

Dealing with COVID-19 through Enterprise Architecture

It has now been almost 6 months since COVID-19 began to spread around the world. Many countries have entered large scale lockdowns in attempts to control the spread. Nonetheless, risks still remain for a resurgence of the virus. At the time of writing, localized outbreaks have occurred in Beijing, in Australia, in multiple areas of Spain and other locations that had seemed to have got the virus under control until recently.

These continued risks underscore the need for preparation. Organizations will have to have the ability to move quickly. Enterprise Architecture is about delivering transformation, making enterprise architecture tools a key aid in this fight.



The Risks



Behavioral changes and lockdowns

Even once restrictions on daily life are removed, demand may remain low as consumers alter their behavior, avoiding restaurants and events and spending less. And there's the risk of further small scale lockdowns in certain areas.



A potential second wave

A second wave of coronavirus infections in the winter could be an unparalleled disaster for unprepared businesses, with many already weakened after several months of reduced revenues. Even minor fluctuations could have large impacts.



Supply chain disruption

Even if the virus does not return to specific countries, the business world is now global and so are supply chains; a single 'break' in the chain could bring the entire system to its knees and imperil normal business function.



Reputational risks

Many businesses have already faced criticism for a lack of prevention schemes or care for employees and customers, and this will continue for as long as the virus does. Parts of the US are seeing conflict over masks, for example.

The Opportunities



Enhance Agility

Strategic portfolio management enables a business to have a much better understanding of itself, and be quicker to react, shortening the journey from strategy to execution. Being agile means any unexpected development can be quickly dealt with.



Generate Resiliency

Digital transformation has been found to take place in 9 areas across three categories: Customer Experience, Operational Processes and Business models. Each of these can help to create more resilient organizations that are less vulnerable to shocks.



Rationalize portfolios

One of the biggest drivers of costs in IT departments are application costs. Due to the pressures of maintaining technological relevance, it's easy for businesses to keep accruing more applications without considering ballooning costs or efficiency issues.



Measure Impacts

Major external events will always have some impacts on a firm. Disaster recovery has become increasingly important for enterprises, and being able to predict how an enterprise will react to disasters is vital to navigate these difficult times.