to their customer base and steer the product in the direction their base wants it to go." <https://www.gartner.com/reviews/review/view/985600>
- "They have **excellent training** material and do an great job of training users. Their trainers are most knowledgeable and are the best." <https://www.gartner.com/reviews/review/view/985600>

Customer Reviews

Gartner®



- *"In my estimation it is the **most powerful and flexible architecture tool available on the market today** with a long history of customer involvement and responsive support."*
<https://www.gartner.com/reviews/review/view/479600>
- *"I was new to the EA environment, but I was **able to pick up the SA tool and work with it immediately**. I went to an instructor led training which was excellent. The tier 2 tech support group are very knowledgeable and friendly."*
<https://www.gartner.com/reviews/review/view/468020>
- *"**I've used 5 other tools and none of them had the capabilities of System Architect**. That being said, it's a tool for architects who create methodology based architecture. The analysis features in the tool are powerful and make the architecture actionable for decision making. Customizing the meta model is straightforward and not time consuming."* <https://www.gartner.com/reviews/review/view/468152>
- *"The product has **helped us streamline our information models which has paid for itself many times over**. Also, we are able to adapt more quickly to changes now due to System Architect tool use."* <https://www.gartner.com/reviews/review/view/468632>

Customer Reviews

Gartner®



- "The tool came on a rollercoaster journey with us. **The tool strength is its api and extensibility.** I have used a pile of others and admire their methodology but none can beat SAs extensibility." <https://www.gartner.com/reviews/review/view/20968>
- "Product is robust and powerful with **extensive reporting capabilities.** The ability to **customize** the tool with userprops provides a tailored product for the end users. **Vendor communication** is very prompt and trouble tickets are analyzed and resolved quickly." <https://www.gartner.com/reviews/review/view/160529>
- "System Architect is a **fantastic tool for Enterprise architecture and Structured Analysis.** My only wish is that it also had support for newer versions of UML, as well as support for SysML, which is important for MBSE." <https://www.gartner.com/reviews/review/view/968489>
- "**Ease of use for modelers,** and reviewers to be able to understand the diagrams. **SQL backend.**" <https://www.gartner.com/reviews/review/view/968489>

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Client Pain Points & Needed Value for EA in General

1. Ease of Use and Time to Value

The broader set of stakeholders requires improved usability, graphics, and easily-tailorable reports – both self-served and pre-configured – to be able to analyze the enterprise architecture. The tool must be readily available and provide good performance.

2. Easily Harvest Enterprise Information

The Enterprise Architect needs to be able to harvest information quickly and easily in an automated fashion from disparate sources of record. The tool must be malleable to take in all kinds of information.

3. Manage and Maintain the Enterprise Architecture

Enterprise Architecture teams need to be able to manage repositories of information – easily managing, via merge or federation, work done in separate repositories by separate teams. The Architects need to be able to manage and understand tradeoffs for as-is and multiple to-be scenarios. Teamwork needs to include review and approvals, and version control of the architecture.

4. “Ask the Architecture Questions”

EA accessed by everyone in the organization -- from C-level (CIO, CTO, COO, CEO) thru managers to employees. Ability to ‘ask the architecture questions’ without needing to know underlying metamodel (TOGAF, ArchiMate, etc)

5. .

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Our Vision: EA Must Be Integral

1. EA must be **Integral** to organizations – the defacto source of truth to ask questions & strategically plan the future
 - a. Easily, automatically harvest info from Sources of Record
 - b. Easily use latest standard to model the architecture (pick people's brains; model what can't be seen or future state)
 - c. Natural flow between EA (in TOGAF, ArchiMate, DoDAF, etc) & Solution Design (in sysML, UML, BPMN, Data Modeling)
2. Ability to **Ask the Architecture Questions**
 - a. EA accessed by everyone up to C-level (CIO, CTO, COO, CEO)
 - Personalized web views
 - b. Ability to 'ask the architecture questions' without needing to know underlying metamodel (TOGAF, ArchiMate, etc)
3. Ability to **Understand How Good the Answers Are**



Our Goals: Enable an Integral EA

1. EA repository must be a **trusted, single source of truth** for entire organization (business and IT)
 - a. **Automatic sourcing** of info from external sources of record
 - b. Ability to customize **metamodel** to capture that info
 - c. Ability for every worker to input information to the EA (**governed**)
 - d. Ability to use industry-standard **Frameworks & Methods** to capture information
 - e. Ability to easily **ask the architecture questions** and get answers in various visuals
 - f. Ability to understand **health of architecture** – **how** old info is, **what** it's missing, **who** did the work, **if** information **changed**, **who** changed it, **when**, & **why**
2. Enable **planned evolution** of current EA to target EA through **roadmaps** & **impact analysis**
3. Deliver most powerful, easy to use, EA toolset, with great graphics and performance



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Our Objectives: **Recipe** for an Integral EA

To support this vision, UNICOM System Architect is focused on evolving on the following primary themes:

1. Web Access and Self-Serve Reports and Analytics in Dashboards of the Architecture
2. User Interface, graphics, and drawing
3. Performance
4. Repository Management
5. Harvesting of Information from Disparate Sources
6. Support for latest Frameworks and Easy, Extensive Customizable Metamodel Capabilities
7. Reporting and Dashboards
8. Communication of Architecture to Wide Audience
9. Integrations to Portfolio Management, Solution Design, Requirements, Change Management, and other tooling

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Delivery schedules

| | October 2020 | January 2021 | April 2021 | October 2021 | January 2022 |
|------------------|---|--|--|--|--|
| System Architect | V 11.4.8 ✓ <u>Frameworks:</u> - sysML 1.6 – 1 st release - UML 2.5 – 1 st release <u>Usability & Graphics</u> - Drawing enhancements - Latest Cisco Images <u>Integrations</u> - OSLC – DOORS NG to SA - OSLC support for HTTPS <u>Reporting & Dashboards</u> - SA BI Integration rename <u>Customer RFE's</u> | V 11.4.8.1 ✓ <u>Frameworks:</u> - sysML 1.6 – 2 nd release - UML 2.5 – 2 nd release <u>Usability & Graphics</u> - Drawing enhancements <u>Reporting</u> - Reporting enhancement <u>Integrations</u> - REST API Enhancements <u>Customer RFE's</u> | V 11.4.8.2 ✓ <u>Frameworks:</u> - Draw complex 3-pt relationship lines with one action for sysML & UML - sysML 1.6 – 3 rd release - UML 2.5 – 3 rd release - ArchiMate 3.1 - UAF w DoDAF 2 prefixes <u>Integrations</u> - OSLC Configuration Mgt <u>Harvest Info</u> - Visio Importer Enhancements <u>Customer RFE's</u> | V 11.4.9 ✓ - Roadmap Marker Diagram - OSLC Global Configuration support – phase 2 - Auto-Import of CSV - SA Rich Client Usability Enhancements - Diagram Preview zoomable - Diagrams open to floating windows - Explorer Diag Enhancements - Matrix Designer Enhancements - Link to What's New | V 11.4.9.1 ✓ - Roadmap Marker Diagram property enhancements - SysML & UML 2.5 enhancements - Parametric, State, Requirements, Use Case diagrams - Usability Enhancements - Easily add custom graphics & override defaults - BPMN drawing enhanced - Customer RFE's |
| SA XT | Web Dashboards: ✓ - Personalized, self-serve Dashboards <u>Usability & Graphics</u> - UI Refresh - Diagramming Enhancements | Web Dashboards: ✓ - Diagram Widgets for Personalized Dashboards - Reporting GUI (Query Builder) Enhancements | Web Diagramming ✓ • Diagramming Enhancements <u>Web Dashboards:</u> - Reporting GUI (Query Builder) Enhancement: ability to load saved reports into the GUI | Guest User Account ✓ - SA XT Drawing performance Improvements - Usability Enhancements - Customer RFE's | Support for stereotype-d ✓ icons |
| SA Publisher | Accessibility of EA: ✓ - SA Publisher output no longer dependent on Web Server | No major changes ✓ | No major changes ✓ | No major changes ✓ | No major changes ✓ |

Delivery schedules

System Architect 2024

| | May 2022 | September 2022 | January 2023 | April 2023 | Sept 2023 |
|------------------|---|--|---|--|---|
| System Architect | V 11.4.9.2 ✓ - sysML 1.6 & UML 2.5 line drawing enhancements <u>Usability & Graphics</u> - "Mona Lisa" button auto-positions symbol name - Transform custom symbol to definition type - More <u>Integrations</u> - OSLC Global Config – Phase 3 <u>Architecture</u> - Multiple parents for data centric hierarchy diagrams <u>Customer RFE's</u> | V 11.4.10 ✓ <u>Frameworks</u> - TOGAF 10 <u>Usability:</u> - Drag-&-drop pix onto diagram - Graphic override in Definition - File Manager dialog: stretchable; view SVGs <u>Integrations:</u> - Enhanced Visio Mapper handling data centricity <u>Partner Solutions:</u> - Ability to encrypt solutionprops | V 11.4.10.1 ✓ - UAF 1.2 - Auto-Import CSV from multiple folders, with renames - Enhancements to "Help Me Pick a Line" Wizard – Magic Line - More enhancements to theme of using custom graphics - Customer RFE's and CR's | V 11.4.10.2 ✓ <u>Frameworks</u> - Value Stream diagram - TOGAF 10 enhancements - Ports in DoDAF 2, UAF, NAF <u>Usability:</u> - New Color Picker Technology - Many Diagramming Enhancements <u>Metamodel:</u> - Customizable Metamodel Enhancements <u>Integrations:</u> - SA BI & REST enhancements | V 11.4.11 ✓ <u>Frameworks</u> - Customer Journey Maps - Gen Modeling enhancements <u>Integrations:</u> - Pseudo Names for Ref Docs - CSV Import – Renames <u>Metamodel:</u> - Metamodel Digram: symbols on diagrams <u>Analytics:</u> - Analytic Icon Set <u>Performance:</u> - Diagram Open |
| SA XT | <u>Web Dashboards:</u> ✓ - Improved performance of Personalized Dashboards | <u>Dashboards:</u> ✓ - New gadgets: bubble chart, tree map, Gantt chart - Update D3 charts -- V3 to V7 <u>Framework support:</u> - Creation of picture symbols - Create unnamed items & Associations as single line (for sysML & UML 2.5) | Continued Enhancements in: ✓ - SACT Global Dashboard - SACT out-of-box header drop-down improvements - Customer RFE's & CR's | <u>User Experience:</u> ✓ - Modal dialogs - Mouse scroll in diagram <u>Intelligent Import:</u> - BETA of new Image Recognition Importer | <u>User Experience:</u> ✓ - Drawing Hierarchy diagrams - Quicker Explorer gadget - Mouse scroll in diagram <u>Reporting:</u> - Support for References - Support for 'from-a-Date Variable - Results on same page |
| SA Publisher | <u>Usability:</u> ✓ - New tabbed-output stylesheet - Lists.xml improved | No major changes ✓ | No major changes ✓ | No major changes ✓ | Location change of files due to security update ✓ |

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- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

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- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

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System Architect 2024 – Version 11.4.11

Themed Enhancements

- ❑ Customer Journey Maps & Ideas Capture
- ❑ Modeling Enhancements – All Frameworks
- ❑ Pseudo Names for Reference Documents
- ❑ Metamodel Diagram: Symbols > Diagrams
- ❑ CSV Import – Renames
- ❑ Performance of Diagram Open
- ❑ Analytics – Analytic Icon Set
- ❑ More Intelligent Deletion of Box-in-Box
- ❑ SA XT Enhancements

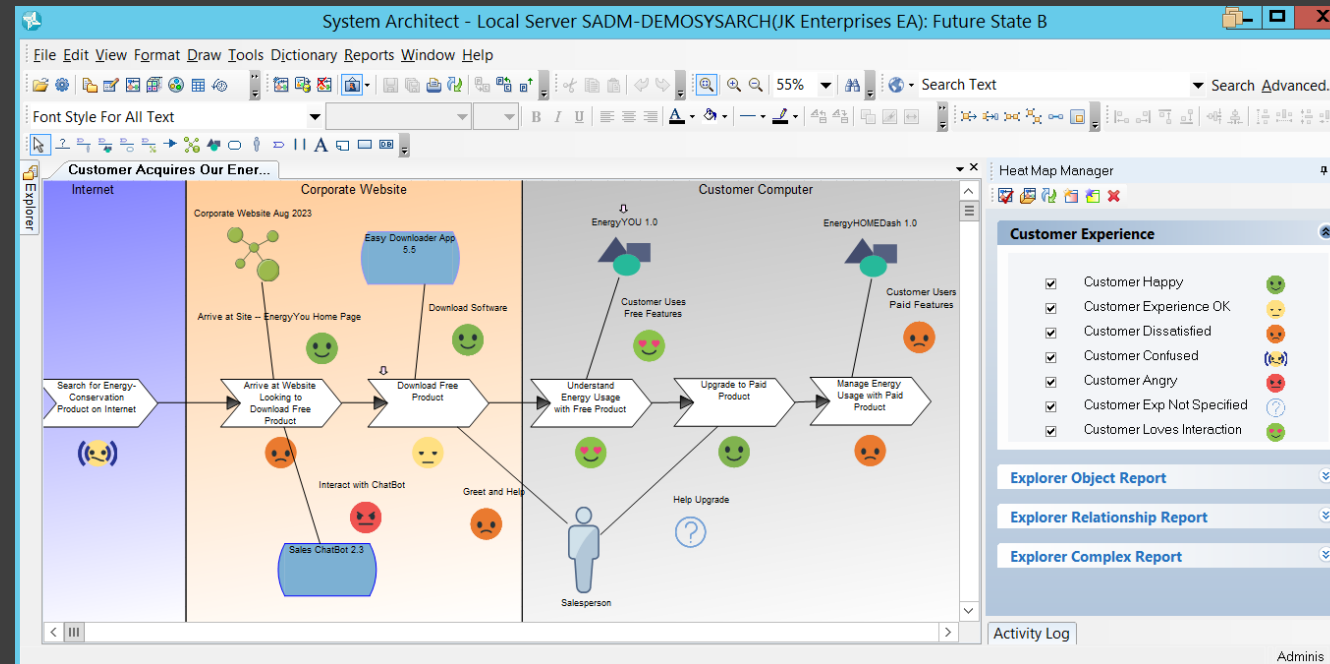
Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-10-11-web.html>



SAFe & TOGAF 10 Enhancements

Headlines

- Customer Journey Map
 - A visual representation of a customer's end-to-end journey with your organization, product, or service,
 - Being widely used to understand and brainstorm ideas for improvements and digital transformation with Lean thinking and Scaled Agile Framework (SAFe)



System Architect 2024
(Version 11.4.11)

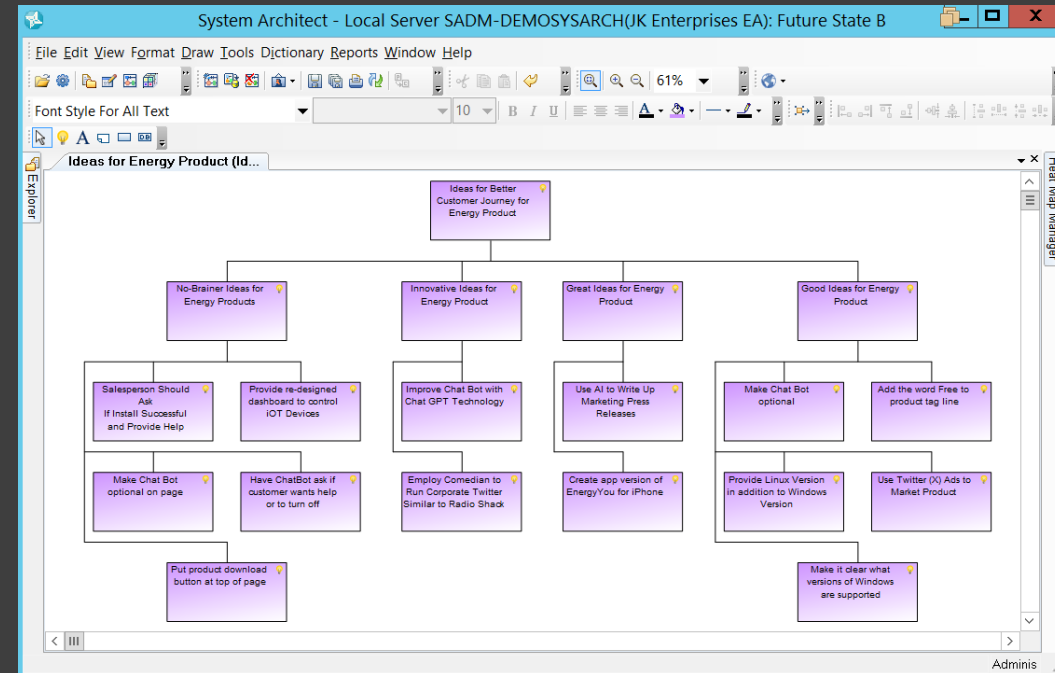


SAFe & TOGAF 10 Enhancements

Headlines

Frameworks – TOGAF 10 & SAFe

- Idea Hierarchy
 - Enables you to categorize ideas for improvement to the organization
 - Customer Journey Maps and the Idea Hierarchy diagram are interrelated with the Value Stream diagram type introduced with SAs prior version, 11.4.10.2



System Architect 2024
(Version 11.4.11)

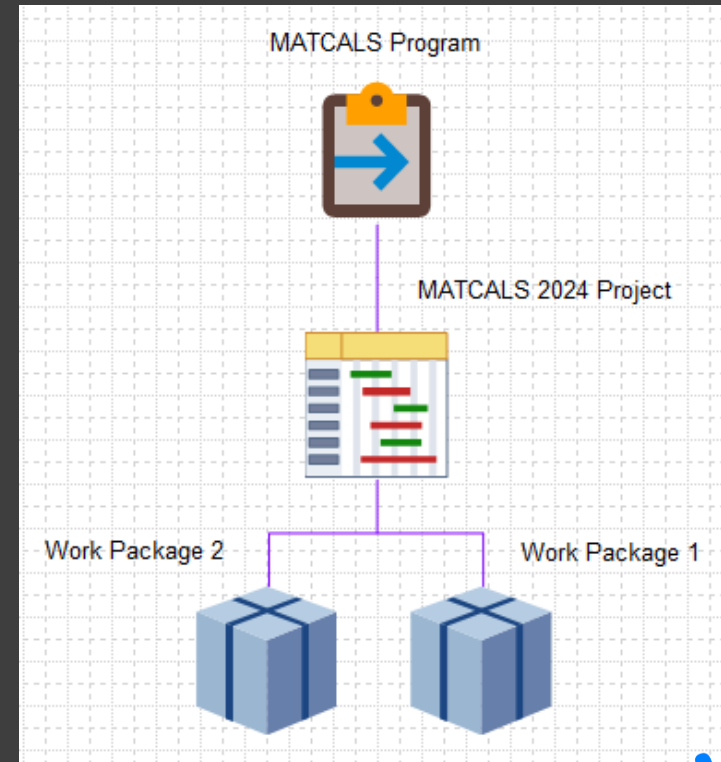


TOGAF 10 Enhancements

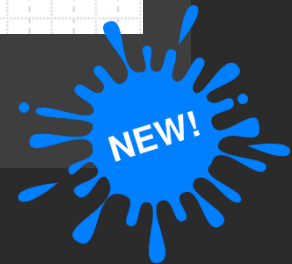
Headlines

Frameworks – TOGAF 10

- Project Context diagram
 - Enables you to model the hierarchy of Projects in an organization, the timeline of which can be specified in the Roadmap Marker diagram



System Architect 2024
(Version 11.4.11)



Enhancements for DoDAF 2, UAF, TOGAF, NAF & AII

Headlines

Frameworks – Enhanced Modeling

- Drawing of implicit and explicit lines between instances is now supported in both System Architect and SA XT.
- Improved presentation of an instance reference property to include the name of the Instance Of reference in a ListOf box.
- You can now edit references in instances in System Architect XT.
- The number of displayable properties on a symbol has been increased to 69.
- UML 2.5 diagrams now show more line connection possibilities in the *Help Me Pick A Line Type* dialog in both System Architect and SA XT

System Architect 2024
(Version 11.4.11)

Usability Enhancements for Modeling

Headlines

Usability

- On representationally consistent diagrams supporting box-in-box behavior, removal of a node by using a Delete action and then choosing Remove will no longer clear the parent reference
- You may now right-mouse click on Diagram in Explorer tree and select "Save as" operation, without having to open the diagram
- Previously, when you added a new symbol on a diagram and clicked on Choices, the filter would be set to the Name specified plus an asterisk "*". Now, the filter will be cleared and the full list of all available definitions will be presented

System Architect 2024
(Version 11.4.11)

Enhancements for TOGAF 10 & All Frameworks

Headlines

Frameworks

- TOGAF 10
 - TOGAF Extensions have been removed
- Method Customization – Advanced:
 - Enhancements have been made to the Advanced section of the Customize Method Support dialog: diagrams are shown only if the supporting property set is active:

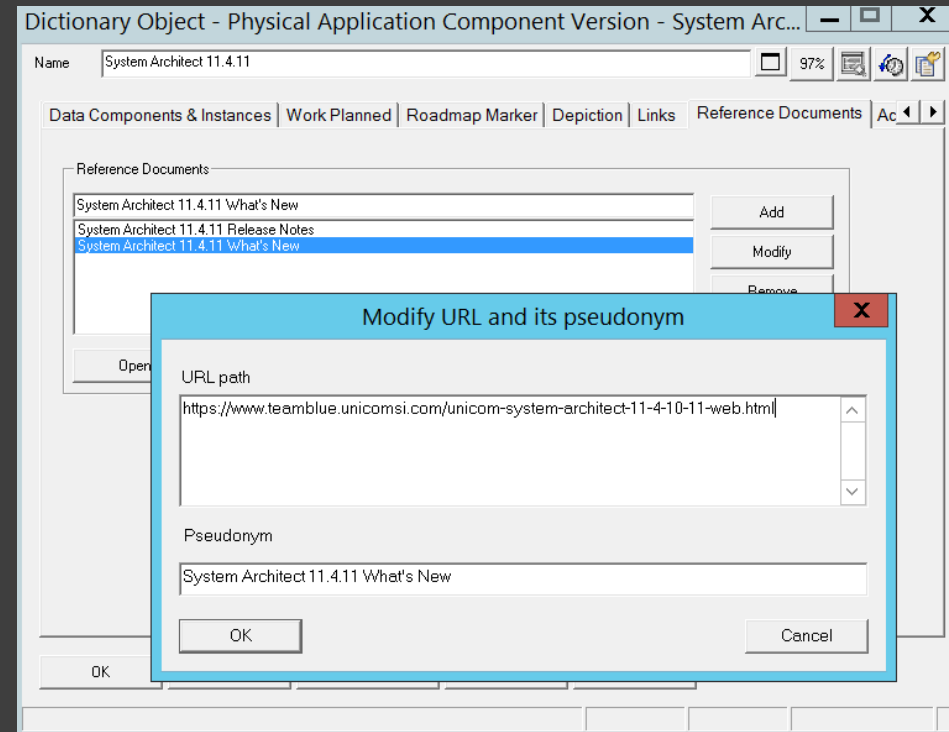
System Architect 2024
(Version 11.4.11)

Usability Enhancement for Integrations

Headlines

Usability

- Ability to have a Pseudo Name for an item in the List of Reference Documents



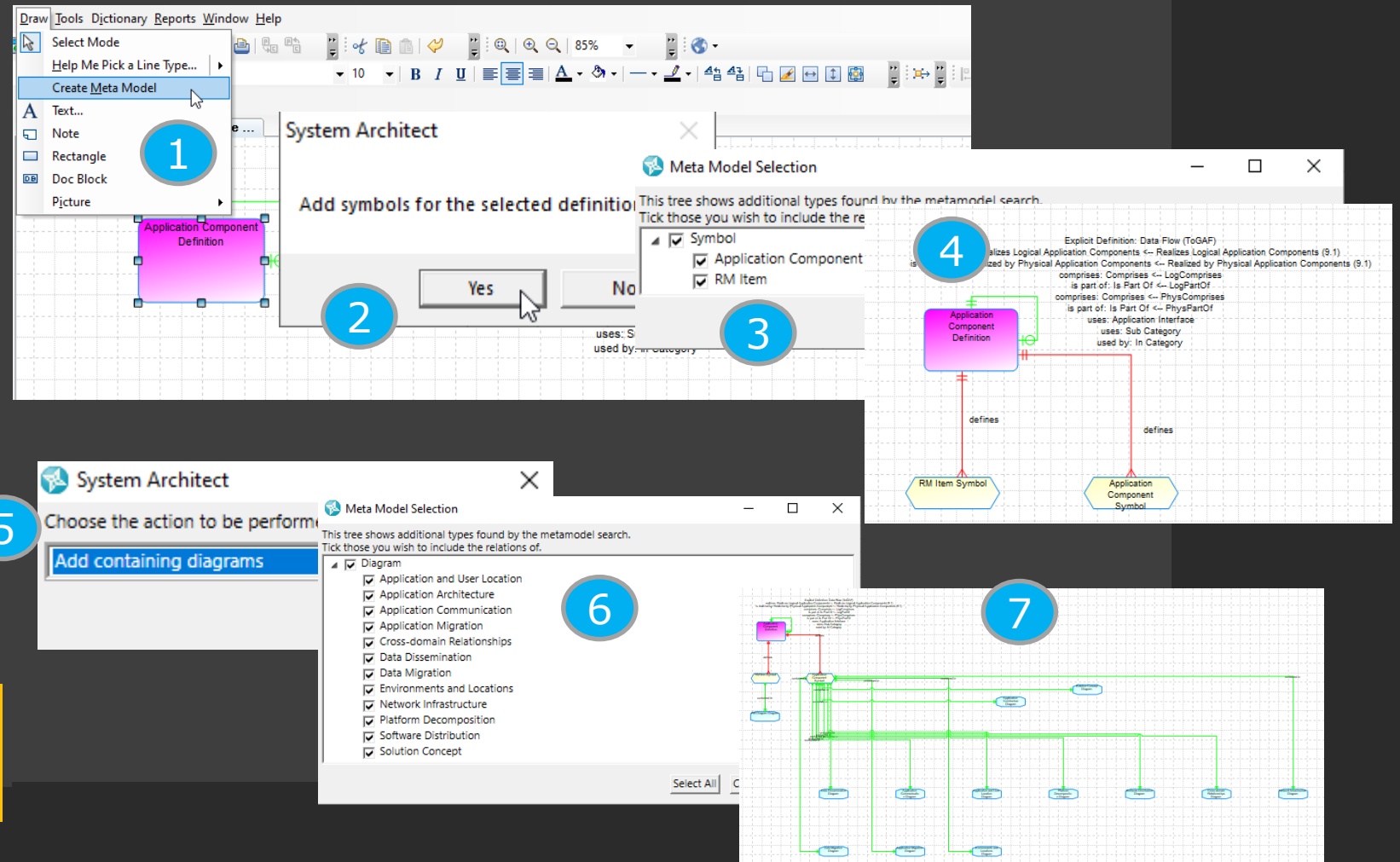
System Architect 2024
(Version 11.4.11)

Enhancement for “Show Me the Metamodel”

Headlines

Metamodel

- Show Me the Metamodel
 - You can now use Metamodel Diagram to find what Diagrams a Definition can be drawn on



System Architect 2024
(Version 11.4.11)

Enhancement for Intelligent Import

Headlines

Import

- Renames via CSV import

System Architect 2024
(Version 11.4.11)

The 'Import Data' dialog box contains the following elements:

- File section:** Includes a 'Format' dropdown menu set to 'CSV format', radio buttons for 'Definition' (selected) and 'Diagram properties', a 'Path' text field, and a 'Browse...' button.
- Definitions section:** A list box containing the following items: Access Path, Action State, Action Transition, Activity Model, Activity State Variable, and Actor.
- Text format options section:** Includes input fields for 'Name', 'Prefix' (set to '<<'), 'Suffix' (set to '>>'), 'Comment', 'Prefix' (set to '/*'), and 'Suffix' (set to '*/').
- Collision option section:** A dropdown menu set to 'Never replace existing definition'.
- Bottom section:** Features a checkbox labeled 'Apply renames when encountered' which is highlighted with a green circle, along with 'OK' and 'Cancel' buttons.

