

Enterprise and Service Architecture for a Business Goal-oriented Innovation Management Service

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ABSTRACT

Companies need to Innovate to be successful. The complication for CIOs though is that there is a clear disconnect between Innovation and the standard IT Service Management practice, ITIL. This SCARP Paper provides a definition for Innovation and Innovation Management and provides a new business model showing how Innovation Management and ITIL can combine together to complement each other. Research of existing tools, methods and products has revealed that there is a lack of software tools in the market to support the full Innovation Management life cycle. Therefore, the end product from this project fits in a market niche as its functionality covers: Ideation Blogging, Idea Assessment and Polling, Concept Business Case Management and the Innovation Programme. The end product is future proof because its architecture is based upon relevant Gartner strategic technology trends. The project recognises some limitations with its end product and a future work programme is recommended.

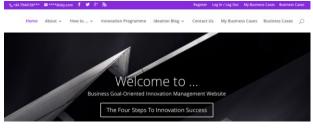


Figure 1. Homepage

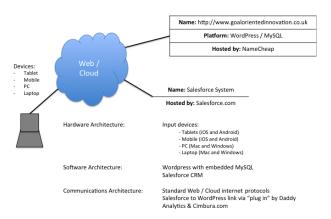


Figure 2. Overall Design of the Systems Architecture

A Rollins, Enterprise and Service Architecture for a Business Goal-oriented Innovation Management Service, *Proc. 13th School Conf. for Annual Research Projects*, A Rollins, pp. 1–4, University of Reading, 24th May 2016.