

SABSA MASTER MATRIX

	ASSETS (What)	MOTIVATION (Why)	PROCESS (How)	PEOPLE (Who)	LOCATION (Where)	TIME (When)
CONTEXTUAL ARCHITECTURE	Business Decisions	Business Risk	Business Processes	Business Governance	Business Geography	Business Time Dependence
	Taxonomy of Business Assets, including Goals & Objectives	Opportunities & Threats Inventory	Inventory of Operational Processes	Organisational Structure & the Extended Enterprise	Inventory of Buildings, Sites, Territories, Jurisdictions, etc.	Time dependencies of business objectives
CONCEPTUAL ARCHITECTURE	Business Knowledge & Risk Strategy	Risk Management Objectives	Strategies for Process Assurance	Roles & Responsibilities	Domain Framework	Time Management Framework
	Business Attributes Profile	Enablement & Control Objectives; Policy Architecture	Process Mapping Framework; Architectural Strategies for ICT	Owners, Custodians and Users; Service Providers & Customers	Security Domain Concepts & Framework	Through-Life Risk Management Framework
LOGICAL ARCHITECTURE	Information Assets	Risk Management Policies	Process Maps & Services	Entity & Trust Framework	Domain Maps	Calendar & Timetable
	Inventory of Information Assets	Domain Policies	Information Flows; Functional Transformations; Service Oriented Architecture	Entity Schema; Trust Models; Privilege Profiles	Domain Definitions; Inter-domain associations & interactions	Start Times, Lifetimes & Deadlines
PHYSICAL ARCHITECTURE	Data Assets	Risk Management Practices	Process Mechanisms	Human Interface	ICT Infrastructure	Processing Schedule
	Data Dictionary & Data Inventory	Risk Management Rules & Procedures	Applications; Middleware; Systems; Security Mechanisms	User Interface to ICT Systems; Access Control Systems	Host Platforms, Layout & Networks	Timing & Sequencing of Processes and Sessions
COMPONENT ARCHITECTURE	ICT Components	Risk Management Tools & Standards	Process Tools & Standards	Personnel Man'ment Tools & Standards	Locator Tools & Standards	Step Timing & Sequencing Tools
	ICT Products, including Data Repositories and Processors	Risk Analysis Tools; Risk Registers; Risk Monitoring and Reporting Tools	Tools and Protocols for Process Delivery	Identities; Job Descriptions; Roles; Functions; Actions & Access Control Lists	Nodes, Addresses and other Locators	Time Schedules; Clocks, Timers & Interrupts
SERVICE MANAGEMENT ARCHITECTURE	Service Delivery Management	Operational Risk Management	Process Delivery Management	Personnel Management	Management of Environment	Time & Performance Management
	Assurance of Operational Continuity & Excellence	Risk Assessment; Risk Monitoring & Reporting; Risk Treatment	Management & Support of Systems, Applications & Services	Account Provisioning; User Support Management	Management of Buildings, Sites, Platforms & Networks	Management of Calendar and Timetable

SABSA SERVICE MANAGEMENT MATRIX						
	ASSETS (What)	MOTIVATION (Why)	PROCESS (How)	PEOPLE (Who)	LOCATION (Where)	TIME (When)
	Service Delivery Management	Operational Risk Management	Process Delivery Management	Personnel Management	Management of Environment	Time & Performance Management
	The row above is a repeat of Layer 6 of the main SABSA Matrix. The five rows below are an exploded overlay of how this Layer 6 relates to each of these other Layers					
CONTEXTUAL ARCHITECTURE	Business Driver Development	Business Risk Assessment	Service Management	Relationship Management	Point-of-Supply Management	Performance Management
	Business Benchmarking & Identification of Business Drivers	Analysis of Internal & External Risk Factors	Managing Service Capabilities for Providing Value to Customers	Managing Service Providers & Service Customers; Contract Man'ment	Demand Man'ment; Service Supply, Deployment & Consumption	Defining Business-Driven Performance Targets
CONCEPTUAL ARCHITECTURE	Proxy Asset Development	Developing ORM Objectives	Service Delivery Planning	Service Management Roles	Service Portfolio	Service Level Definition
	Defining Business Attributes Profile with Performance Criteria, KPIs & KRIs	Risk Analysis on Business Attributes Proxy Assets	SLA Planning; BCP; Financial Planning & ROI; Transition Planning	Defining Roles, Responsibilities, Liabilities & Cultural Values	Planning & Maintaining the Service Catalogue	Managing Service Performance Criteria and Targets
LOGICAL ARCHITECTURE	Asset Management	Policy Management	Service Delivery Management	Service Customer Support	Service Catalogue Management	Evaluation Management
	Knowledge Management; Release & Deployment Management; Test & Validation Management	Policy Development; Policy Compliance Auditing	SLA Management; Supplier Management; BCM; Cost Management; Transition Management	Access Management; User Privileges, Account Administration & Provisioning	Configuration Management; Capacity Planning; Availability Management	Monitoring & Reporting Performance against KPIs and KRIs
PHYSICAL ARCHITECTURE	Asset Security & Protection	Operational Risk Data Collection	Operations Management	User Support	Service Resources Protection	Service Performance Data Collection
	Change Management; Software & Data Integrity Protection	Operational Risk Management Architecture	Job Scheduling; Incident & Event Management; Disaster Recovery	Service Desk; Problem Man'ment; Request Man'ment	Physical & Environmental Security Management	Systems and Service Monitoring Architecture
COMPONENT ARCHITECTURE	Tool Protection	ORM Tools	Tool Deployment	Personnel Deployment	Security Management Tools	Service Monitoring Tools
	Product & Tool Security & Integrity; Product & Tool Maintenance	ORM Analysis, Monitoring and Reporting Tools & Display Systems	Product & Tool Selection and Procurement; Project Management	Recruitment Process Disciplinary Process Training & Awareness Tools	Products & Tools for Managing Physical & Logical Security of Installations	Service Analysis, Monitoring and Reporting Tools & Display Systems