Performance Enhancements

Headlines

Performance

- Performance
 - The time to prepare the Draw menu for diagrams has been reduced, with information being cached when a diagram of a particular type and mode of operation has been opened. SA now stores each diagram toolbar's band in memory
 - Speed up Explorer



"My most complex diagram type (Graph) loads in 4-7 seconds after first one is loaded. Great performance enhancement. Thank you." – Customer quote, 10/12/2023

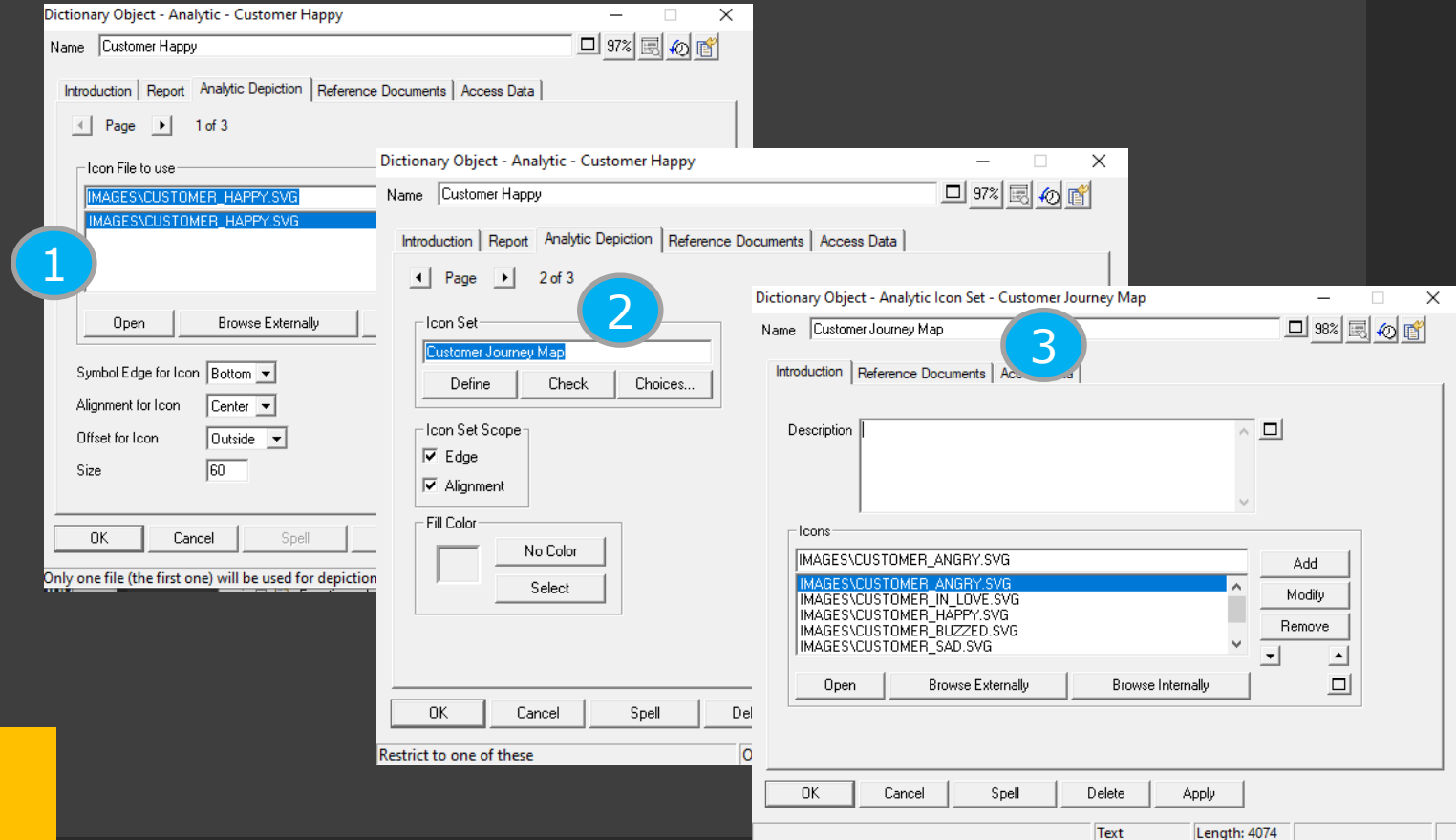
System Architect 2024
(Version 11.4.11)

Analytics Enhancements

Headlines

Analytics

- Analytics have been improved so that there is knowledge of icons that should replace others, via the new **Analytic Icon Set** definition and **Icon Set Scope - Edge and/or Alignment**, properties of an analytic



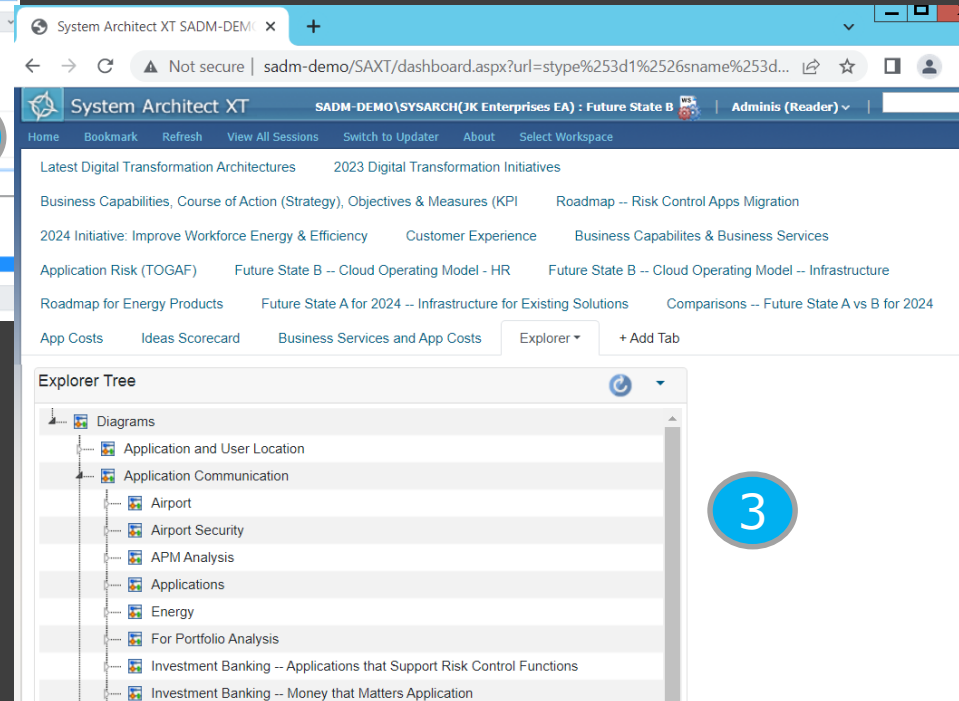
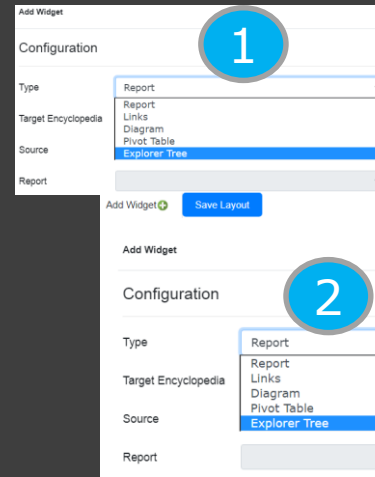
System Architect 2024
(Version 11.4.11)

SA XT Enhancements

Headlines

SA XT

- New quicker Explorer Tree widget: A new widget type has been added to SA XT's Dashboard page – the Explorer Tree – which displays a tree UI for SA Definition and Diagrams
- This is in addition to the standard Explorer tree, which is not being removed as it has other features the new widget doesn't have



System Architect 2024
(Version 11.4.11)

SA XT Enhancements

Headlines

SA XT Diagramming

- SA XT now supports editing of representationally consistent hierarchy diagrams.
- SA XT now supports use of listof type property in hierarchy diagram



System Architect 2024
(Version 11.4.11)

SA XT Enhancements

Headlines

SA XT

- SA XT Query Builder page now includes these reference options in the References dropdown (matching functionality in the SA rich client):
 - References Diagram
 - References Symbols
 - References Definitions
 - Referenced By Diagrams
 - Referenced By Symbols
 - Referenced By Definitions

System Architect 2024
(Version 11.4.11)

SA XT Enhancements

Headlines

SA XT

- Date variables:
 - New Date variables have been added to SA XT reporting that enable users to make queries based on the current date. These new variables use a special formatting so that SA XT recognizes them and processes the time period correctly.
- Results on same page:
 - On the SA XT Query Builder page, previously when you submitted a query the report would open in a new tab or browser page. This was cumbersome if you wanted to make changes to the query and submit it again. Now when you submit a query, the results will load in a new section on the query builder page

System Architect 2024
(Version 11.4.11)

SA Publisher Security Enhancement

Headlines

SA Publisher

- Change of SA Pub File Location:
 - Relocation of files: Due to the design choice by Microsoft that editable files no longer be stored and edited in the Program Files directory, the provided web files, templates, reports, stylesheets, and so on, used by SA Publisher have been moved to a new location in directory ProgramData. The default path for these files will now be: C:\ProgramData\UNICOM Systems\SA Publisher.

System Architect 2024
(Version 11.4.11)

Enacted Client Change Requests

Headlines



- U22-1113: You can now attach generic ports to a BPMN Process symbol via the new IN keyword.
 - Example:

```
symbol "Event" in "Business Process"  
{ POSITION_RESTRICT_SUPPORT_TYPE "Process" IN "Business Process", "Call Activity" IN "Business Process"  
  SIZE_RESTRICT_ALLOW_RESIZE  
  depict like "Generic Port" }
```
- U50-3874: Fixed issue wherein the older, “Classic Explorer” was not behaving well starting in 11.4.10.2, due to removal of a prerequisite file that had been removed from the installation. File was re-added to the SA installation.

System Architect 2024
(Version 11.4.11)

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
- ❑ TOGAF 10 Enhancements
- ❑ Ports for DoDAF 2, UAF, NAF
- ❑ New Color Picker Technology
- ❑ SA Diagramming Enhancements
- ❑ Customizable Metamodel Enhancements
- ❑ SA XT User Experience
- ❑ Beta of Image Recognition Importer
- ❑ SA REST & SA BI Enhancements

Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-10-2-web.html>



System Architect 11.4.10.2

Themed Enhancements

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Frameworks

- [illegible]



System Architect 11.4.10.2

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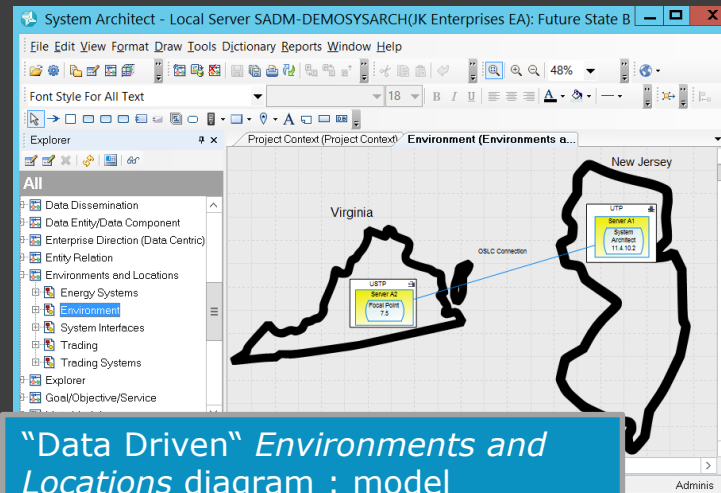
Frameworks: TOGAF 10 Enhancements

Headlines



Frameworks

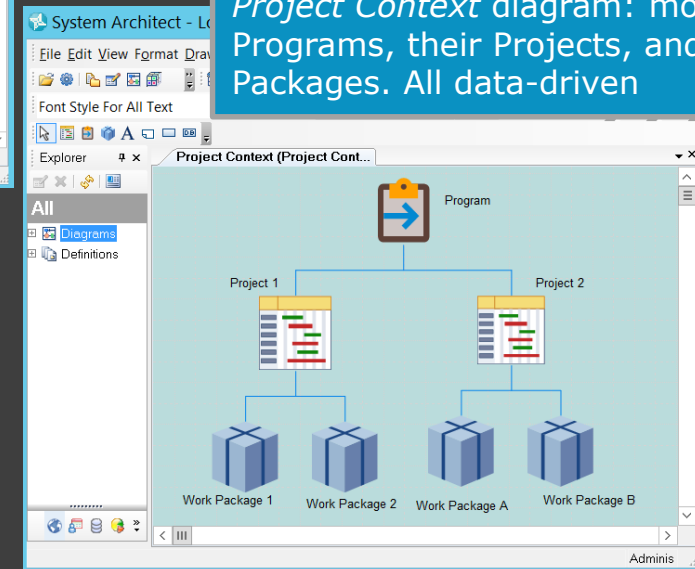
- Additional TOGAF 10 Enhancements
 - Environments & Locations diagram
 - Project Context diagram



“Data Driven” *Environments and Locations* diagram : model Locations in Locations, Servers in Locations, and App Versions hosted on Servers, etc

TOGAF® 10

Project Context diagram: model Programs, their Projects, and Work Packages. All data-driven



System Architect 11.4.10.2

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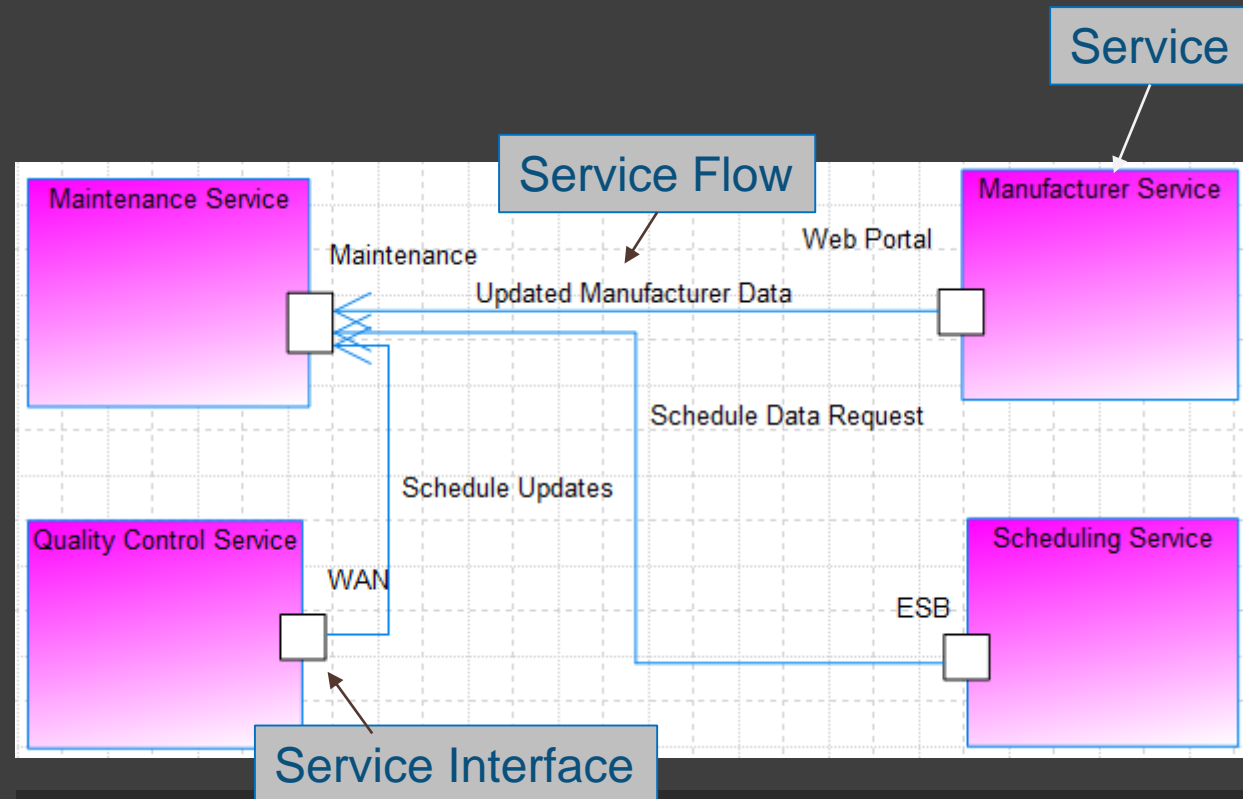
Frameworks: Ports for DoDAF 2, UAF, & NAF

Headlines



Frameworks

- Ports for DoDAF 2, UAF, & NAF 4.0
 - Generic Ports available to model interfaces for Systems, Performers, and for Services
 - Port auto-affixes itself to an edge of symbol



System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
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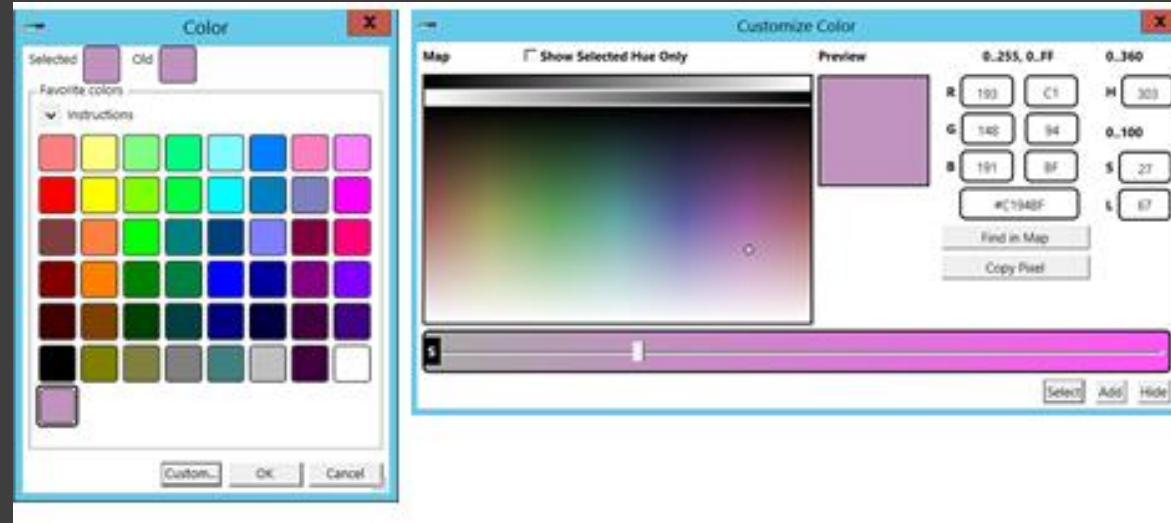


Usability: New Color Picker Technology

Headlines

Usability

- New Color Picker Technology
 - Entirely new functionality for selection of colors now allows use of a savable, adjustable palette and an enhanced color customization tool
 - Includes eye-dropper to pick color off desktop
 - Available in SA XT as well



System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
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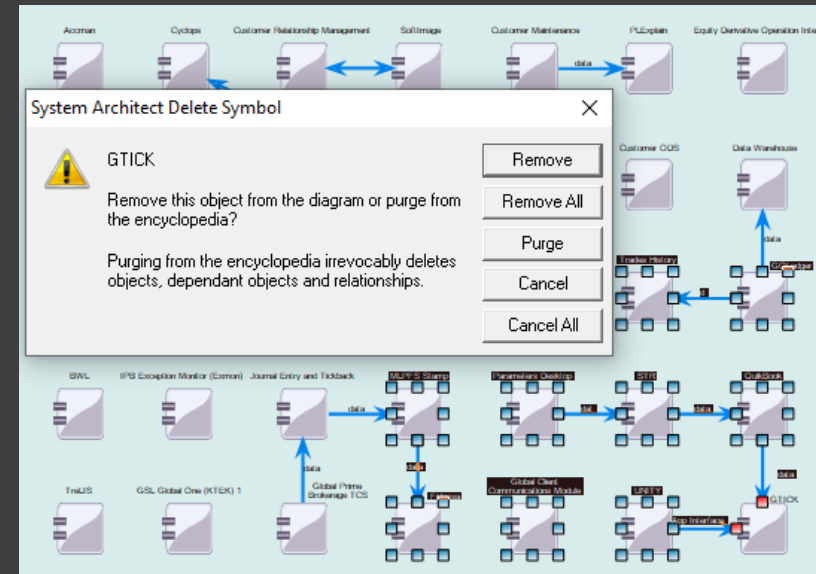


Usability: Diagramming Enhancements

Headlines

Usability

- SA Diagramming - "Remove All" and "Cancel All" options for symbols
 - Remove all selected symbols from the diagram without further prompts, or Cancel All
- Moving Contained Symbols
 - Users may now control whether embedded symbols are moved when moving a containing symbol via an option in Tools, Preferences



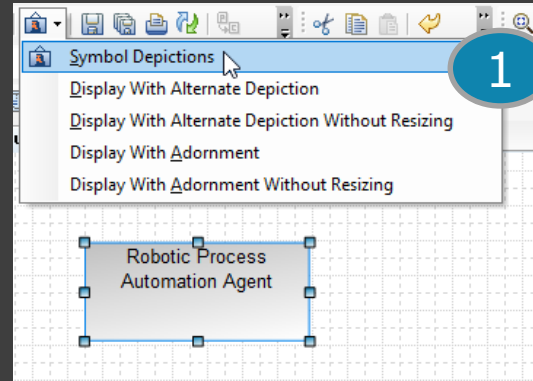
Usability: Diagramming Enhancements

Headlines

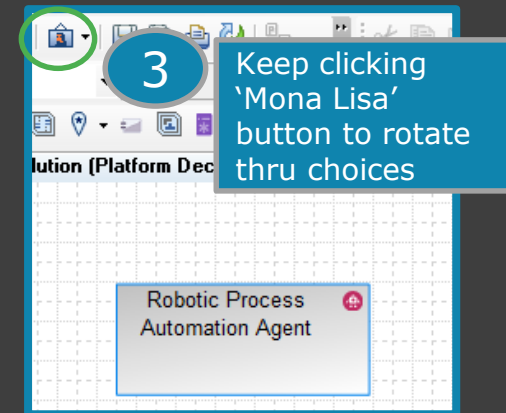
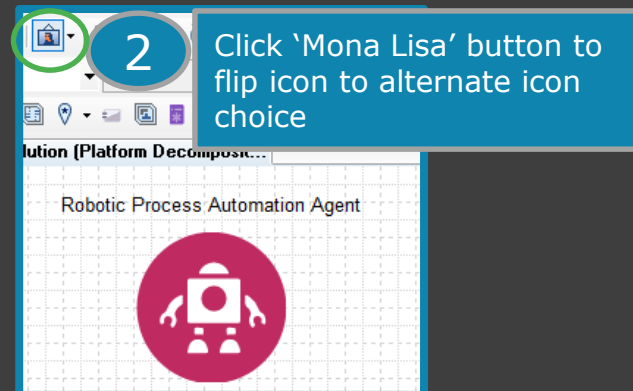
Usability

• 'Mona Lisa' Enhancements

- Additional symbol depiction presentation options made available in a dropdown menu from the Symbol Depictions button. Easier to flip symbol between presentation modes.



