

Business Solution Canvas

Designed for _____

Designed by _____

Stakeholder

Who is benefiting from the solution?
Who is expecting something from the solution?
(customers, suppliers, creators, operators, internal, external, people, business units)
Who is required to create and operate the solution?
Who is able to or can help? Who pays?
Who takes responsibility?
Who is able to create and operate it?
Which roles exist?

Who

Used Services

Which services are required to create and operate the solution?
Which services can possibly be outsourced?
Which services have to be used for external reasons?
(organizational, compliance, legacy, contractual obligations)
Who is providing the services?
Which expectations and obligations exist for each service?
(SLAs, preconditions, deliverables, quality)

With

Solution

How is the solution structured?
(architecture, processes, statically and dynamically)
Which elements are used?
How are elements connected?
(references, aggregation, sequencing, flows)
What data, information is processed, transferred and stored?
(tables, sheets, classes, files, messages)
Which activities are required?
(workflow, projects, recurring and one-time tasks)
Which rules have to be or should be obeyed?
(for compliance, consistency, quality control reasons)
Which automated mechanisms and procedures are applied?
(automata, algorithms)

How

Provided Services

Which services are provided by the solution?
(business and technical)
What is each service providing?
Which expectations and obligations exist for each service?
(SLAs, preconditions, deliverables, quality)
Which services are explicitly not provided?

What

Jobs & Goals

Why does the solution exist?
(for customers? for operators? for business drivers?)
What do stakeholders want to do with the solution?
(do better, do it all?)
What are stakeholders doing when they use the solution?
(jobs, processes, tasks)
Why should stakeholders prefer this solution above others?
What goals and interests do stakeholders have?

Why

Connections

Through which channels are the services provided?
Which touchpoints exist to act upon the channels?
(function, UI design)
Through which channels takes management communication place?
Which technical interfaces exist?
(formats, APIs, protocols)
Who needs to be able to use which services via which channel?
(roles and permissions)

Via

Connections

Through which channels are the services provided?
Which touchpoints exist to act upon the channels?
(function, UI design)
What do customers experience when using each touchpoint?
(UX design)
Through which channels takes management communication place?
Which technical interfaces exist?
(formats, APIs, protocols)
Who needs to be able to use which services via which channel?
(roles and permissions)

Via

Schedule

What milestones and deliverables are required when?
Which events trigger activities?
How long does it take?
During creation as well as during operation?

When

Locations

Where are services provided, where are touchpoints located?
Where are solution components located?
Where do service providers, solution operators, consumers reside?
What properties do the various places have, which are required?
Where are the solution components created?

Where