Select Symbol Depictions aka 'Mona Lisa' button to change from rectangle to other alternate icon choices



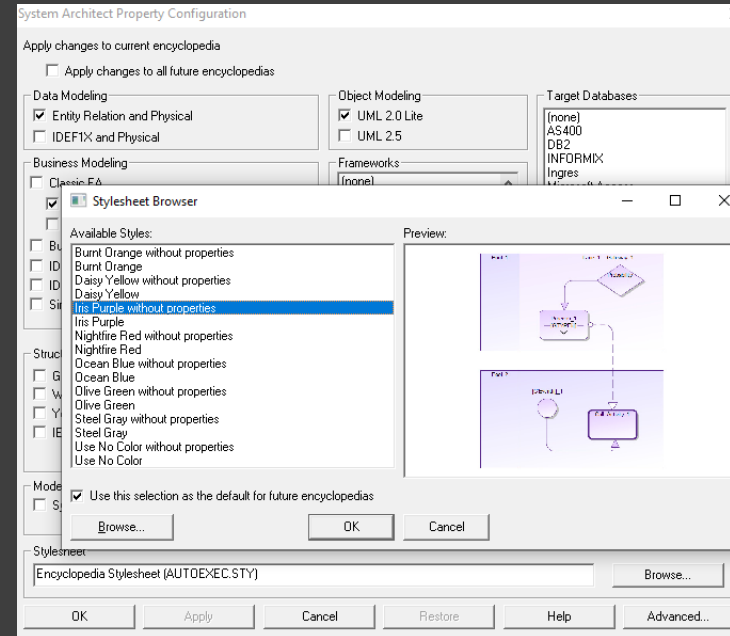
Usability: Diagramming Enhancements

Headlines



Usability

- Displayable Property Enhancements
 - Stylesheets have been introduced which have no displayable properties turned on. Available in Customize Method Support dialog.
- Pen Width Enhancement
 - A pen selection of width 2 has been added to the Pen Style dialog
- SA Explorer: Launch Properties Dialog for a Diagram Without Opening It
 - Previously, it was necessary to open a diagram before launching the properties dialog from the diagram window

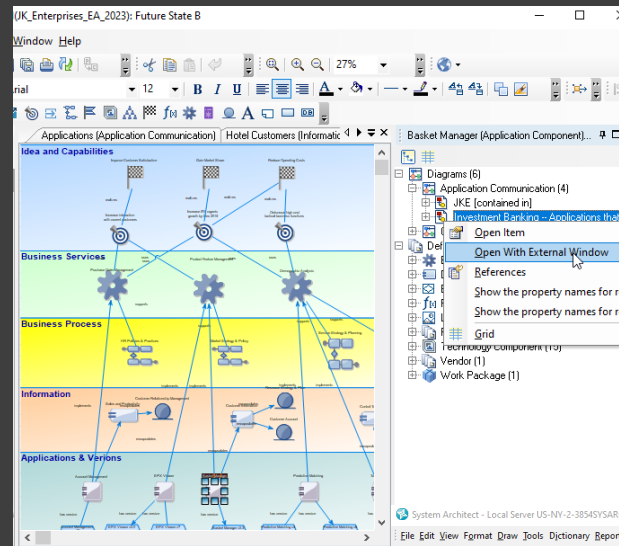


Usability: Diagramming Enhancements

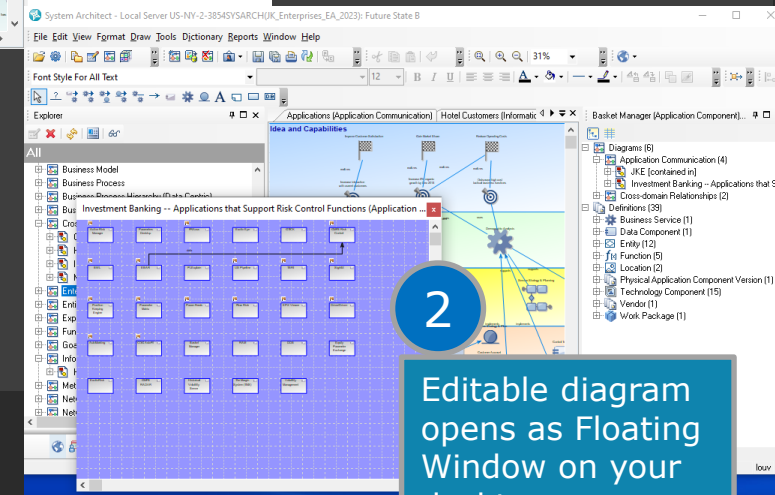
Headlines

Usability

- Opening Diagrams to External Windows via References
 - It is now possible to open diagrams in external windows from the References pane.



Select View, References – and in reference dialog, view diagrams that a selected item on diagram is also on Select to open referenced diagram in Floating window



Editable diagram opens as Floating Window on your desktop

System Architect 11.4.10.2

Themed Enhancements

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Customizable Metamodel Language Enhancements

Headlines



Customizable Metamodel

- SA Choices List
 - Ability has been added to hide the key of an object in the Choices list - previously, the BROWSER { OMITKEY }, BROWSER { SHOW }, and BROWSER { SHOW NAMEONLY } command was honored only in the Explorer window
- GUID String is Now Displayed After the Name
 - For definitions that are keyed by their own GUID (available in user-specified metamodels) - the GUID is now displayed at the end of the name in a Choices list.



System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
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SA XT: User Experience Enhancements

Headlines



SA XT User Experience

- SA XT Diagram Editor

- Modal dialogs have been introduced to perform tasks such as selecting encyclopedia objects via Choices, attaching Child diagrams, and adding a picture to a diagram - versus opening the dialog in a new browser as was previous behavior
- Mouse scroll Now Scrolls the Diagram
- Right-click Popup Menu Enhancement:
 - The right-click context menu will not appear beyond the visible space when clicking close to window edges.



System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
- ❑ TOGAF 10 Enhancements
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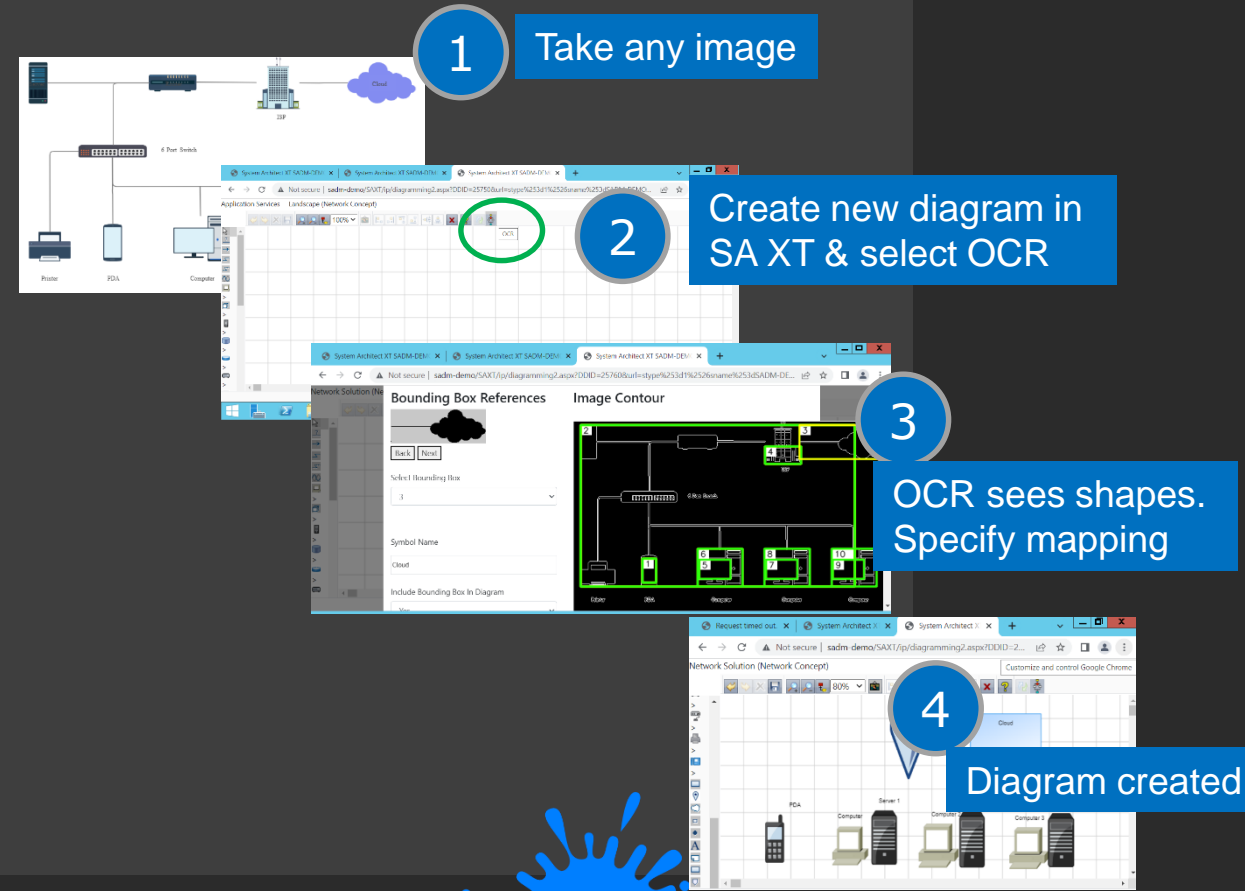
New Image Recognition Importer

Headlines

Intelligent Import

Beta of New Image Recognition Importer

- A beta version of a new SA XT Image Recognition Importer tool is available in SA XT Diagram Editor.
- This new feature allows users to import pictures of diagrams of various types - such as jpg, png, and svg - into an encyclopedia
- The Image Recognition Importer identifies symbols and lines in the picture, and offers the user a choice on what definition type in System Architect the symbol or line should be mapped into.
- This tool can act as an intermediary between SA and other products so that the user can build diagrams quickly and efficiently without having to have extensive knowledge of SA.



Enacted Client Change Requests

Headlines



- U10-6323: Enabled ZOOM keyword for Instances of definitions.

•

System Architect 11.4.10.2

Themed Enhancements

- ❑ Value Stream diagram
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Integrations: SA BI & REST Enhancements

Headlines



Integrations

SA BI Integration Enhancement

- SA REST URL timeout: SA Business Intelligence (BI) Integration pulls encyclopedia details from the SA Rest Service, and, for very large property sets, that SA Rest pull might timeout. In this release, a new configuration setting is available to override that timeout period
- SA REST Enhancement
 - Authentication through Service Account: The SA Rest Service had a limitation that if the SA Rest Service is running on a different machine than the Database server, it had to be configured with Basic Authentication. A new configuration option has been added that allows SA Rest Service to use the "Log On As" user credential to make database connections, making Windows Authentication possible..



Client Change Requests Enacted in 11.4.10.2

Headlines



- U10-6323: The ZOOMED keyword of the customizable metamodel language has been made to work with Instances of definitions.

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



System Architect 11.4.10.1

Themed Enhancements

- ❑ UAF 1.2
- ❑ “Magic Line”
- ❑ “Help Me Pick a Line” Enhancements
- ❑ Line Routing Enhancements
- ❑ Floating Diagram Enhancements
- ❑ Quality of Pictures on Diagrams
- ❑ “Show Me the Metamodel” Enhancements
- ❑ SA XT Usability Enhancements

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System Architect 11.4.10.1

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Frameworks: UAF 1.2

Headlines

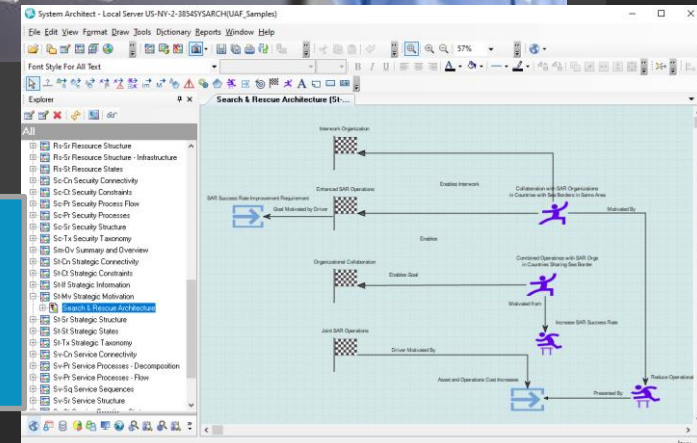
Frameworks

UAF 1.2

- UAF 1.2 is now supported, enhancing the existing UAF support.
- New diagram and definition types are provided; some existing properties are renamed to adhere to the UAF 1.2 specification
- New Strategic Value Stream and Motivation Views
- As with existing UAF support, you can open a DoDAF 2 architecture with UAF turned on, and System Architect will do appropriate upgrade



Challenges, Opportunities, Drivers, Goals, and Stakeholders on the Strategic Motivation View



System Architect 11.4.10.1

Themed Enhancements

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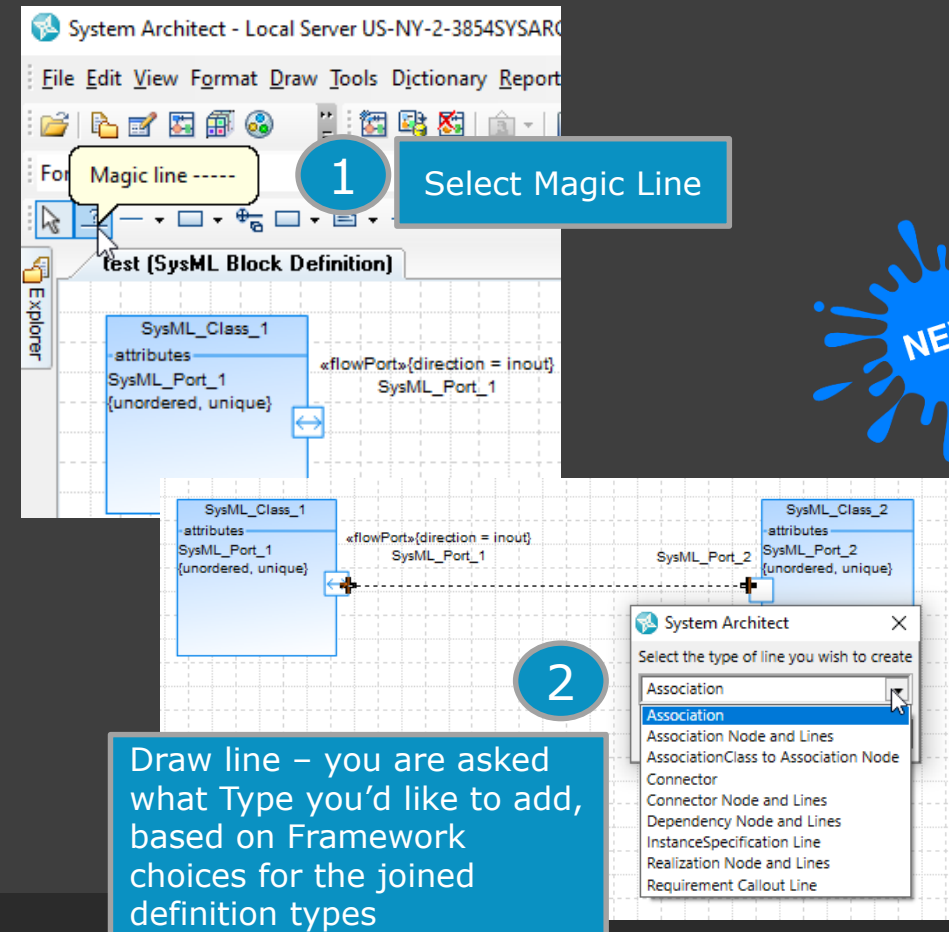
Usability: New “Magic Line”

Headlines

Usability

“Magic Line”

- A new "Magic Line" wizard is available on all diagram types. You can use it to draw a line between two symbols and System Architect will ask you what type of line you want it to be, within context of what the Framework metamodel allows



Draw line – you are asked what Type you'd like to add, based on Framework choices for the joined definition types

System Architect 11.4.10.1

Themed Enhancements

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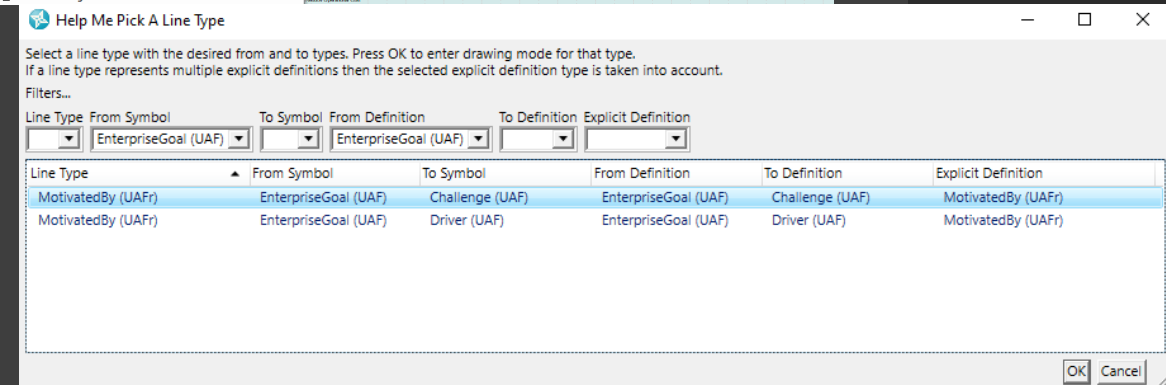
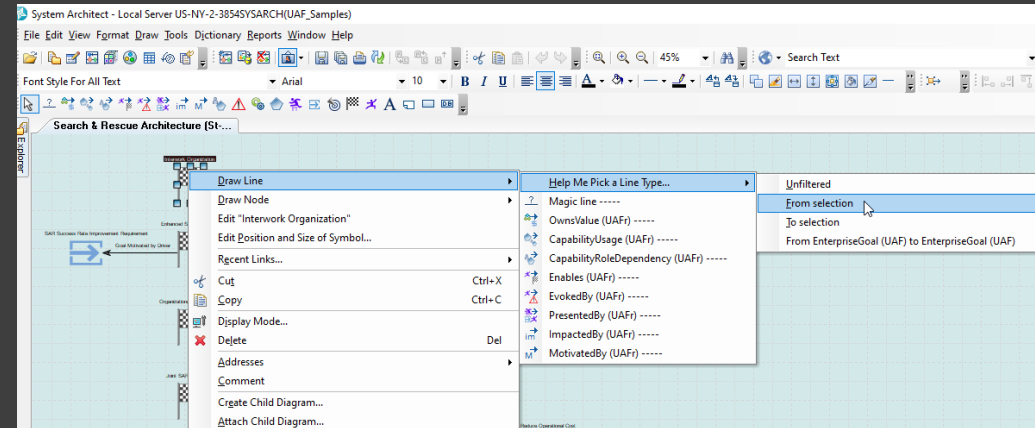
Usability: “Help Me Pick a Line” Enhancements

Headlines

Usability

“Help Me Pick a Line” Enhancements

- 'Help Me Pick a Line Type' wizard now pre-filters the options for what line types you can choose, based on what symbol you have selected
- In addition, the dialog that presents line type options has improved sorting and the connection data presented is permanently cached so that it does not take a long time to collect on complicated diagrams



System Architect 11.4.10.1

Themed Enhancements

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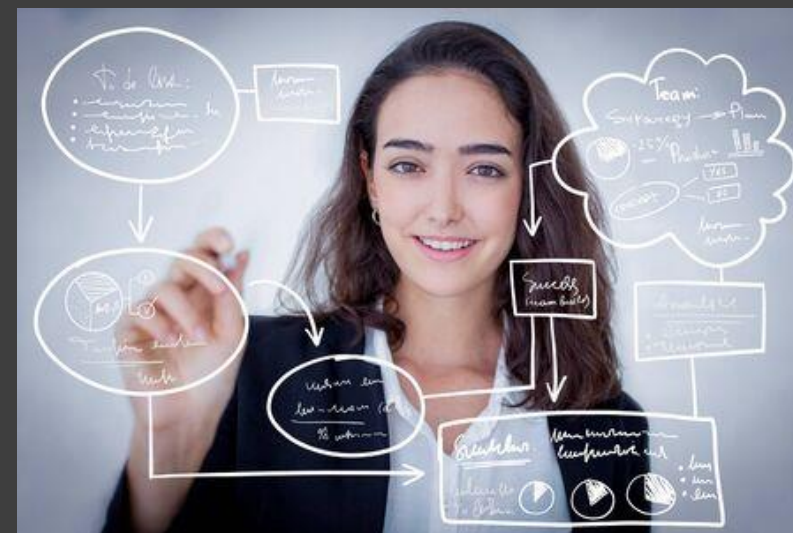
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Usability

- For new diagrams, regarding lines, there are two new preference options available for controlling the default state for diagram auto-routing and assignment of connections. Select Tools, Preferences to turn them on/off



System Architect 11.4.10.1

Themed Enhancements

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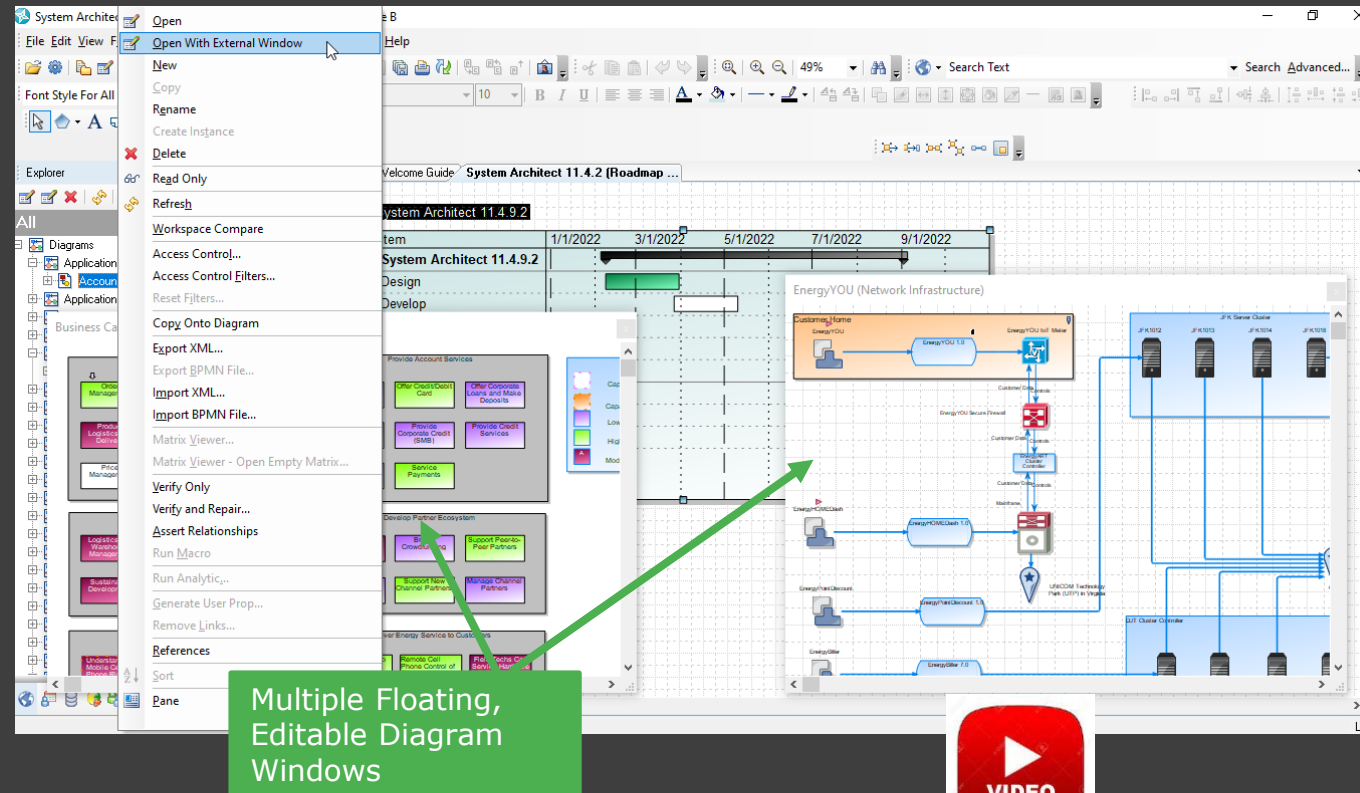
Usability: Floating Diagram Enhancements

Headlines

Usability

Floating Diagram Enhancements

- The position of all open (floating) Explorer windows and all open (floating) external Framework windows are now remembered across sessions and change of encyclopedia and workspace



Click for Video



System Architect 11.4.10.1

Themed Enhancements

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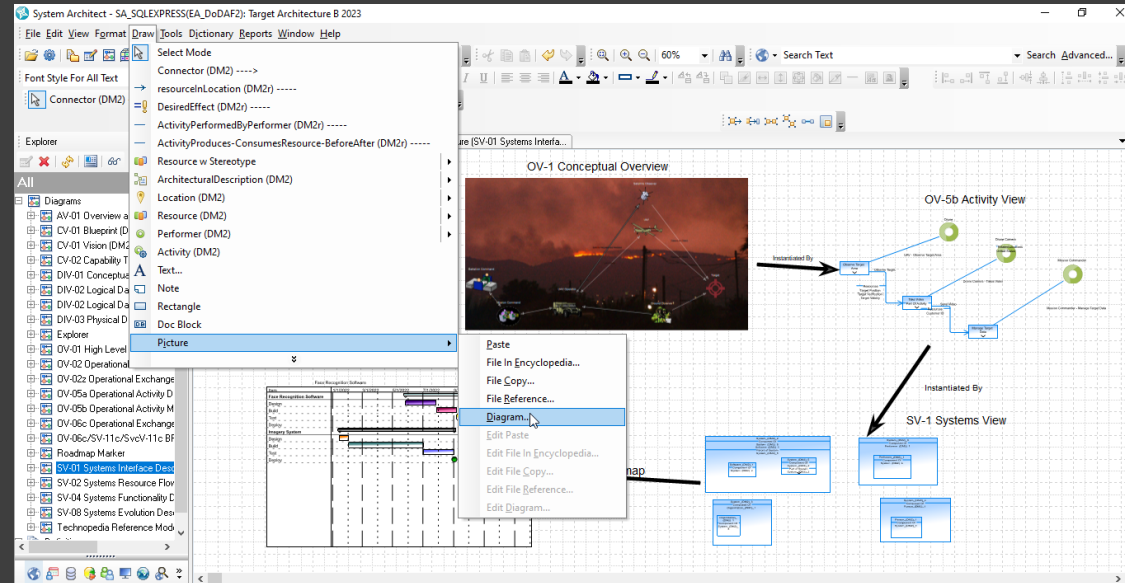
Usability: Quality of Pictures on Diagrams

Headlines

Usability

Quality of Pictures on Diagrams

- Improvements have been made to the quality of pictures of diagrams that you can place on a diagram to get a 50,000-foot view



Click for Video



System Architect 11.4.10.1

Themed Enhancements

- ❑ UAF 1.2
- ❑ “Magic Line”
- ❑ “Help Me Pick a Line” Enhancements
- ❑ Line Routing Enhancements
- ❑ Floating Diagram Enhancements
- ❑ Quality of Pictures on Diagrams
- ❑ “Show Me the Metamodel” Enhancements
- ❑ SA XT Usability Enhancements

Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-10-1-web.html>



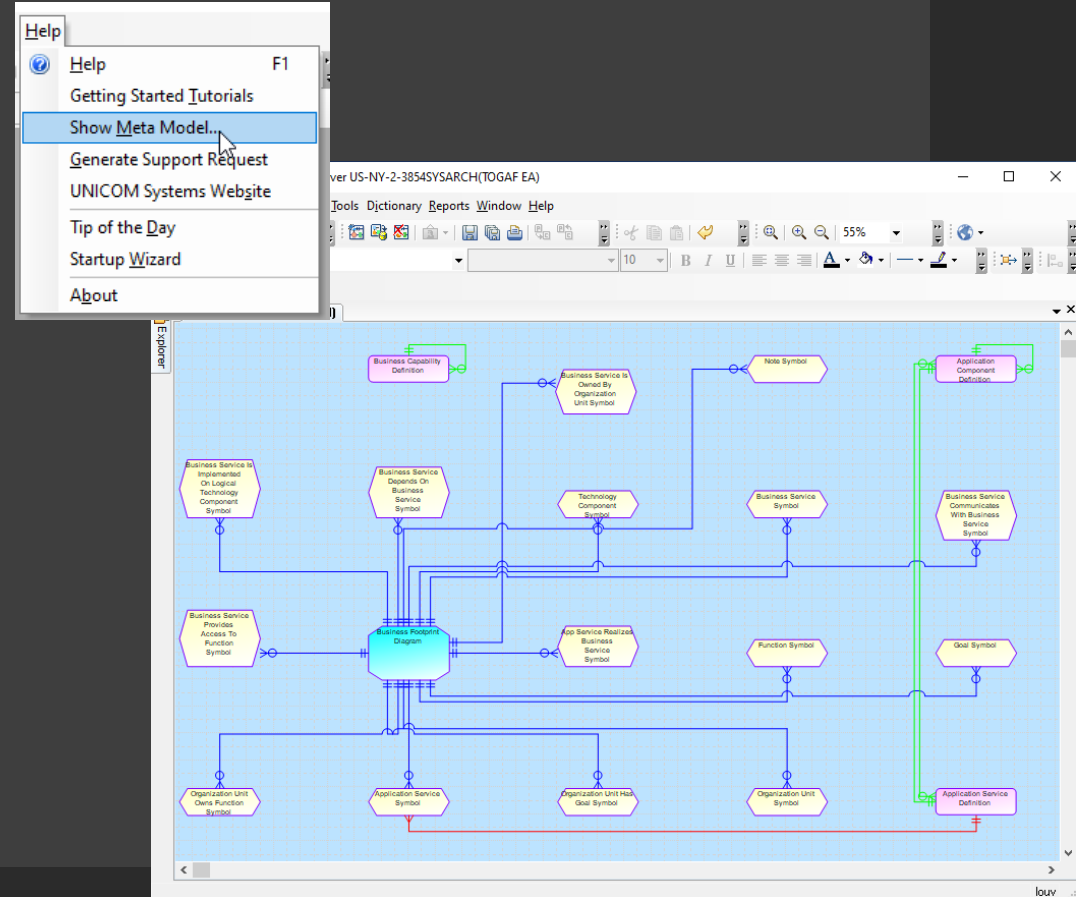
Metamodel: “Show Me the Metamodel” Enhancements

Headlines

Metamodel

“Show Me the Metamodel” Enhancements

- The automatic Meta Model diagram has been enhanced so that it no longer shows two lines for mirrored relationships, which created a diagram with more lines than needed



System Architect 11.4.10.1

Themed Enhancements

- ❑ UAF 1.2
- ❑ “Magic Line”
- ❑ “Help Me Pick a Line” Enhancements
- ❑ Line Routing Enhancements
- ❑ Floating Diagram Enhancements
- ❑ Quality of Pictures on Diagrams
- ❑ “Show Me the Metamodel” Enhancements
- ❑ SA XT Usability Enhancements

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SA XT Web Client Usability Enhancements

Headlines



Web Client

SA XT Usability Enhancements

- SAXT provides ability for users to customize SA XT page layout by using a configuration file called a PageFile.
- New customization options allow users to enhance SAXT usability. A sample PageFile (SAXT\PageFiles\commercial_10-1.xml) is provided that demonstrates the following new navigation and widget functionality:
 - **SA XT Navigation:** You can now customize which links are shown in the SA XT header bar via an XML element in the PageFile
 - **SA XT Home Page Dashboard Widgets:** You may now add a section to home page that mimics functionality of My Dashboard page.



Client Change Requests Enacted in 11.4.10.1

Headlines



- U36-8677: Opening a specific UML diagram caused SA to crash under certain circumstances.
- U10-6931: The customizable metamodel CHAPTER_ORDER command allowed users to enter the same chapter twice, which caused SA to crash.
- U55-1894: For XSD reverse engineering into a Class diagram, duplicate lines were created by the reverse engineering.

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
- ❑ Usability: Apply Custom Graphics
- ❑ Usability: File Manager Enhancements
- ❑ Usability: Explorer Tree Custom Capability
- ❑ Analytics: Additional Icon Positioning
- ❑ Metamodel Diagram Enhancements
- ❑ Harvest: Enhancements to Visio Mapper
- ❑ Web Reporting: Dashboard Enhancements
- ❑ Partners: Encryption for USRPROPS

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System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
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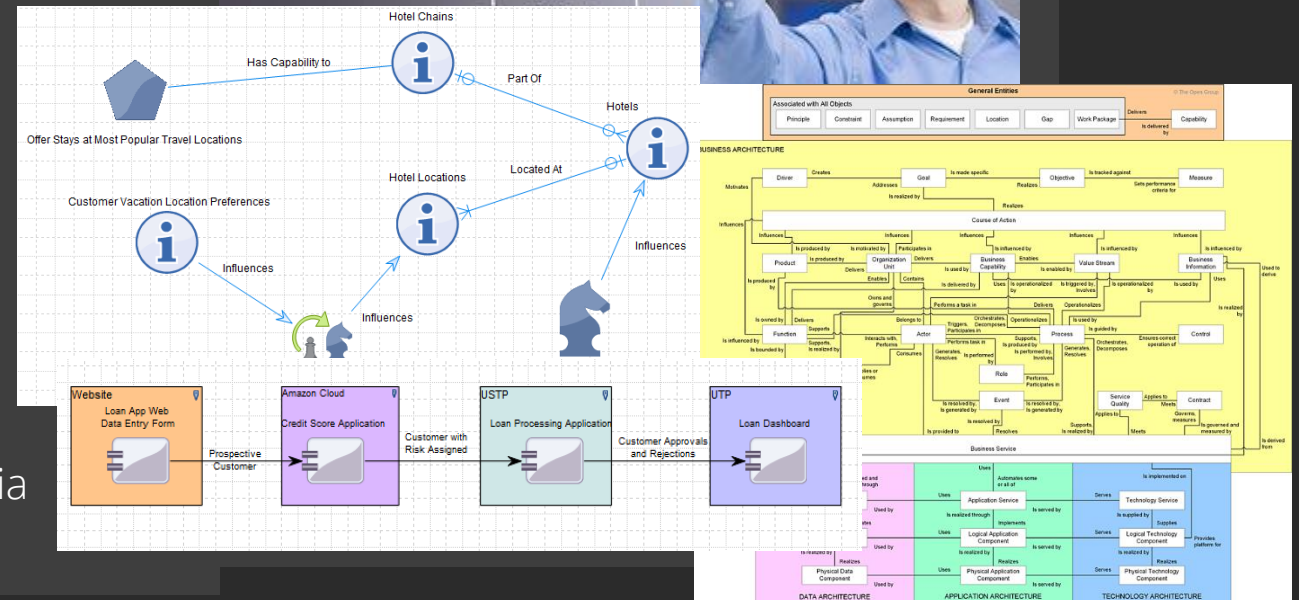
System Architect 11.4.10

Headlines

Frameworks

• TOGAF 10

- Enhancements to certified TOGAF 9.2 Support for latest version of the Open Group EA Framework
 - Improved Metamodel
 - New Diagram Types
 - Information Model
 - Data Migration
 - Conceptual Data Model
 - Application Migration
 - Solution Concept
 - Additional Catalogs (Reports)
 - Additional Matrices
 - Enhanced JK Enterprises example encyclopedia
 - Help Maps to TOGAF 10 Solution Guides



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
- ❑ Usability: Apply Custom Graphics
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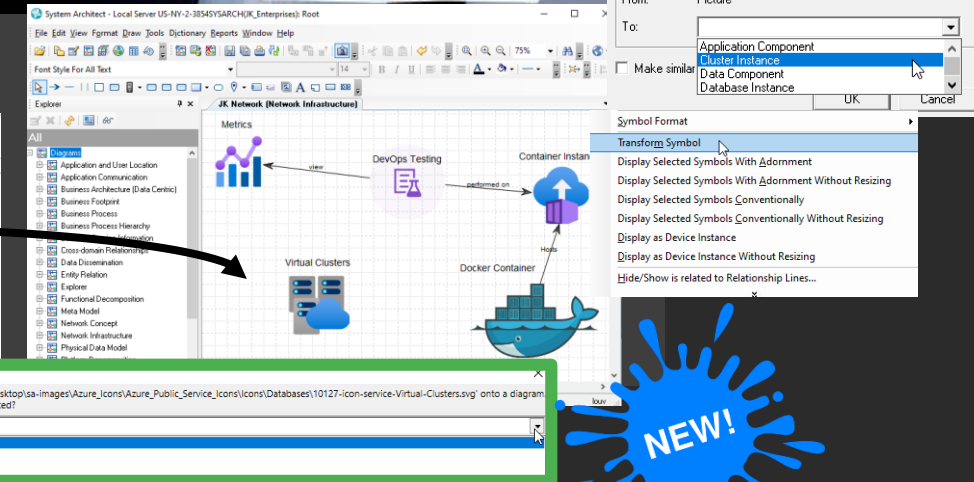
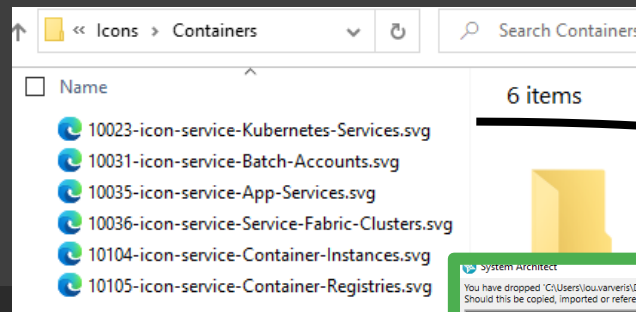
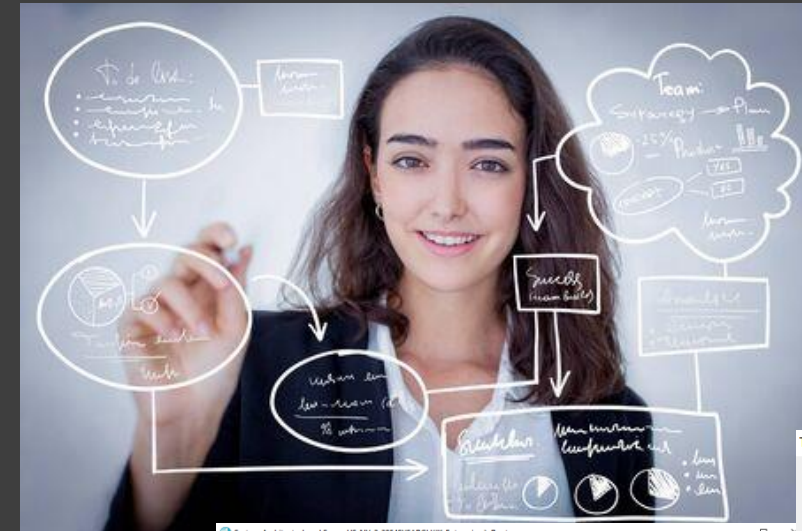


System Architect 11.4.10

Headlines

Usability

- Enhancements for Easy Adoption of Custom Graphics
 - Drag-and-drop graphic into SA diagram from Windows Explorer – SA allows you to import into Files table
 - Override default or stereotyped image in definition (vs Symbol tab)



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
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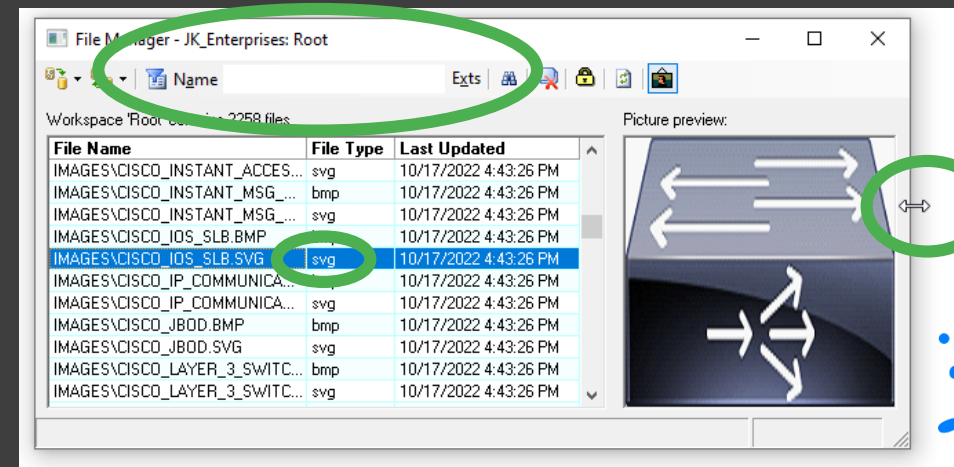


System Architect 11.4.10

Headlines

Usability

- File Manager Enhancements
 - Image thumbnails are now presented for SVG and PNG files
 - File Manager window can now be stretched, & provides a filter for types of files presented



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
- ❑ Usability: Apply Custom Graphics
- ❑ Usability: File Manager Enhancements
- ❑ Usability: Explorer Tree Custom Capability
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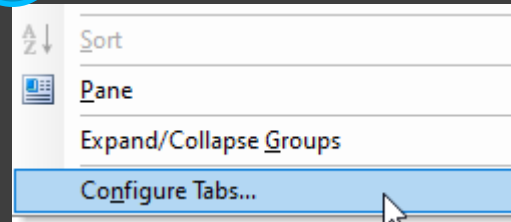
System Architect 11.4.10

Headlines

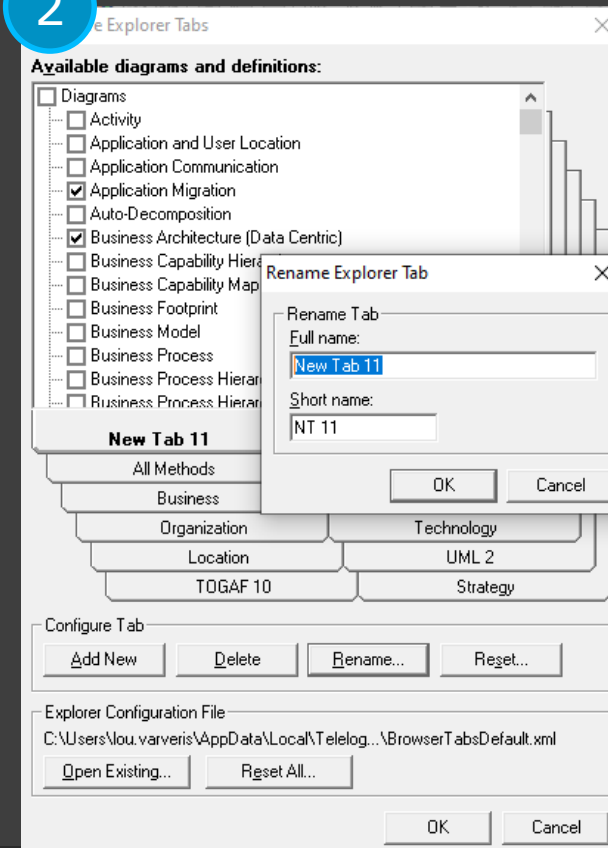
Usability

- Explorer Tree – Enhanced Customizability
 - New Configure Tabs option has been added to the Explorer tree
 1. Right-mouse click on Explorer tree and select Configure Tabs...
 2. Create new tab(s) and specify what diagram and definition types to list or Edit existing tabs
 3. Save configuration

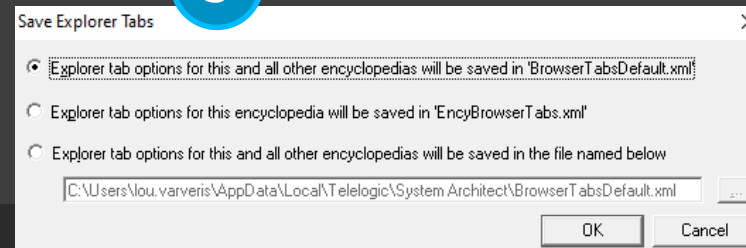
1



2



3



System Architect 11.4.10

Themed Enhancements

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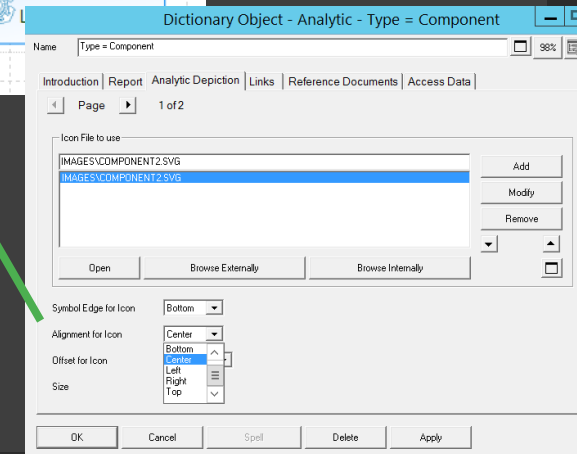
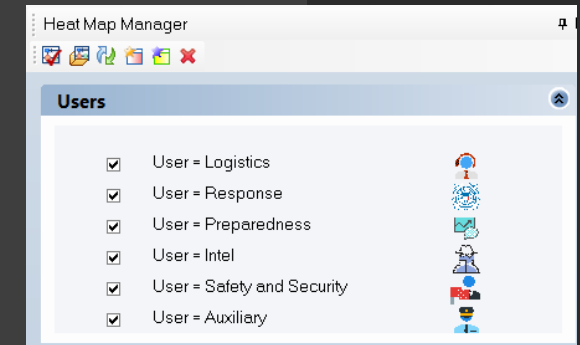
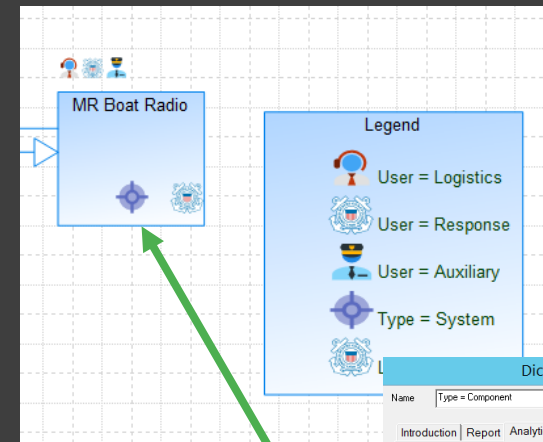


System Architect 11.4.10

Headlines

Analytics

- Enhanced Icon Positioning
 - Analytic icons can now be centered on a symbol edge
- Heatmap Manager Improvement
 - SVG and PNG icons now presented in the Heat Map Manager and Analytic Builder Wizard



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
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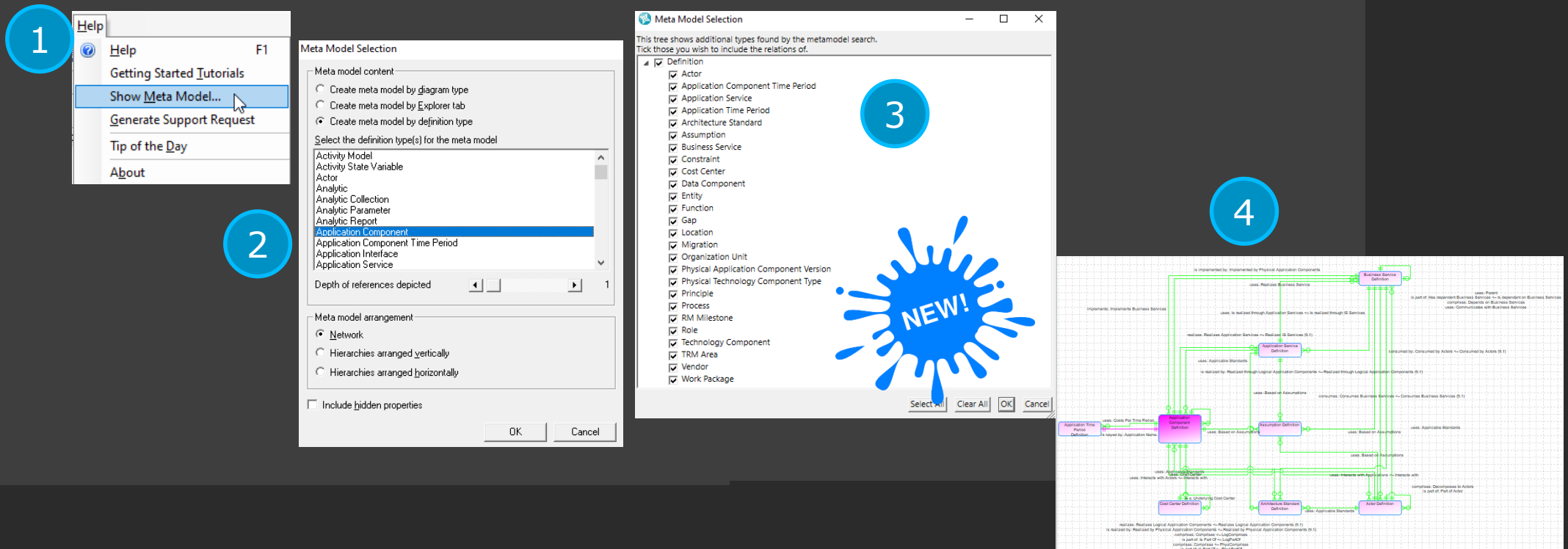


System Architect 11.4.10

Headlines

Metamodel Diagram

- Dialog Introduced to Choose Related Types
 - Goal: Show Metamodel without Complexity



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
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System Architect 11.4.10

Headlines

Harvesting Information

- Visio Mapper Enhanced; Import for Data Centric Diagrams



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
- ❑ Usability: Apply Custom Graphics
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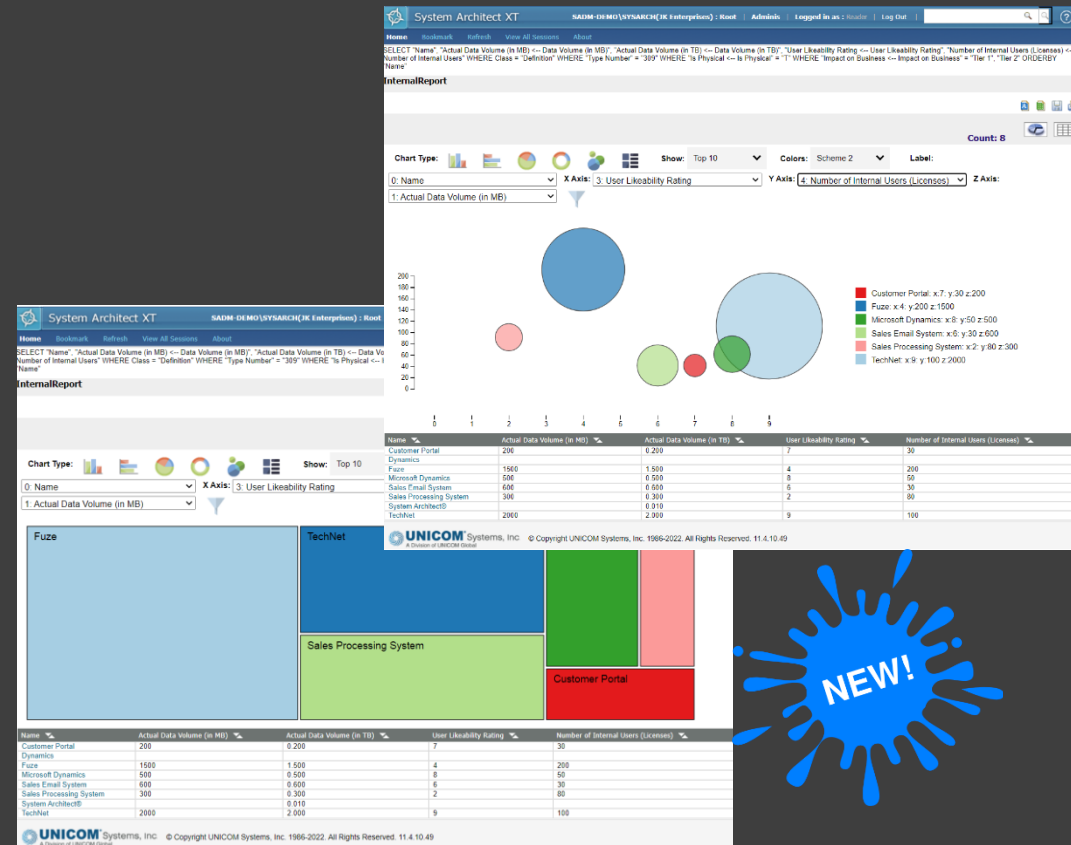


SA XT 11.4.10

Headlines

Ask the Architecture Questions

- SA XT Dashboard Enhancements
 - Bubble Charts
 - Tree Map
 - Gantt Chart
 - Update of D3 Gadgets from V3 to V7



System Architect 11.4.10

Themed Enhancements

- ❑ Frameworks: TOGAF 10 Support
- ❑ Usability: Apply Custom Graphics
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System Architect 11.4.10

Headlines

Partner Solutions

- Encryption to Solution Props for Enhanced Business Partner Solutions



Enacted Client Change Requests

Headlines



- U10-6150: Margin added around diagram in saved svg image
- U10-6337: Fixed issue where Duplicate GUID verify errors occurred after symbol transformation
- U10-6414: Now able to create multiple instances with the same name from the same definition using ASGUID
- U10-6441: Fixed issue where gradients were presented inconsistently on pictures of diagrams
- U68-4285: Fixed issue wherein names with a colon in them caused the name to get truncated in a HeterogeneousOneOf property
- U68-4315: Fixed issue wherein ZOOMABLE ZOOMED with ASGRID presented strange GUI textbox
- U68-4324: Fixed issue where you were unable to Copy a definition with ASGUID using the same Name
- U68-4912: Fixed issue wherein CSV import of UML Class method definitions were not appearing in reports
- U79-1878: Fixed issue wherein File Manager grid rows did not size to fit contents

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
- ❑ Usability: Apply Custom Graphics
- ❑ Usability: Diagramming Enhancements
- ❑ Usability: Multiple Parents in Hierarchy
- ❑ Analysis: Explorer Diagram Enhancements
- ❑ Performance: In SA and SA XT
- ❑ Communication: SA Pub Enhancements
- ❑ Integration: OSLC Global Config Phase 3

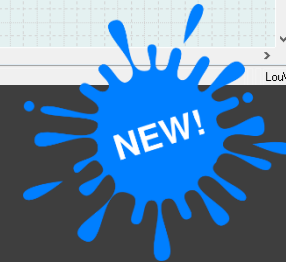
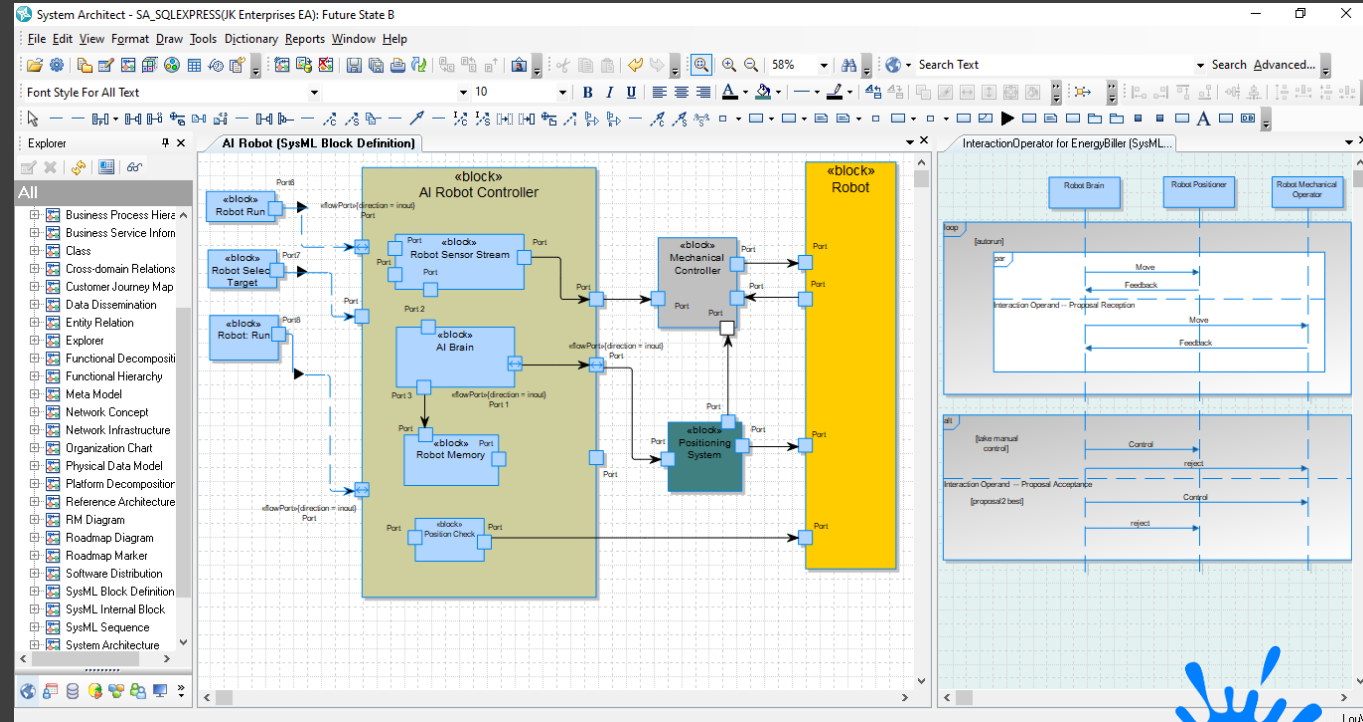
Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-9-2-web.html>



Frameworks: sysML & UML 2.5 Line Drawing

Headlines

- Line Drawing Enhancements to sysML & UML 2.5
 - Binary Association, Connector, Extension and Information Flow lines can be shown as single line symbol even though it is really a multi-part join



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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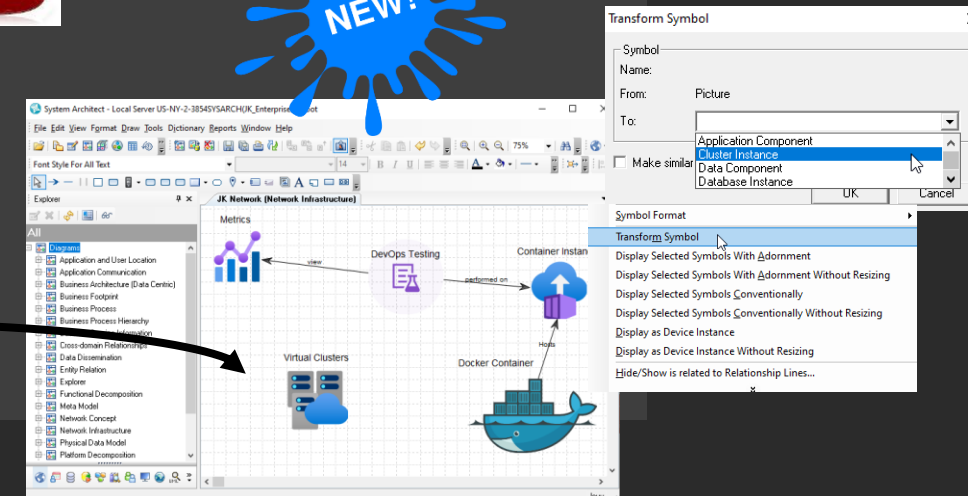
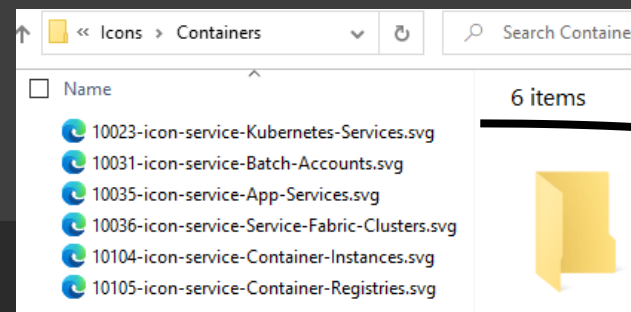
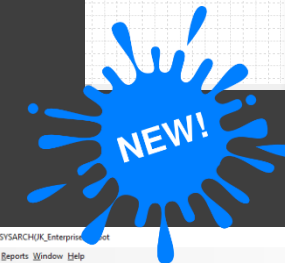
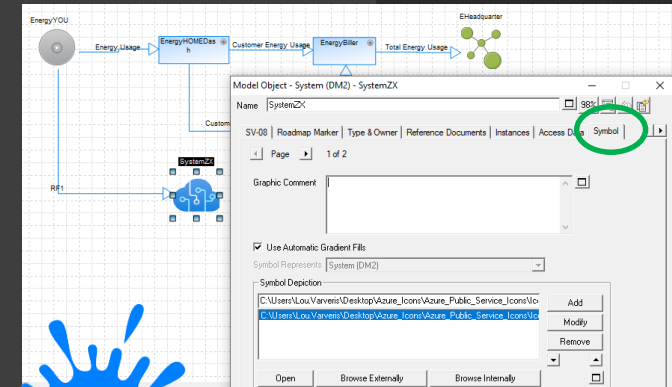


Usability: Custom Graphics

Headlines

- Symbol Name Auto-Positioning
 - Names and graphic comments of symbols are now automatically positioned outside a symbol when turning on Depict as Alternate Symbol, instead of needing to manually specify it.
 - Use “Mona Lisa” button to flip symbols between modes
- Transform Symbol to Definition Type of Framework
 - Drop your own icon onto a diagram, which is defined as Symbol, and then transform it so that it represents a definition in the chosen framework (TOGAF, DoDAF 2, ArchiMate, etc).

Click for Video



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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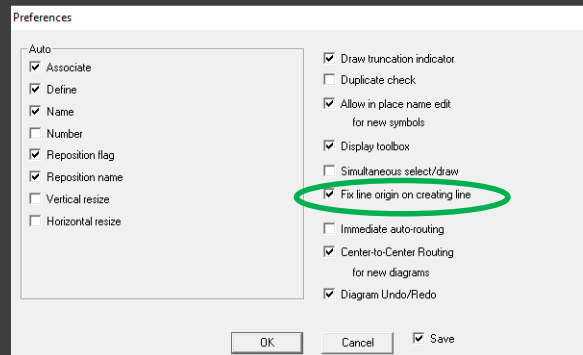
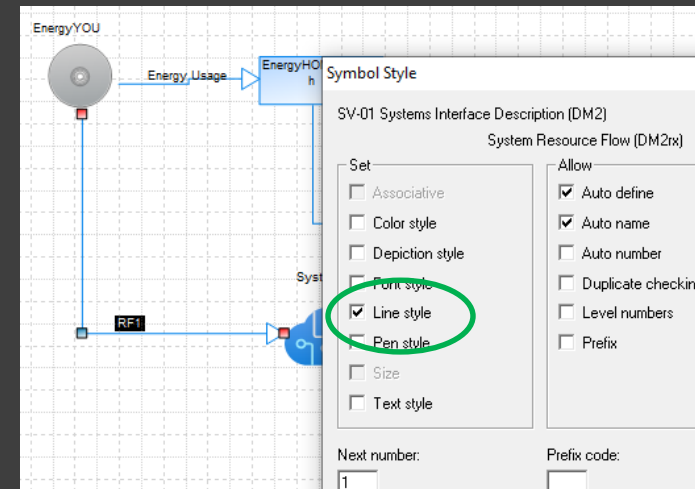


Usability: Diagramming

Headlines



- Line Style Supported in Symbol Stylesheet
 - Line style is now supported in the symbol stylesheet. Up until now, there was a session-wide default that could be set, and certain diagram types have had default line styles programmed for them. From this release, the configuration stored in the symbol stylesheet will override those
- New Line Drawing Option
 - A new line drawing option is available wherein the origin of the line remains fixed as you draw. The option is available in the Tools, Preferences dialog: 'Fix line origin when creating lines'.



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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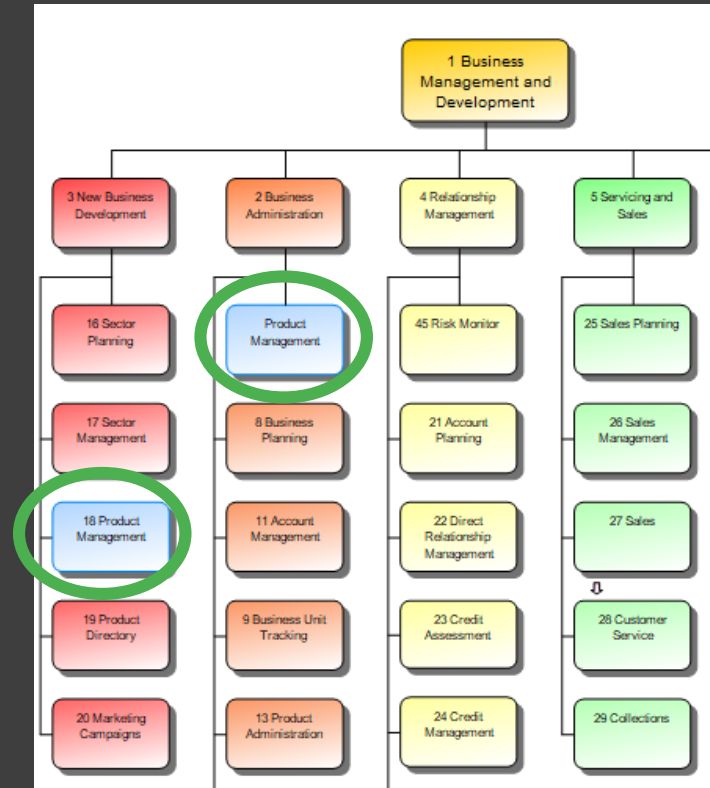


Architecture: Multiple Parents in Data Centric Hierarchy

Headlines

- Data Centric Hierarchy & Box-in-Box Diagrams Support Multiple Parents

- You may now build data centric hierarchy diagrams wherein a child has multiple parents, as well as diagrams with one symbol inside another (referred to as 'box-in-box' diagram types; example system of systems).
- Support is also provided for the same definition appearing more than once on a hierarchy diagram.



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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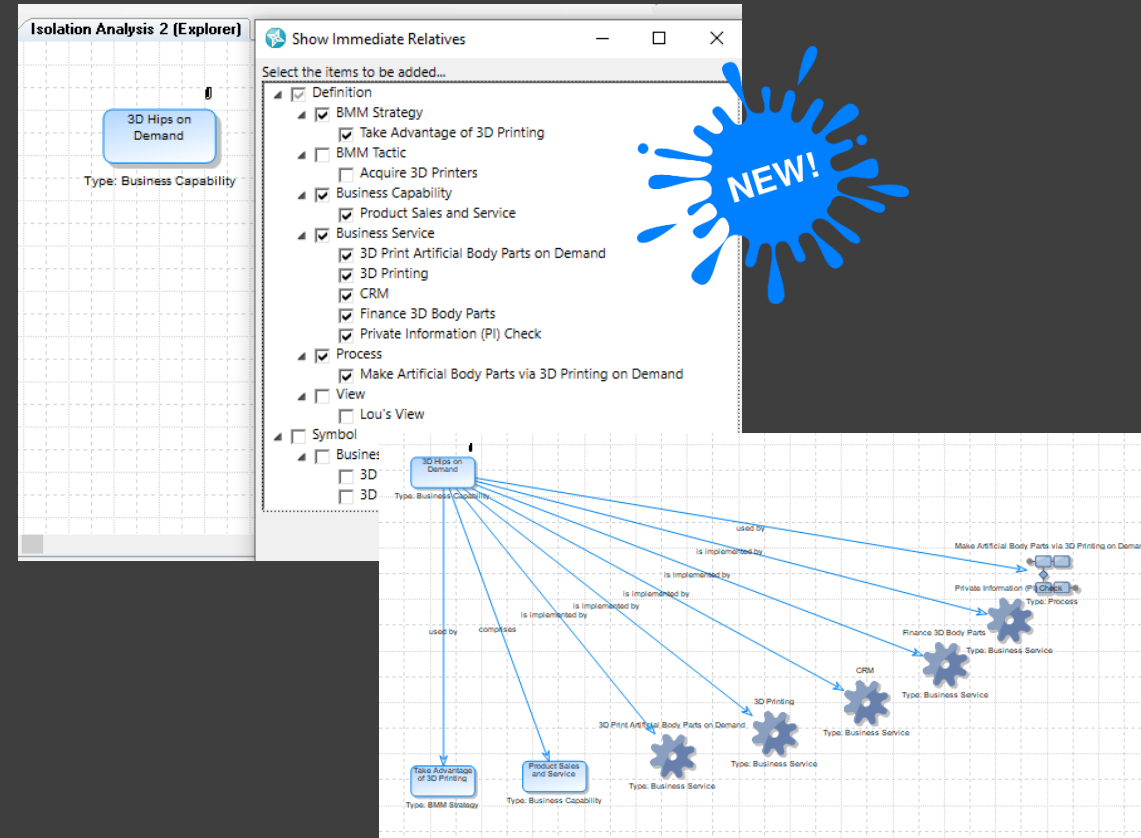
Analysis: Explorer Diagram Enhancements

Headlines



• Explorer Diagram

- Show Immediate Relatives now shows a tree where items to be added can be removed before committing the action
- Now allows the merge of a relationship definition that has been dropped and expanded so that it has outgoing lines to its two references.



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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- ❑ Communication: SA Pub Enhancements
- ❑ Integration: OSLC Global Config Phase 3



Performance

Headlines



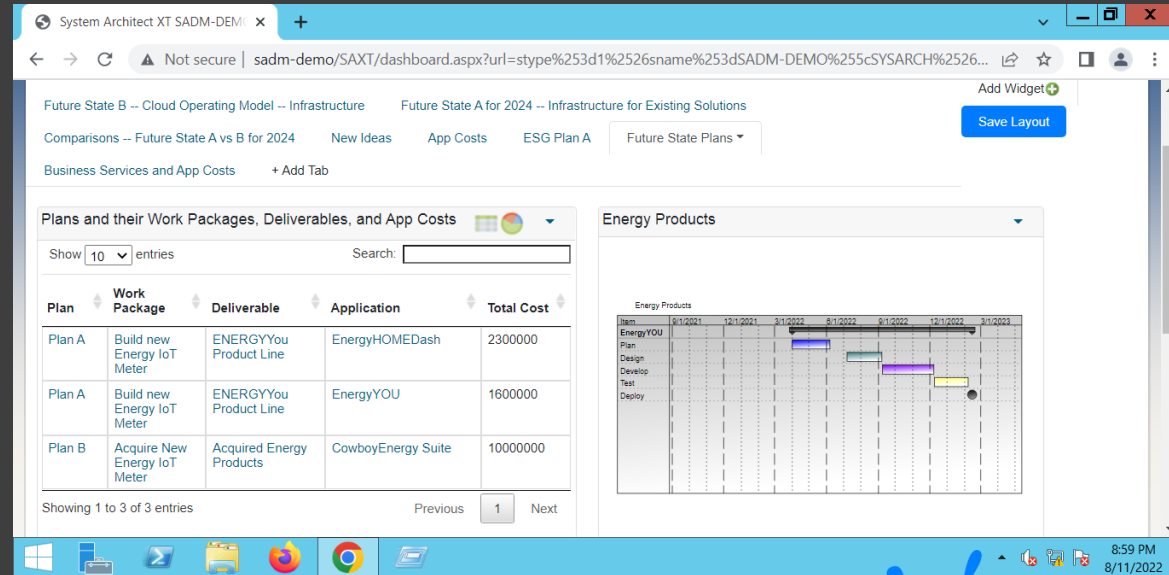
- Symbol diagram depictions are now only loaded when needed for a symbol.



SA XT: Personalized Dashboard Performance

Headlines

- Personalized Dashboards Performance
 - Widget content loads independently so the user does not have to wait for their whole dashboard to load before becoming usable.
 - This enhances performance tremendously especially if the user had a dashboard with many tabs and many reports on each tab.
- Adding new widgets happens dynamically without needing to reload the dashboard



System Architect 11.4.9.2

Themed Enhancements

- ❑ Frameworks: sysML/UML 2.5 Line Drawing
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SA Publisher Usability Enhancements

Headlines



- New "Tabbed" output stylesheet
 - A new stylesheet named "Tabbed Tables.xsl" has been added
 - Behaves similarly to Generic Definitions.xsl, except instead of displaying subreports one after another on page, a row of tab buttons are shown corresponding to the Subreports.
 - Users can click a tab to display the desired table of output.

| Adjustments | | | | | | |
|---|----------------|---------------------------|----------------------------|----------|---------------|--------------------------|
| <div>Submit An Update Detailed Report</div> | | | | | | |
| System View | Hierarchy View | Business View | Technical View | SAM View | Security View | Interface View |
| Data View | API View | Primary Business Function | | | | |
| BRM Aligned Product Line | Hierarchy | Business Function | Description | Code | FEA Code | Parent Business Function |
| Financial Management | 2.3 | Perform Payment | Perform Payment Processing | | | Conduct Management |

- Lists.xsl stylesheet improved
 - SA Publisher output of any report using lists.xsl now allows users to sort by each column header, enable paging, and instant search for their output table.
 - Provided by lists.xsl now including reference to, and initialization of the 3rd party, open source DataTables script. More advanced options can be found at [Datatables.net](https://datatables.net).

System Architect 11.4.9.2

Themed Enhancements

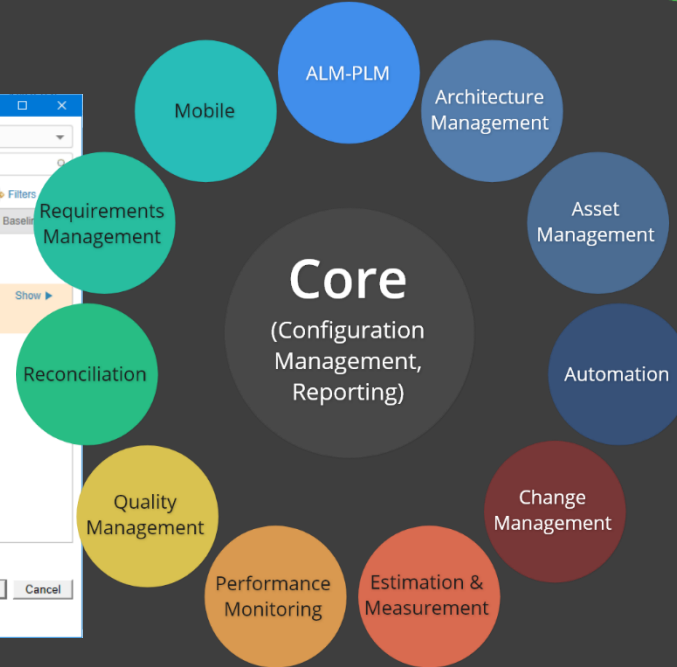
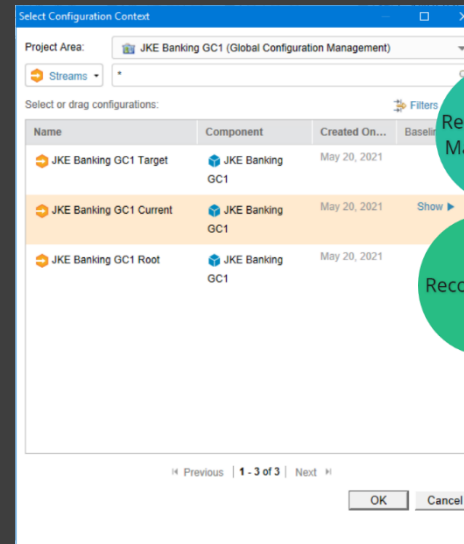
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- ❑ Communication: SA Pub Enhancements
- ❑ Integration: OSLC Global Config Phase 3



Integrations: OSLC Global Configurations, Phase 3

Headlines

- Open Service Lifecycle Collaboration (OSLC) Global Configurations support
 - SA -> EWM:
 - Link creation from System Architect to IBM Engineering Workflow Management (EWM, formerly Rational Team Concert (RTC)) in the context of a Global Configuration.
 - Rich hover of links from System Architect to IBM EWM in the context of a Global Configuration.
 - Navigation to linked EWM resources in the context of a Global Configuration.
 - EWM -> SA:
 - Link creation from IBM EWM to System Architect in the context of a Global Configuration.
 - Rich hover of links from IBM EWM to System Architect in the context of a Global Configuration.



 OASIS OPEN



Enacted Client Change Requests

Headlines



- U79-1453: Diagram Font Issue
- U79-1195: Name Field and Buttons disappeared from SAEEdit dialog box when using extended monitor
- U50-7925: Route lines\Retain Connections and Diagram Auto Routing\Retain Connections were behaving incorrectly when there were multiple lines
- U50-7913: Using space-bar with arrow keys on a hierarchical diagram caused the child symbols to get shifted and/or disconnected
- U50-7856: Group box was smaller than contained Buttons
- U50-7854: CAUSESAPPLY did not work when property was updated by a VB macro
- U50-7657: Unable to drag and drop a definition from choices onto the diagram in the External Window
- 50-7538: Launching SA 11.4.9 showed message: "Could not load an object because it is not available on this machine"

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



System Architect 11.4.9.1

Themed Enhancements

- ❑ Roadmap: Roadmap Marker Enhancements
- ❑ Frameworks: sysML & UML 2.5 Enhancements
- ❑ Frameworks: DoDAF 2 Enhancements
- ❑ Usability: Many Diagramming Enhancements
- ❑ Web: SA XT Diagramming Enhancements
- ❑ Customization: Additional Metamodel Types

Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-9-1-web.html>

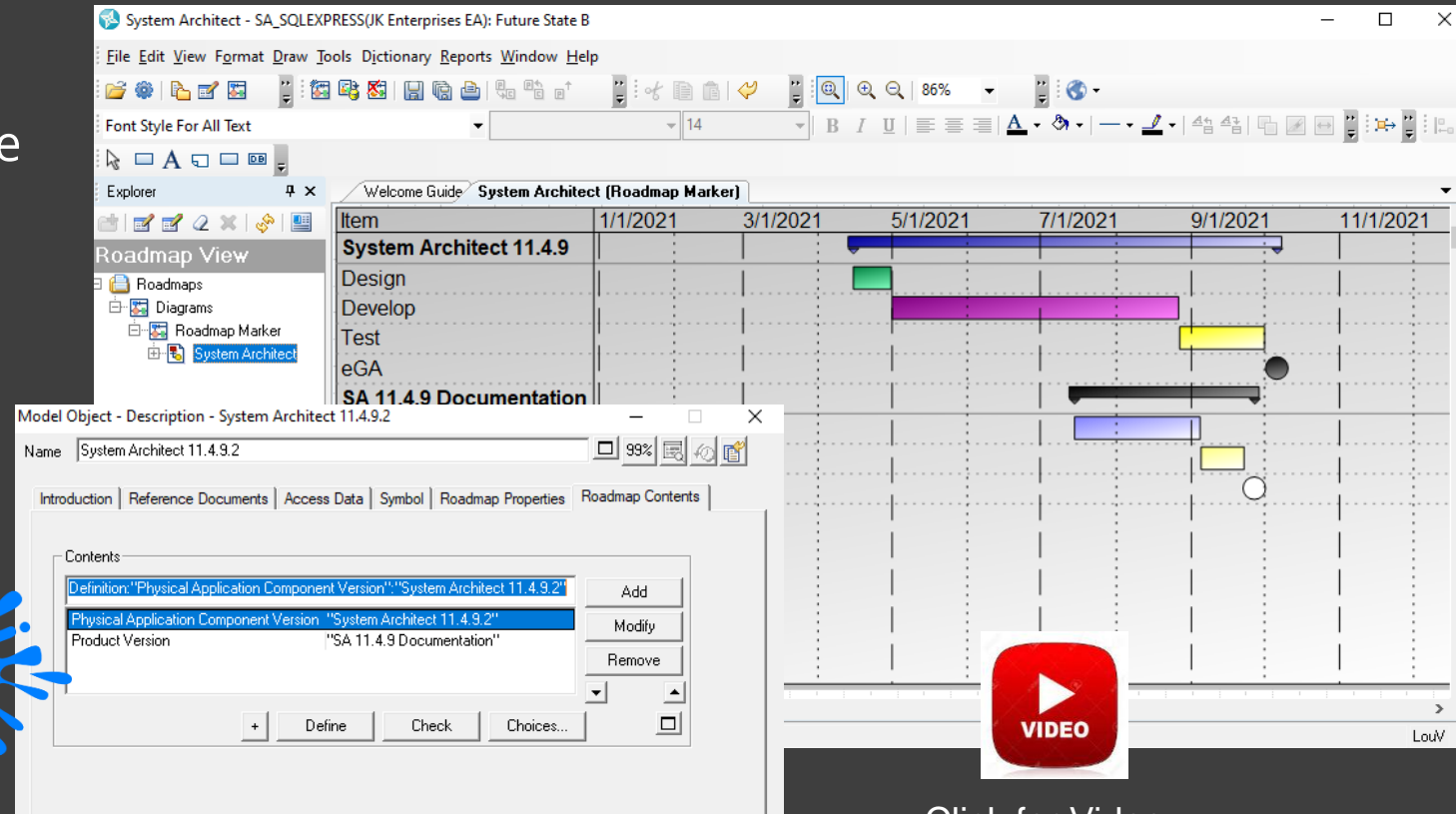


Frameworks: Enhancements to Roadmap Marker Diagram

Headlines

Roadmapping

- Modification to Property Set to Make Roadmap Marker Easier to Build



Click for Video



System Architect 11.4.9.1

Themed Enhancements

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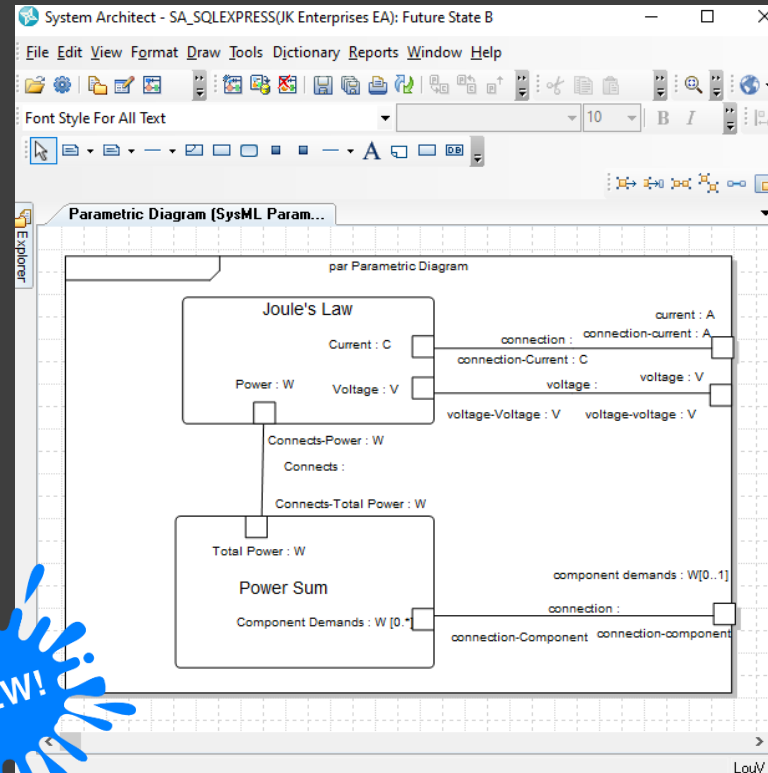
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Frameworks: sysML & UML 2.5 Enhancements

Headlines

- New diagram types added to sysML & new, precise UML 2.5 support:
 - Parametric diagram
 - State Machine diagram
 - Use Case diagram
 - Requirement diagram (sysML only)
- Dependency and Realization lines can now be drawn and managed as a single line symbol.
- Draw menus are simplified by new submenu functionality.



NEW!



System Architect 11.4.9.1

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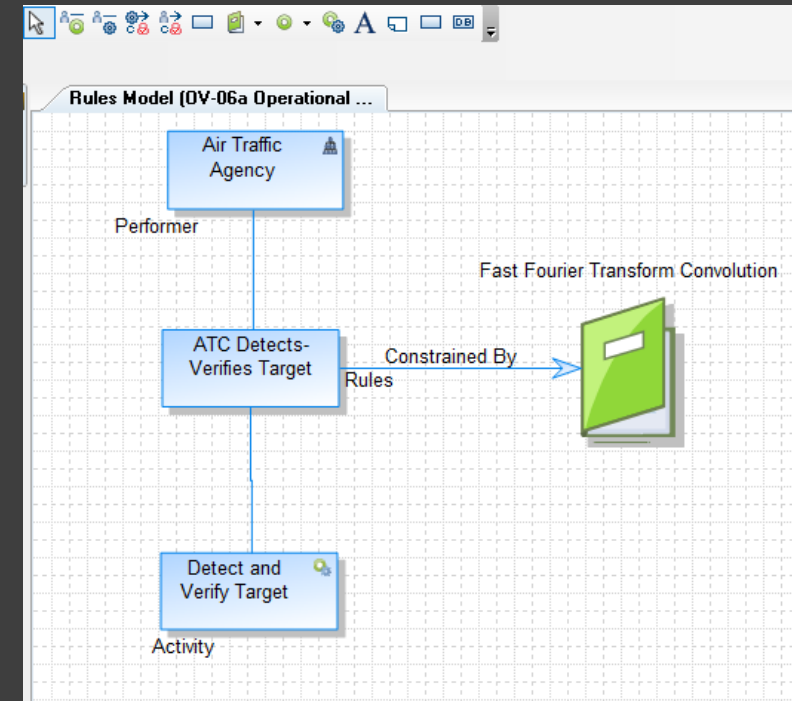
Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-9-1-web.html>



Frameworks: DoDAF 2 Enhancements

Headlines

- Easier Creation of Instances
 - Users can create instances of definitions from node-type symbols by right-mouse clicking on a symbol on a diagram.
 - This capability is available across any framework but is mostly used in DoDAF 2 and UAF
- OV-6a in DoDAF 2 now has more attractive drawing icons.



System Architect 11.4.9.1

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Usability

Headlines



Symbol Depictions

- Symbol Depiction can now be set through a property in the Symbol Tab
 - This overrides the default symbol graphic set by the Depictions clause (used to set symbol graphic based on stereotype).
- Rename is available in the Explorer Tree for Diagrams & Definitions.

Symbol Layout

- Port Symbols can now be automatically aligned on the edge of the symbol that they are positioned on via the diagram's Alignment tools.

Line Drawing

- Center-to-Center Routing can now be set as the default for all new diagrams via an option in the Tools - Preferences dialog.
- Better routing of lines when moving Lanes/Pools on BPMN diagrams.

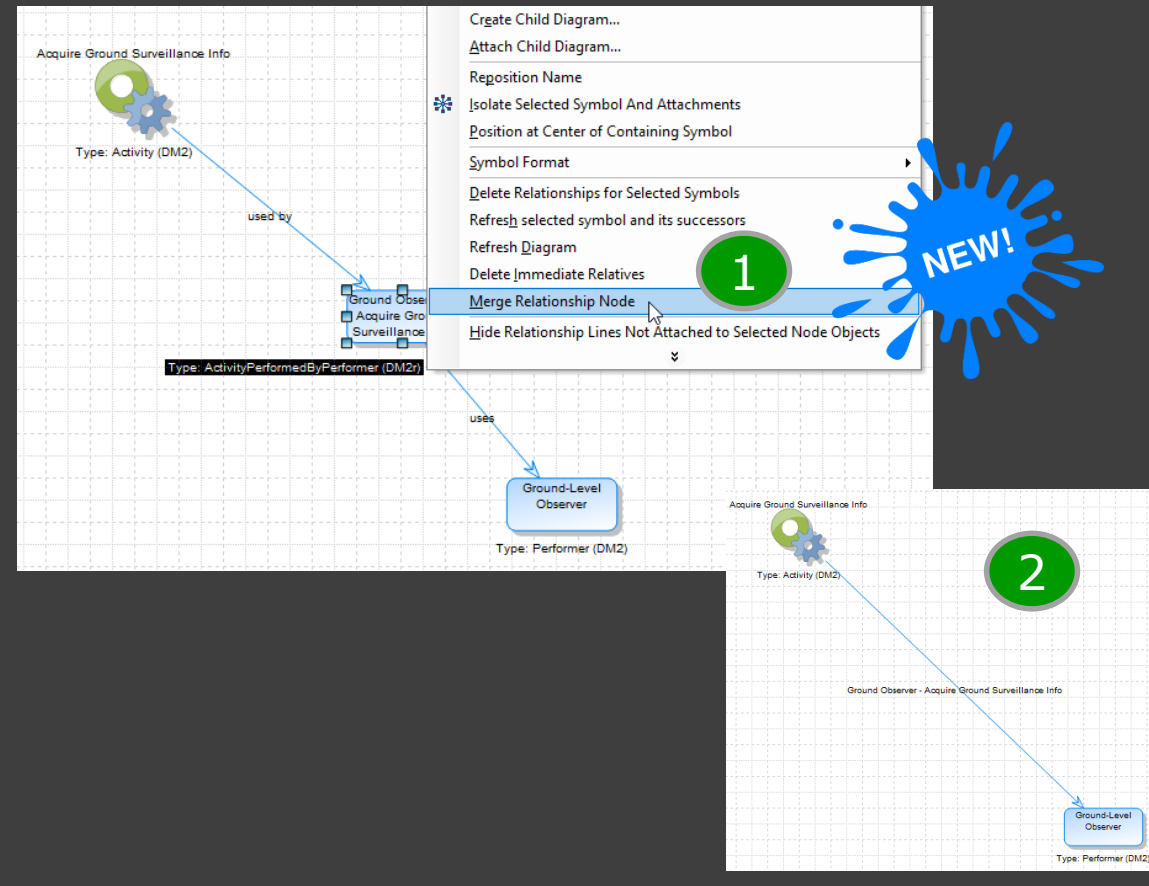
Usability

Headlines



Analysis via Explorer Diagram

- Explicit relationship Definition-type nodes on Explorer diagram can be merged in the same fashion as Group nodes.

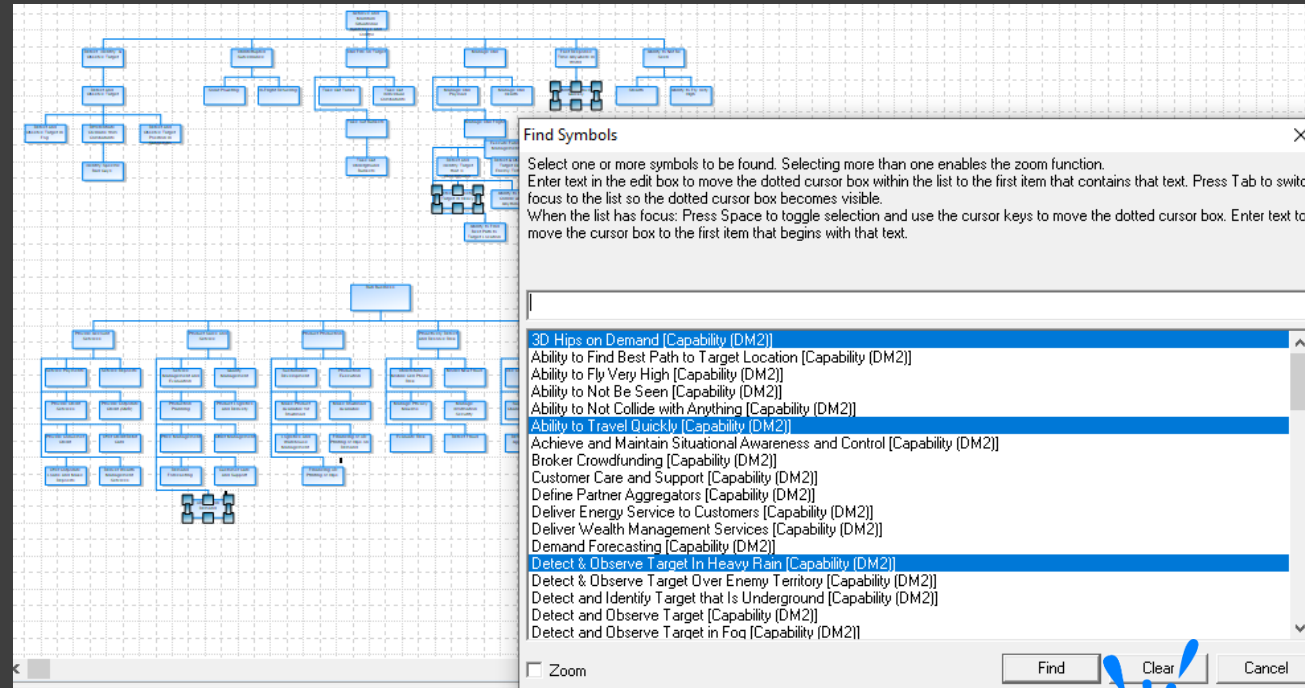


Usability

Headlines

Finding Symbols

- The Find Symbol dialog can handle multiple selections and can zoom the view to cover the selection.



NEW!

System Architect 11.4.9.1

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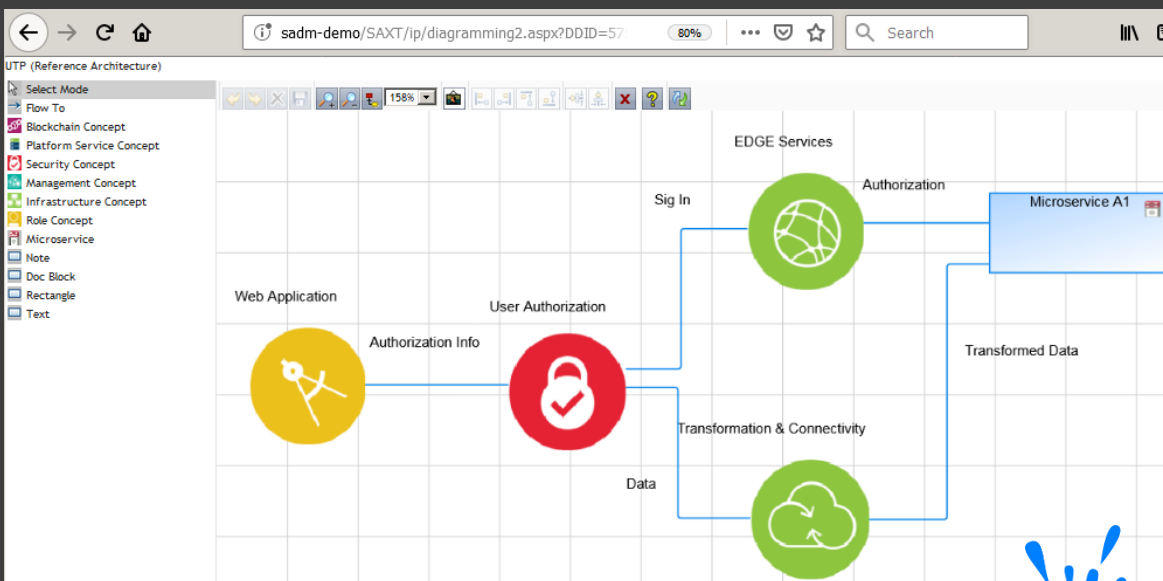
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SA XT Diagramming

Headlines

- SA XT now supports stereotype-driven graphic icons



System Architect 11.4.9.1

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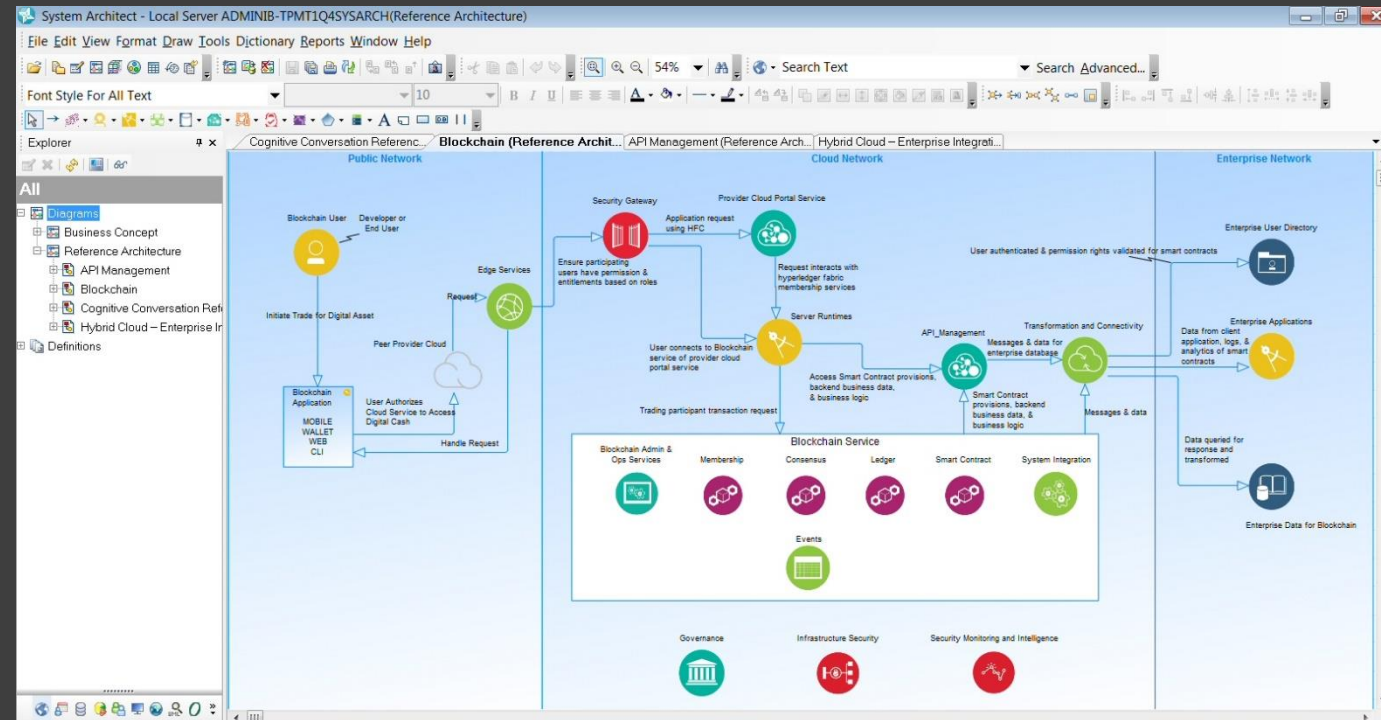
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Metamodel Customization

Headlines

- Metamodel Extensibility
 - Support for 100 more user diagram types – bringing the total to 200.
 - Support for 700 more user symbol types – bringing the total to 1000.



Enacted Client Change Requests

Headlines



- U36-7311: Size of "Description" property exceeded size of screen
- U50-7364: A user could not edit a Doc Block after a Merge/Export, but he/she could edit anything on the diagram
- U68-1915: : SA was allocating too much space for HETEROGENOUSONEOF
- U36-7280: Vulnerabilities found with mscomct2.ocx & richtx32.ocx after installing System Architect
- U36-7358: In SA-11.4.9, could not find SymbolMacros.mac
- U50-7574: Explicit relationship-based box-in-box relationship inconsistency checker was reporting errors for diagram arrangements not covered by the relationship
- U36-7926: Elliptical lines needed special treatment on Roadmap style diagrams
- U50-7258: SA was placing instance of INSTANTIABLE on hidden chapter
- U36-7842: SA was attempting to de-assign a symbol from its diagram and then hide the symbol and its definition fails.
- U36-7791: Implementing multiple properties with ZOOMED keyword caused warning messages

Agenda

Our Vision

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- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

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System Architect 11.4.9

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- ❑ Frameworks: ER Simple View

Full list of new features: <https://www.teambblue.unicomsi.com/unicom-system-architect-11-4-9-wm-web.html>



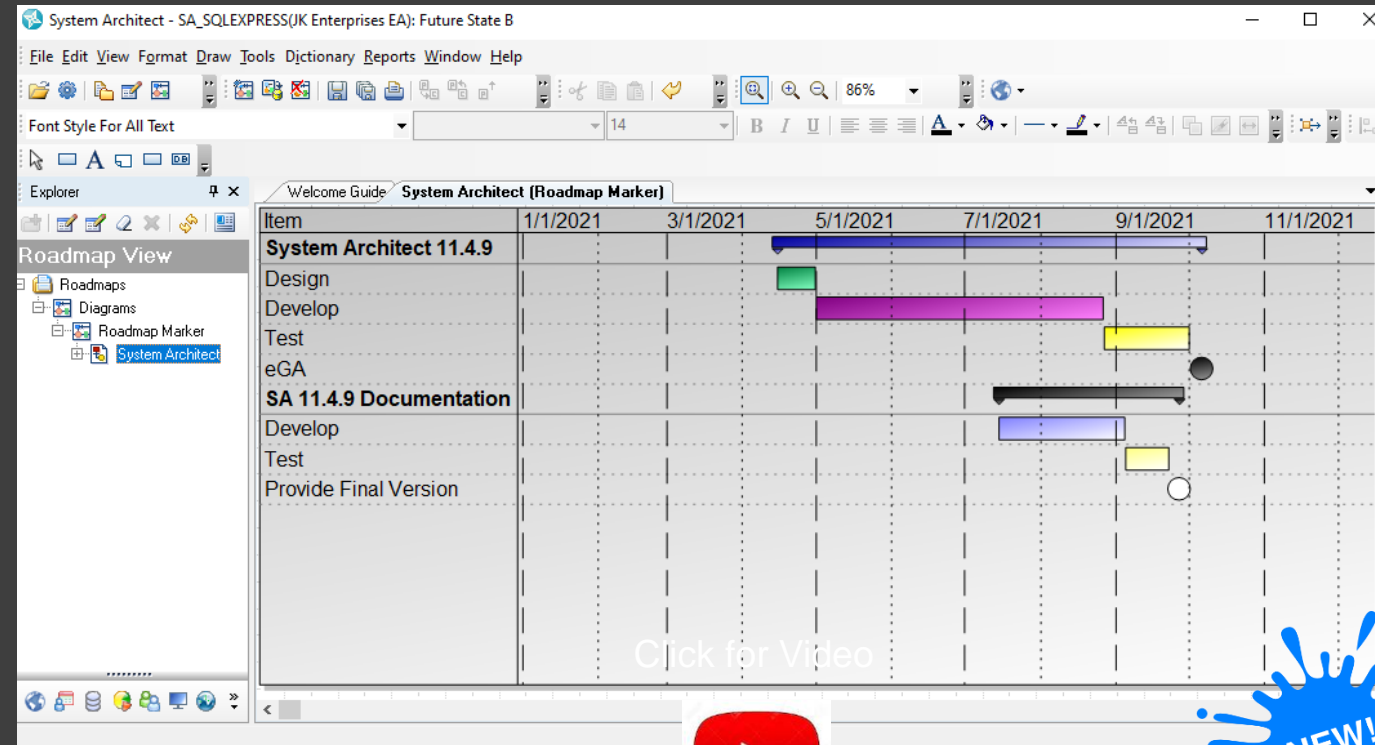
Architecture Frameworks: New Roadmap Marker Diagram

Headlines



Roadmapping

- Roadmap Any EA Artifact
 - Time Periods
 - Milestones
- Available in All Frameworks
 - TOGAF
 - DoDAF 2
 - ArchiMate
 - UAF
 - NAF
 - Custom



Click for Video



Click for Video



System Architect 11.4.9

Themed Enhancements

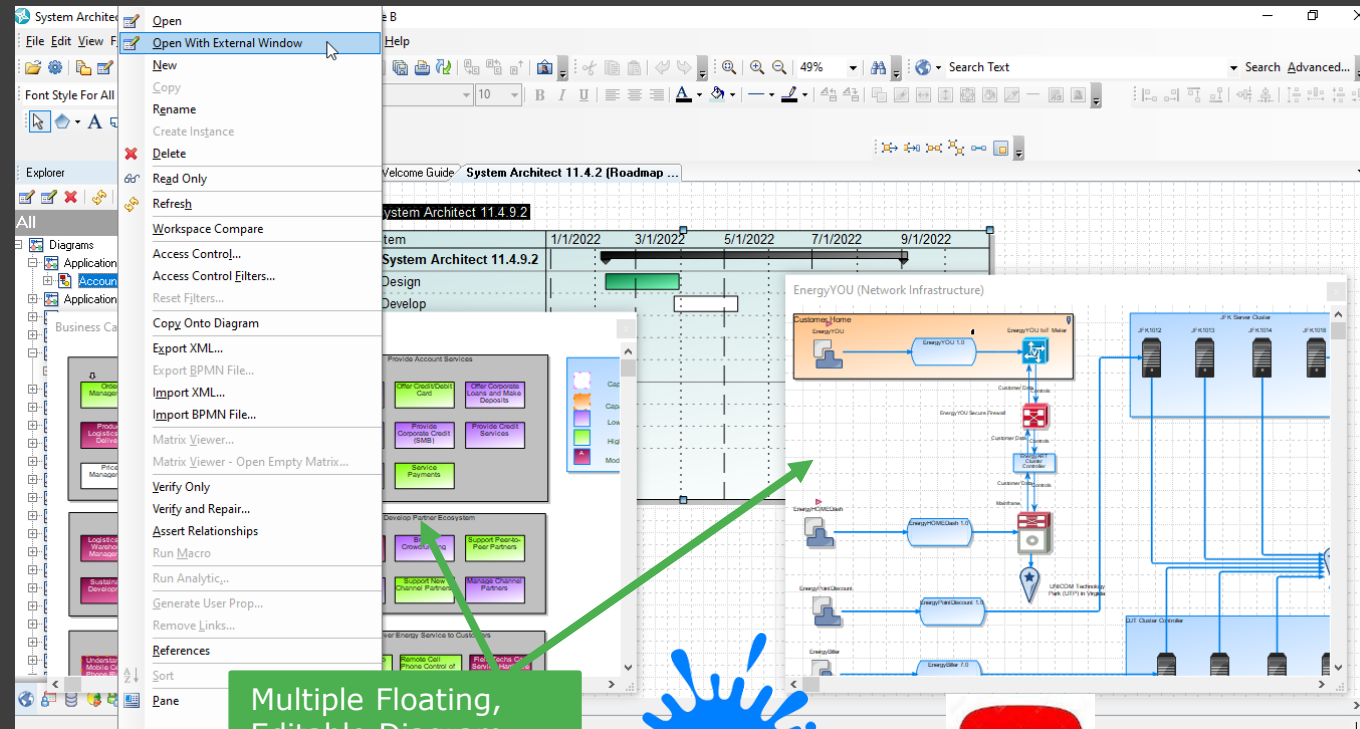
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Usability: Diagrams Open to Moveable Windows

Headlines

- Diagrams Can Open to Moveable Windows
 - Diagrams can now be opened in non-child windows so they can be positioned on other displays, using the option "Open in External".



Multiple Floating,
Editable Diagram
Windows

NEW!



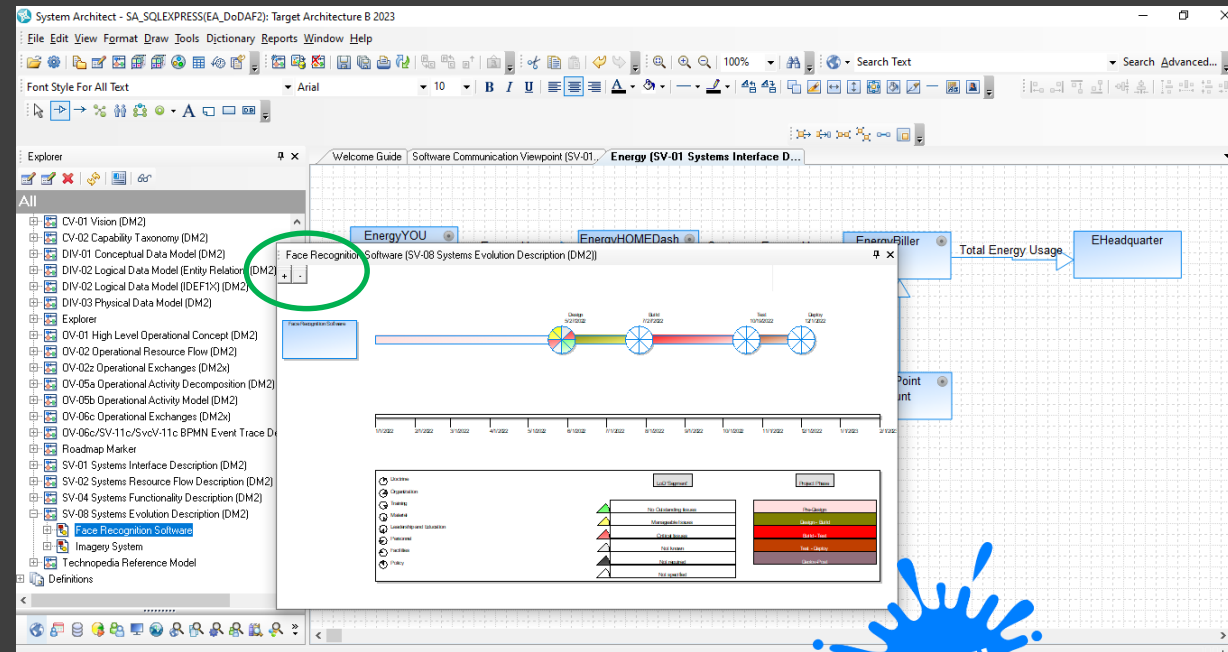
Click for Video



Usability: Zoom/Scroll on Diagram Preview

Headlines

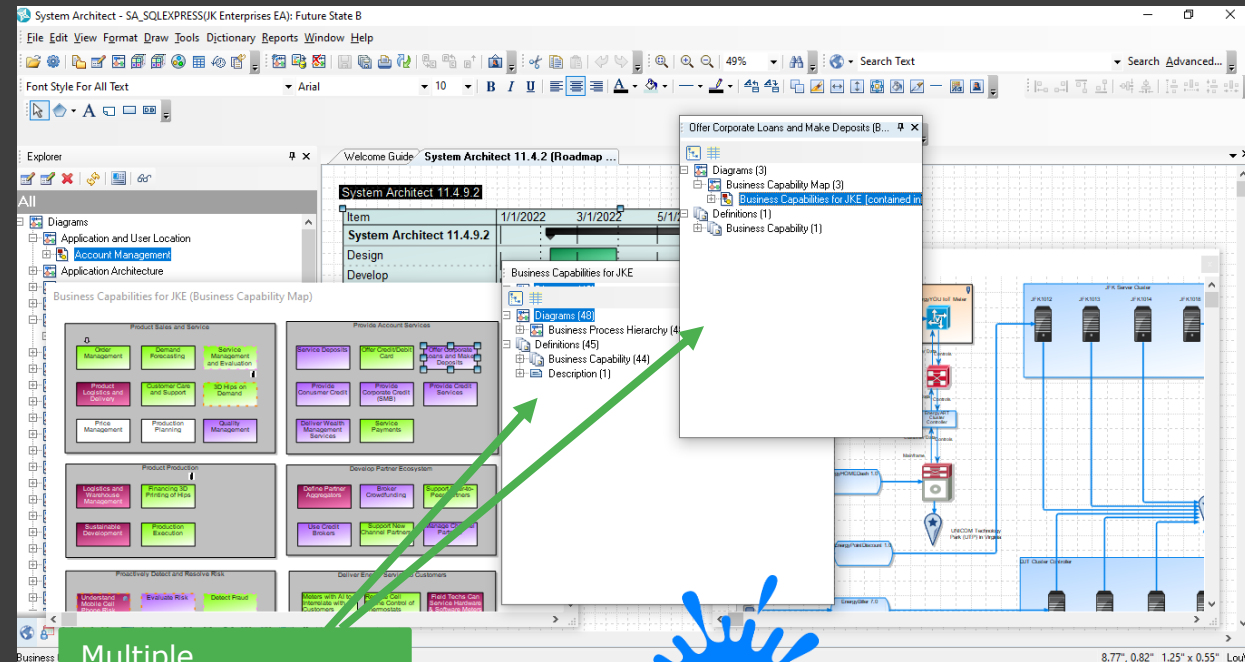
- Usability - Zoom & Scroll on Diagram Preview
 - Diagram Preview pane now includes buttons to zoom in and out, and scrollbars to navigate the contents of the Diagram Preview window.



Usability: Multiple Reference Panes

Headlines

- Usability - Multiple Reference Panes
 - It is now possible to open multiple secondary Reference windows from the References pane opened from the Views Explorer.
 - Enables quicker exploration of the architecture by drilling down multiple paths.



Multiple
"References"
windows

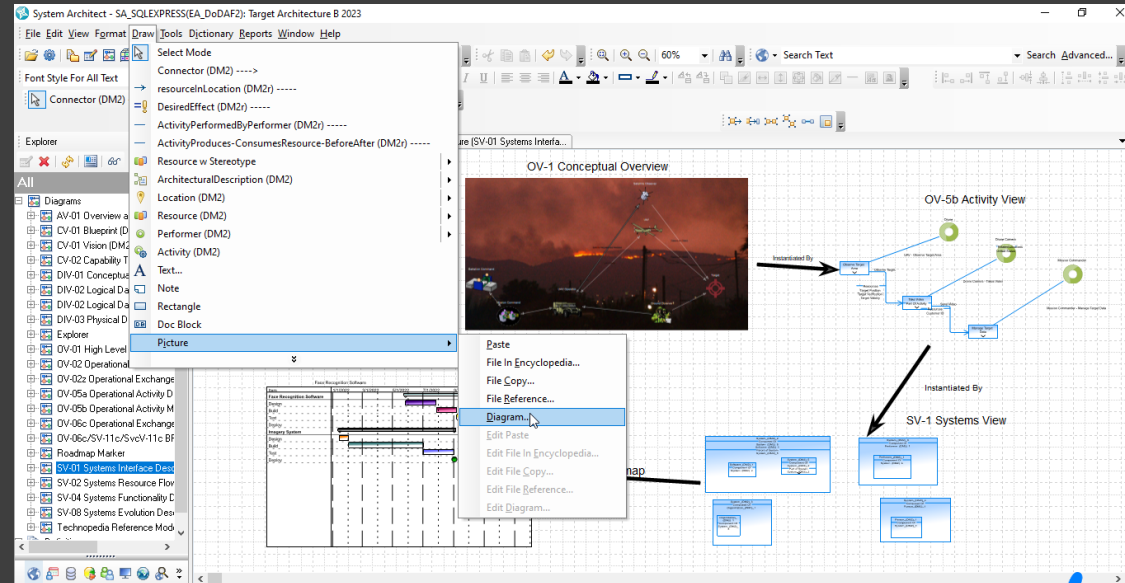
NEW!



50,000-Foot View of Architecture: Live Diagram Views

Headlines

- Draw Live Diagram Views On a Diagram
 - You may draw a live SVG view of a diagram on a diagram – enabling you to get a live, 50,000-foot view of the architecture
 - If any diagram changes, the 50,000-foot view is automatically refreshed



Click for Video

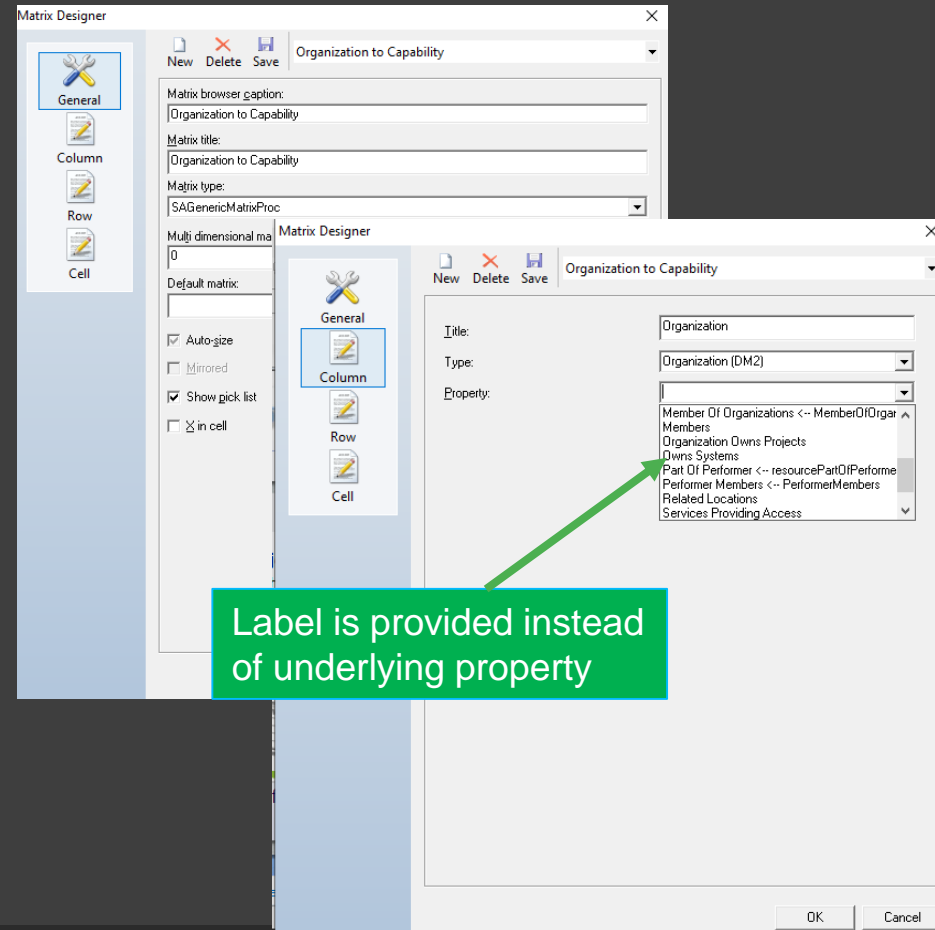


Usability: Matrix Designer Enhancements

Headlines



- Matrix Designer Enhancements:
 - Label information has been added to property names in drop-lists in Matrix Designer to assist in finding the desired properties.
 - Property drop-lists are now populated on loading matrix details.
 - Matrix Designer no longer clears column or row property on changing definition type if the property exists in the selected type.
 - Property names are now shown alongside labels in the property pickers where they are different.



System Architect 11.4.9

Themed Enhancements

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- ❑ Performance: SA XT Performance Improvement
- ❑ Frameworks: ER Simple View



Customizable Metamodel Language

Headlines



- **Hover_Help**
 - A new property keyword, HOVER_HELP, has been added to the grammar. When used, it presents a tooltip containing the help string provided when users cursor over a property field in the advanced edit dialog.
- **Zoomed**
 - A new property keyword, ZOOMED, has been added to the grammar. When used, it presents listof properties in a zoomed state upon opening an edit session.

System Architect 11.4.9

Themed Enhancements

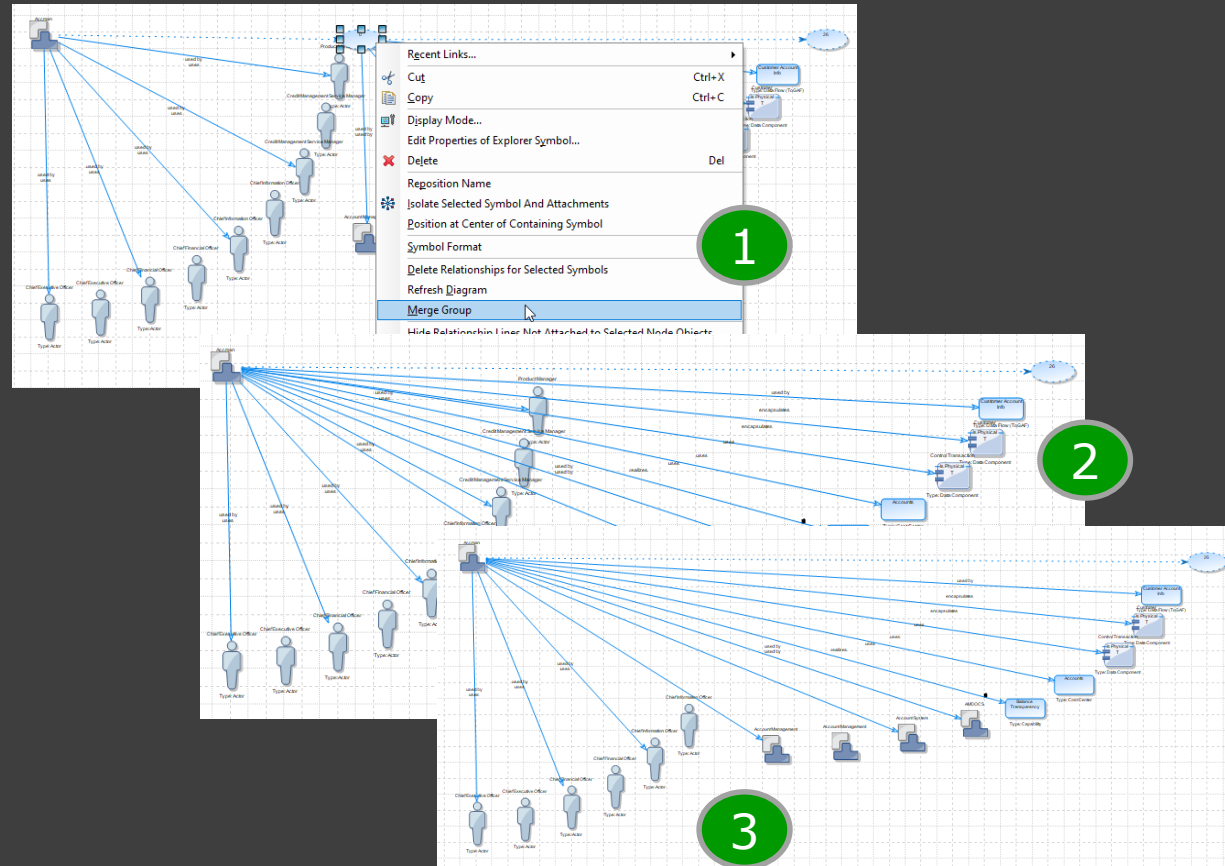
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Analysis: Explorer Diagram Enhancements

Headlines

- Explorer Diagram:
 - Group symbols can now be merged allowing them to be removed and the lines to the child symbols easily attached to the originating symbol.
 - Option added to remove the immediate relatives for a selected symbol in the Explorer Diagram.



System Architect 11.4.9

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Integrations: OSLC Global Configurations, Phase 2

Headlines

- Open Service Lifecycle Collaboration (OSLC) Global Configurations support, Phase 2
- SA now supports:
 - a) Creation of OSLC links within the context of a Global Configuration from System Architect (SA) instance 1 to SA instance 2,
 - b) Rich hovering of said links, and
 - c) Incoming SA 1 link detection by the SA 2 UI in the context of a Global Configuration.
- The SA REST Configuration Wizard now enables you to specify Global Configuration user name and password.



 OASIS OPEN



System Architect 11.4.9

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Integrations: Auto-Import of CSV Files

Headlines



- Auto Import of CSV Files:
 - Improved functionality enables automatic import of CSV files at encyclopedia open time, based on encyclopedia settings where you specify mode, location, and collision options.

System Architect 11.4.9

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Integrations: VBA API

Headlines



- Launching VBA Macros by Right-Mouse Clicking on a Symbol :
 - You may now right-mouse click on a symbol and choose Run Macro which will present you with a list of available symbol macros.
 - Clicking OK after macro selection will execute the macro for each symbol that was selected.

* NOTE: System Architect supports VBA 7.1, the latest version of the language

System Architect 11.4.9

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Web Client: SA XT Guest User Account

Headlines



- SA XT Guest User Account:
 - A new configuration setting is available in SA XT for "Guest User" access.
 - Allows wider use of SA XT in large organizations without requiring the Admin to specify access and permissions for each user.
 - When enabled, "Guest Users" are restricted to Read-only access, and will still consume licenses.

System Architect 11.4.9

Themed Enhancements

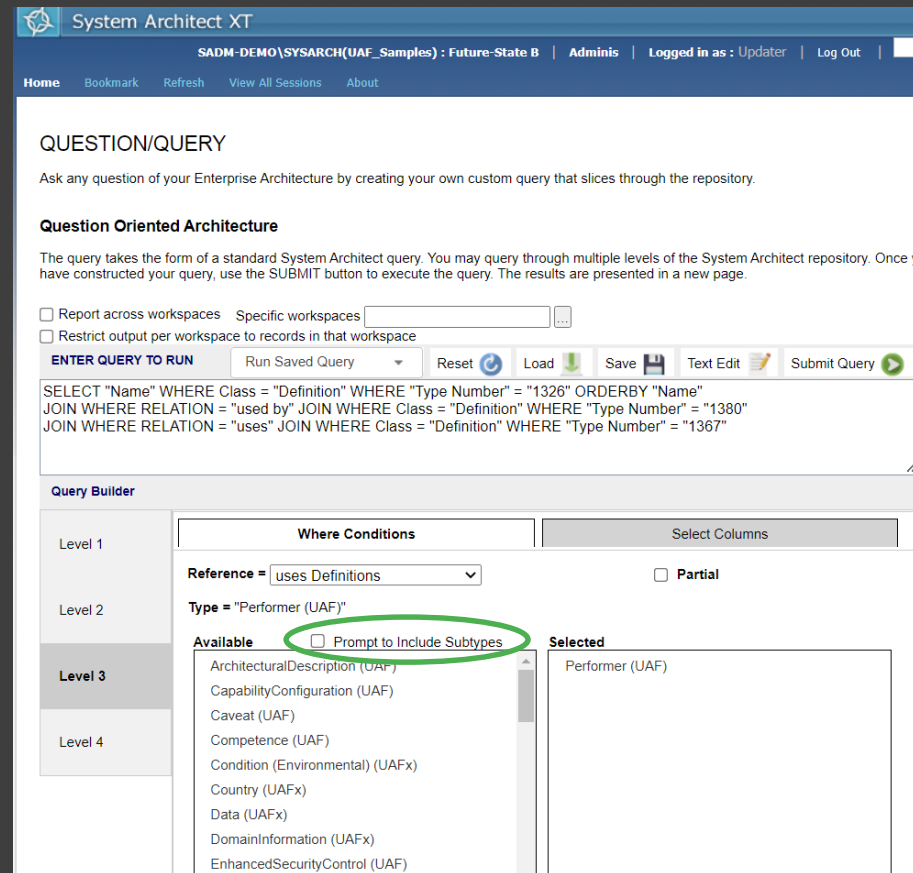
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Web Client: SA XT Reporting Enhancements

Headlines

- SA XT Reporting GUI, Include Subtypes:
 - SA XT Query Builder now has an option in the Where dialog for Definitions to "Add Types and Subtypes" so that the report will include related subtypes of the definition.



The screenshot displays the 'System Architect XT' web client interface. The top navigation bar includes 'Home', 'Bookmark', 'Refresh', 'View All Sessions', and 'About'. The user is logged in as 'Updater'. The main content area is titled 'QUESTION/QUERY' and provides instructions on how to ask questions of the Enterprise Architecture repository. Below this, the 'Question Oriented Architecture' section explains the query format. A query is entered in the text area: `SELECT "Name" WHERE Class = "Definition" WHERE "Type Number" = "1326" ORDERBY "Name" JOIN WHERE RELATION = "used by" JOIN WHERE Class = "Definition" WHERE "Type Number" = "1380" JOIN WHERE RELATION = "uses" JOIN WHERE Class = "Definition" WHERE "Type Number" = "1367"`. The 'Query Builder' dialog is open, showing a 'Where Conditions' tab. The 'Reference' is set to 'uses Definitions'. The 'Type' is 'Performer (UAF)'. The 'Available' list on the left includes various UAF types, and the 'Selected' list on the right contains 'Performer (UAF)'. A green circle highlights the 'Prompt to Include Subtypes' checkbox in the 'Available' list.

System Architect XT

SADM-DEMO\SYSARCH(UAF_Samples) : Future-State B | Adminis | Logged in as : Updater | Log Out

Home | Bookmark | Refresh | View All Sessions | About

QUESTION/QUERY

Ask any question of your Enterprise Architecture by creating your own custom query that slices through the repository.

Question Oriented Architecture

The query takes the form of a standard System Architect query. You may query through multiple levels of the System Architect repository. Once you have constructed your query, use the SUBMIT button to execute the query. The results are presented in a new page.

☐ Report across workspaces | Specific workspaces: []

☐ Restrict output per workspace to records in that workspace

ENTER QUERY TO RUN | Run Saved Query | Reset | Load | Save | Text Edit | Submit Query

```
SELECT "Name" WHERE Class = "Definition" WHERE "Type Number" = "1326" ORDERBY "Name"
JOIN WHERE RELATION = "used by" JOIN WHERE Class = "Definition" WHERE "Type Number" = "1380"
JOIN WHERE RELATION = "uses" JOIN WHERE Class = "Definition" WHERE "Type Number" = "1367"
```

Query Builder

| | Where Conditions | Select Columns |
|---------|--|----------------|
| Level 1 | Reference = uses Definitions Type = "Performer (UAF)" Available: ArchitecturalDescription (UAF), CapabilityConfiguration (UAF), Caveat (UAF), Competence (UAF), Condition (Environmental) (UAFx), Country (UAFx), Data (UAFx), DomainInformation (UAFx), EnhancedSecurityControl (UAF) Selected: Performer (UAF) | |
| Level 2 | | |
| Level 3 | | |
| Level 4 | | |



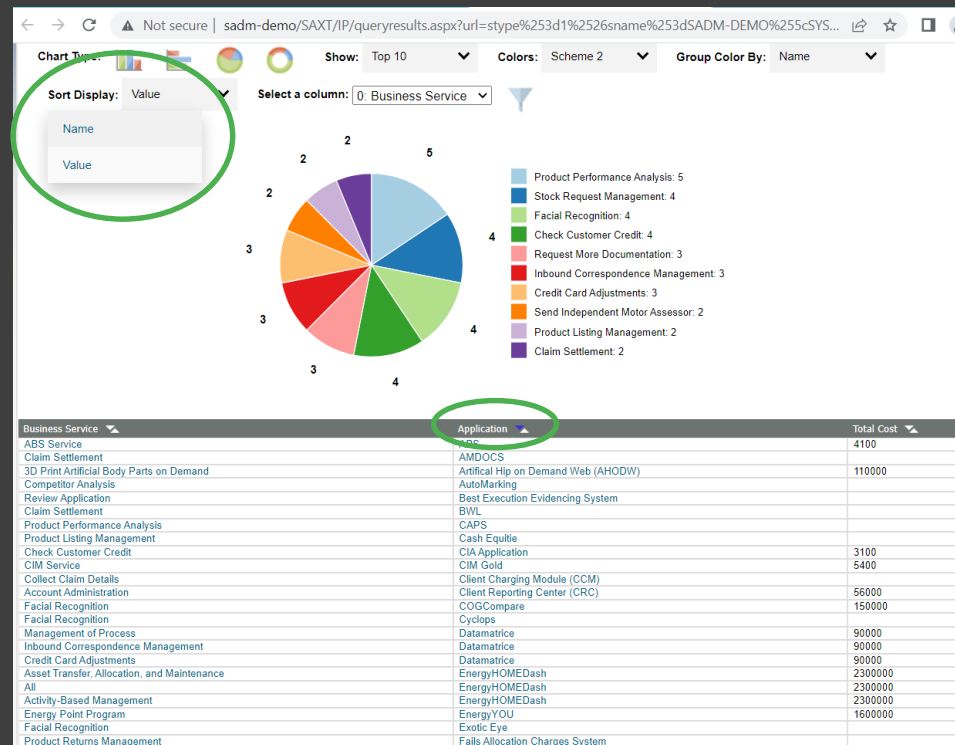
Web Client: Dashboard Charts Allow Sorting

Headlines



- SA XT D3 Charting:

- A new "Sort Display" option has been added to the menu bar for D3 dashboards that allows you to select Sort by Name (alphabetically) or by Value (which was previously the only option).



System Architect 11.4.9

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Web Client: SA XT Performance

Headlines



- SA XT Web Drawing Performance:
 - Meta data needed to support diagrams is now cached in the database once collected so it does not take so long to open complicated diagram types in subsequent sessions.
 - In addition, progress information is now presented while loading, saving, and refreshing a diagram.



System Architect 11.4.9

Themed Enhancements

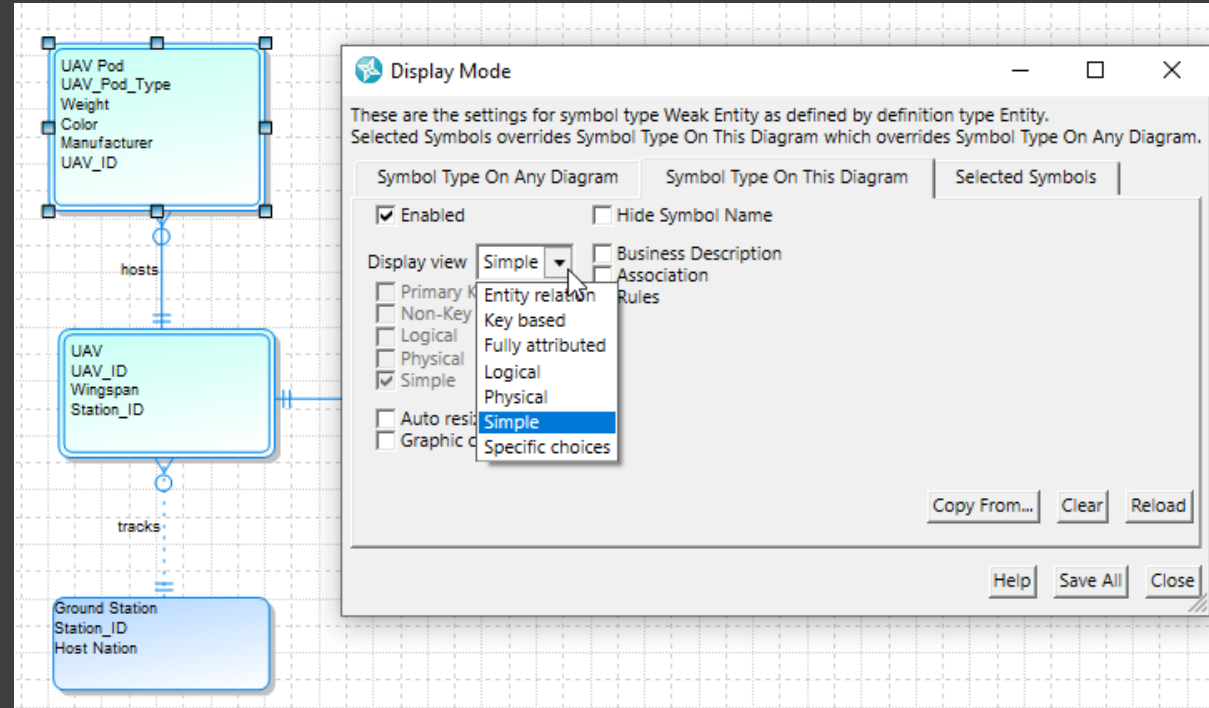
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Frameworks: ER Diagram 'Simple View'

Headlines

- Entity Relationship Diagram Simple View
 - A new "Simple" display mode is available to present Entity symbols with only attribute names, without bounding quotes or any other adornments.



Enacted Client Change Requests

Headlines



- U94-4943: Undo in user defined BPMN-like process model caused strange lines to appear
- U55-1401: SA Hierarchy numbers' alignment in grid report output were not consistent
- U55-1274: CSV import of System Functions was not mirroring
- U54-1493: Brand new encyclopedia caused "Error Parsing Property Set Files" for particular Method set
- U55-1649: DATE picker was missing when using REQUIRED in USRPROPS
- U94-4667: Hierarchical numbers were copied with symbol to a non-hierarchy diagram
- U94-4689: Text Alignment caused presentation problem on a diagram
- U55-1930: Alignment features were disabled in UML State diagram

Agenda

Our Vision

What's New

Product Roadmap

Company

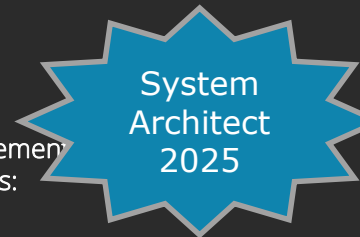
Support

Your Feedback



Delivery schedules

| | January 2024 | April 2024 | September 2024 | January 2025 |
|------------------|--|--|---|--|
| System Architect | <p>V 11.4.11.1</p> <p>Specifics to be determined. Continued Enhancements along major themes:</p> <ul style="list-style-type: none"> - Usability - Latest Frameworks - Intelligent Importing - Repository Management - Performance - Integrations - Metamodel Management - Pre-Built Solutions - Customer RFE's and CR's | <p>V 11.4.11.2</p> <p>Specifics to be determined. Continued Enhancements along major themes:</p> <ul style="list-style-type: none"> - Usability - Latest Frameworks - Intelligent Importing - Repository Management - Performance - Integrations - Metamodel Management - Pre-Built Solutions - Customer RFE's and CR's | <p>V 11.4.12</p> <p>Specifics TBD. Continued Enhancements along major themes:</p> <ul style="list-style-type: none"> - Usability - Latest Frameworks - Intelligent Importing - Repository Management - Performance - Integrations - Metamodel Management - Pre-Built Solutions - Customer RFE's and CR's | <p>V 11.4.12.1</p> <p>Specifics to be determined. Continued Enhancements along major themes:</p> <ul style="list-style-type: none"> - Usability - Latest Frameworks - Intelligent Importing - Repository Management - Performance - Integrations - Metamodel Management - Pre-Built Solutions - Customer RFE's and CR's |
| SA XT | <p>Continued Enhancements in:</p> <ul style="list-style-type: none"> - Browser-based drawing - Personalized Dashboards - Reporting - Performance - Usability - Customer RFE's & CR's | <p>Continued Enhancements in:</p> <ul style="list-style-type: none"> - Browser-based drawing - Personalized Dashboards - Reporting - Performance - Usability - Customer RFE's & CR's | <p>Continued Enhancements in:</p> <ul style="list-style-type: none"> - Browser-based drawing - Personalized Dashboards - Reporting - Performance - Usability - Customer RFE's & CR's | <p>Continued Enhancements in:</p> <ul style="list-style-type: none"> - Browser-based drawing - Personalized Dashboards - Reporting - Performance - Usability - Customer RFE's & CR's |
| SA Publisher | Continued Enhancements | Continued Enhancements | Continued Enhancements | Continued Enhancements |



For Roadmap specifics – please contact UNICOM Sales at architect.sales@unicomsystems.com to schedule meeting with Product Management

Agenda

Our Vision

What's New

- ❑ SA 11.4.11
- ❑ SA 11.4.10.2
- ❑ SA 11.4.10.1
- ❑ SA 11.4.10
- ❑ SA 11.4.9.2
- ❑ SA 11.4.9.1
- ❑ SA 11.4.9

Product Roadmap

Company

Support

Your Feedback



UNICOM Global – Who are we?

UNICOM Global's core business is centered around a growing number of divisions committed to delivering **IT services, software** and **solutions** for Fortune 500 and Global 2000 customers, and federal, state, local and education organizations worldwide.

With over 30 years of experience in the design, development and support for **mission-critical software across platforms**, UNICOM remains one of the largest and most successful private software companies in the world.

Acquired brands continue to operate reflecting the value in the name and customer relationships from each division.

UNICOM offers its customers a range of powerful complementary solutions that can give your business a competitive edge.



UNICOM Global

International offices

EMEA HQ
London

USTP
New Jersey

Global HQ
Los Angeles

UTP
Washington

THE AMERICAS

BEVERLY HILLS, CA
CAMPBELL, CA
CANTON, MA
CHANTILLY, VA
DURHAM, NC
GREENSBORO, NC
MISSION HILLS, CA
PETERBOROUGH, NH
PLAINSBORO, NJ
PLANO, TX
SCHAUMBURG, IL
WESTMINSTER, CO
WHITEHOUSE STATION, NJ

EMEA

AMSTERDAM, Netherlands
ASCHEIM, Germany
BOULOGNE BILLANCOURT, France
COVENTRY, United Kingdom
CRAWLEY, United Kingdom
DUBAI, UAE
GALWAY, Ireland
GROß-GERAU, Germany
HELSINKI, Finland
MANCHESTER, United Kingdom
MADRID, Spain
MECHELEN, Belgium
MILANO, Italy
THALWIL, Switzerland

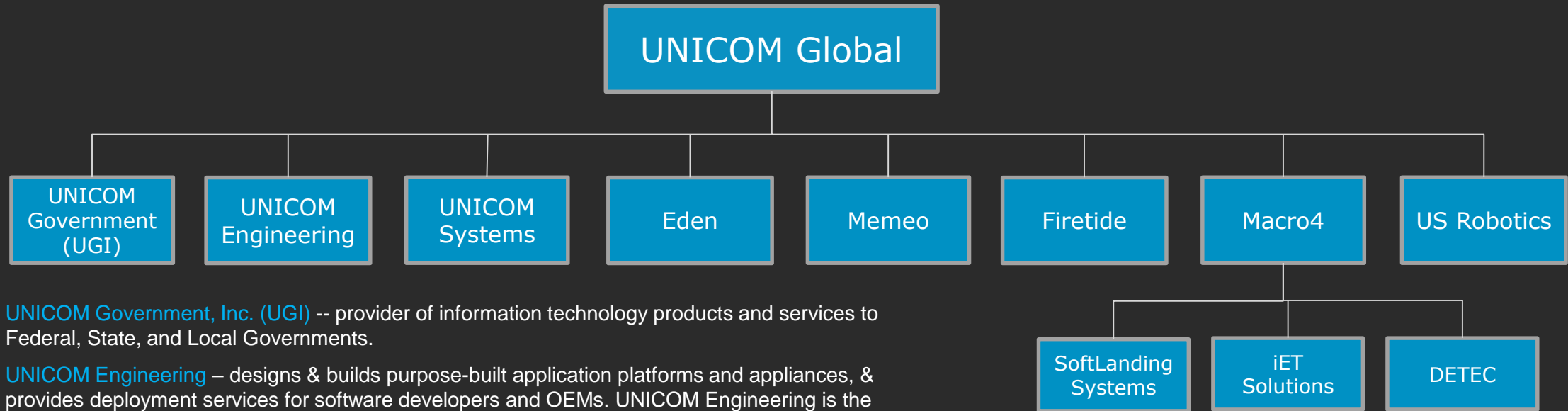
APAC

BANGALORE, India
BEIJING, China
CANTERBURY, New Zealand
MAKATI CITY, Philippines
NORTH RYDE, Australia
XI'AN, China

UNICOM Global: Fast Growing

| CORPORATE INFORMATION | |
|-----------------------|---|
| Founder | Corry Hong |
| Year Founded | 1981 |
| Employees | 1,000+ |
| Headquarters | Los Angeles, CA |
| Line of Business | Technology, IT Real Estate, M&A, Corporate Services & Financing |
| Key Partners | IBM, Intel, Dell, Cisco, HP, Oracle, Microsoft, EMC, Netapp, VMware, SAP and Symantec |
| Major Customers | Fortune 500 & Global 2000 SLED U.S. Federal |

UNICOM Global Corporate Structure



UNICOM Government, Inc. (UGI) -- provider of information technology products and services to Federal, State, and Local Governments.

UNICOM Engineering – designs & builds purpose-built application platforms and appliances, & provides deployment services for software developers and OEMs. UNICOM Engineering is the former NASDAQ-listed Network Engines Inc, more commonly known as NEI Corporation.

US Robotics – its division that focuses on Artificial Intelligence (AI), Machine Learning, and Robotics. US Robotics has origins as a pioneer in internet networking capabilities.

Firetide – its division that designs and sells software & hardware focusing on Wireless Mesh network technology.

Memeo – its division that builds products for File Sharing, Big Data, and Data Warehousing.

UNICOM Systems – its software division focused on digital transformation products & services. This division includes a number of software products that UNICOM acquired from IBM: System Architect, Focal Point, [PurifyPlus](#), SPSS Survey (now UNICOM Intelligence), solidDB, Cognos Finance (now UNICOM Finance), and the PowerHouse programming language.

Eden — its capital, mergers and acquisitions, financial services, and real estate division.

Macro 4 – manages international operations and builds software for enterprise information management, customer communication management (CCM), and mainframe modernization. Macro 4 also builds the Universal Gateway (uniGW) product, Former publicly listed company.

- **SoftLanding Systems** – This division develops IBM i software and systems management products. UNICOM Global acquired SoftLanding Systems in 2006, which was one of the "Big Three" change management vendors on the IBM i platform
- **iET Solutions**— builds ITIL-Aligned IT Service Management (ITSM) and Software Asset Management (SAM) products.
- **DETEC**— develops and markets software for intercorporate communication as well as for B2B and B2C communication.

Corry Hong



Founder, President & CEO

- ❑ Developer. Architect. Started a one-person CICS systems software company in Los Angeles in 1981
- ❑ Today, UNICOM Global consists of more than 40 corporate entities around the globe, and is one of the fastest growing IT companies
- ❑ UNICOM Global's success is rooted in the global IT market that IBM pioneered. As an IBM Premier Partner, IBM Reseller, IBM Developer Partner, IBM PartnerWorld Wholesale Partner, IBM OEM Partner and ISV, UNICOM Global works closely with IBM to support and address enterprise customers' technology needs:
 - ❑ Artificial Intelligence & Robotics
 - ❑ Cloud Computing, Mobility & End User Computing
 - ❑ Big Data Analytics and Big Data Storage
 - ❑ IoT, Telecom & Unified Communications & Collaboration
 - ❑ Security & Critical Infrastructure Modernization
 - ❑ Trusted Manufacturing and Green Computing
 - ❑ Energy and Water Conservation
 - ❑ PartnerWorld and Entrepreneurship
 - ❑ Technology Intern Partnership (TIP)

Corry Hong on Enterprise Architecture

- “Enterprise Architecture provides a framework to master structured and unstructured data collection, business process analysis, business intelligence and portfolio management solutions. *This architectural component is a critical link .. and is a key focus for UNICOM.*”
- “UNICOM is uniquely positioned, with our extensive development resources, and knowledge of legacy mainframe and big data systems, to bring new capabilities and direction to the market..”
- “UNICOM is very focused to invest in the EA space, bringing new functionality and capabilities to the market quickly. “

-- Corry Hong, UNICOM Global Founder & CEO



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UNICOM Innovation Parks



UNICOM Technology Park (UTP -- Washington DC)



UNICOM Science & Technology Park (USTP – NYC area)



UNICOM Innovation Park (UIP -- Chicago)

UNICOM Technology Park (UTP)



- UNICOM Technology Park – one of largest technology parks in Washington DC area
 - Acquired in December 2015
 - 672k square foot Class “A” Office Park on 52 Acres
 - 40,000 square foot Cloud Datacenter
 - 4 Conference Centers and 1 Stadium style Auditorium
- Regional Headquarters of UNICOM Government to service Federal, SLED and IT customers overlooking the NRO, FBI and the new CIA campus
- Innovation and Educational Center
 - EA Workshops, User Groups, Training

UNICOM Technology Park (UTP)

EA Workshops, User Groups, Training

- ❑ Face-to-Face User Groups held every year
- ❑ “the best architecture conversation in town” -- MITRE
- ❑ Regular instructor-led training schedule
- ❑ Regularly scheduled hands-on workshops

Marquis site in Washington DC Area for Technology Education & Training



System Architect User Group, Feb 21, 2017

UNICOM Science & Technology Park (USTP)

- Innovation center
- Servicing financial institutions, insurance, telecom, bio-tech, and pharmaceutical sectors
- Located in New Jersey pharmaceutical & insurance corridor, near NYC
- UNICOM Global digital business regional headquarters



UNICOM Innovation Park (UIP)

- Innovation center
- UNICOM Global mid-west hub, in Chicago
- Servicing the enterprise software, computing hardware, telecom, artificial intelligence & robotics, financial services, life sciences, advanced manufacturing and energy sectors
- US Robotics regional headquarters



UNICOM Pickfair Executive Meeting Center

Legendary Hollywood Estate

- ❑ Built by Douglas Fairbanks & Mary Pickford
- ❑ Hosted luminaries such as Charlie Chaplin, Einstein, FDR, Lindbergh, Edison, & many Hollywood Stars
- ❑ "White House of West Coast"
- ❑ Executive User Group for UNICOM Portfolio of Products held every 6 months
 - Sit under same tree that Chaplin, Einstein sat under; talk EA
- ❑ Events for CTO's, CIO's



Agenda

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Technical Support: 24 x 7 Worldwide

To raise a support incident via Email:

- Send an email to Architect.support@unicomsi.com
- New incidents are raised automatically
- Existing incidents are updated automatically
 - Incident number must be on the subject line
- Supporting documentation attached to emails is added automatically

To raise a support incident via Technical Support Phone Lines:

- U.S. Toll Free - +800-866-6224
- U.S./Asia Pacific - +973-526-3888
- U.K/Europe - +44 1293 872278
- All of the above numbers feature an Auto-Attendant to guide customers to the correct Tech Support Teams
- The Technical Support Phone Lines are in service 24 x 7

To raise a support incident via the UNICOM Customer Portal:

- The URL for the Customer Portal is <https://support.unicomsi.com/>
- Log in or register
- Select Support Incidents
 - Choose 'Raise Incident' for a new issue
 - Choose 'View Incidents' to see existing or closed incidents

Technical Support: Service Level Agreements (SLA's)

| | | <i>RESPONSE TIME</i> | <i>RESOLUTION TIMES</i> | |
|----------|--|----------------------------|---|---------------------------------------|
| Priority | Description | Target Response Time | Target for Operational Resolution | Target for Permanent Resolution |
| 1 | Critical – Product or major product feature fails to function, production system down and business critical situation. | 2 hours | 4 hours | 1 day |
| 2 | High – An intermittent problem that is not circumventable or a serious problem that is circumventable. | 3 hours | 2 days | 5 days |
| 3 | Medium – An intermittent problem that is circumventable or a problem that does not have a major impact on the Product or the user's system. | 5 hours | 5 days | 10 days |
| 4 | Low - A minor usability, presentation or cosmetic problem that does not affect the ability to use the product. | 8 hours | None | None |

Technical Support: Priority 1 Incidents

- **When reporting a Priority 1 issue (critical situation – Production system down):**
 - Customers MUST call the Technical Support phone number
 - ❖ U.S. Technical Support Toll Free: +800-866-6224
 - ❖ U.S. Technical Support: +973-526-3888
 - ❖ U.K/Europe: +44 1293 872278
 - A customer resource must be assigned to work with the UNICOM Support Engineer until the customer is operational
 - All diagnostic information must be available for the UNICOM Support Engineer
 - Any additional UNICOM resources necessary will be assigned by UNICOM Tech Support Management
 - Once the customer is operational, the incident is downgraded and UNICOM will work with the customer to provide a permanent resolution

System Architect Sales & Support Contacts

- **License Requests / Renewals:**
 - Email to architect.sales@unicomsi.com
 - Specify OS platform
- **Contract Request:**
 - Email to architect.sales@unicomsi.com
- **Software Request:**
 - Raise a support incident via email: architect.support@unicomsi.com
 - Specify OS platform
 - Product delivered via FTP
- **Sales Phone Lines:**
 - Sales: +818-838-0606 or +973-526-3900

Agenda

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Join Us At:

- **Twitter.com/SystemArchitect**
- **Facebook.com/SystemArchitect**
- **LinkedIn User Group for System Architect**
(<http://www.linkedin.com/groups?gid=2266144>)
- <https://teambblue.unicomsi.com/products/system-architect/>

QUESTIONS?