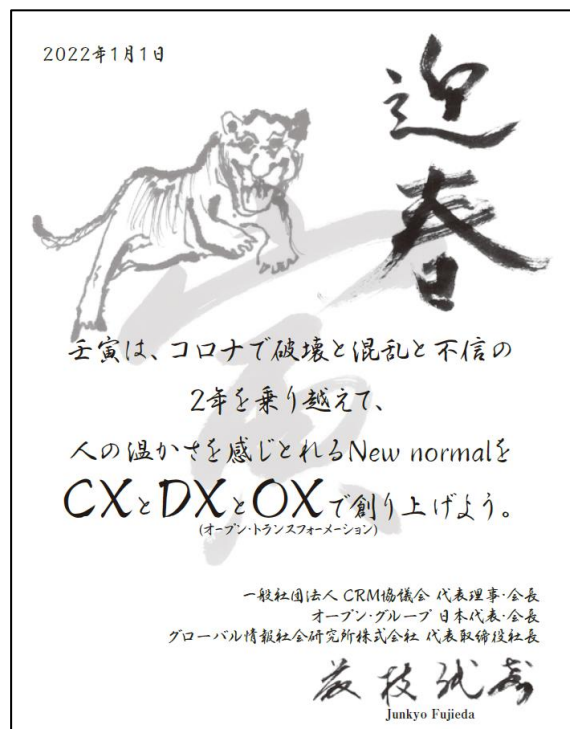


Dear my business friends and personal Friends!

May wish you all enjoy Merry Christmas for 2021!

A Happy New year for 2022!



(I) General reviews on 2021: ReGIS Inc.,

I will be 85 years old at Jan.11,2022 and Thanks to Buddha, I am well healthy in body and brain, running the business of ReGIS Inc. since 1996 memorizing Quarter Century Anniversary at April

when ReGIS Inc. started as a IT business Consulting company as 80% of my time dedicated to limited several super large corporations, starting Toyota, NTT, IBM-J, Asahi Kohsan Group and several venture companies founded or engaged by my disciples of IBM, CSK and SEGA and GIS Forum members and school pupils. Several of these ventures I helped, became now listed as Tokyo Stock 1st section.

And other 20% was spent in research & Visiting professors or lecturers on IT based Venture Management case study courses.

The First academia course was founded in 1997 at Chuo Graduate school continued 5 years, then, Shinshu university Business School (10 years), Kyoto University (10 years) from 2003.

After quitting IT Adviser and outside committee member of computing environment long range plan from this April on, all Academia work became zero for me.

I -1: The Open Group is now 55% of Regis activity, mainly 25% research & consulting actually including publishing bi-weekly my blogs latest vision now and IT related topical global news (no local news) 1329 th ReGIS news published since 1996 July only to my readers of ReGIS forums companies and speakers a few independent board members duties, 20% of CRMA activity is about the plan of 2022.

Since after I took The Open Group (NPO) operation in Japan from 1998, on creating and making the standard work effectively by promoting and teaching The Open global Standard for interoperability and QOS (Quality of Services).

I -2: ACADEMIA:

After I stop lecturing in Kyoto University by 2014 march, still I had been IT adviser responsibility to CIO of Kyoto University and University Long range IT Environment Planning committee as a outside nominated members. But. by the end of March, 2021, I retired all duty in University academia Management activity.

I taught a lot over 23 years in 4 universities but those chances kept me up to date of all University issues and deepened my updates of Venture success and failure case analysis. More importantly I got a great energy from students and young academia researchers to me. Thank you all.

I -3: Pandemic to Endemic Transformation!

Let's thanks first and congratulate for USA success so far, Most importantly to Trump's strategic War time judgement after listening the Harvard and Oxford University top opinion, made a decision to turn down CDC 's disagreement and cut bottle neck of step by step approval testing of normal time rules cut into half of 1.5~2.0 two years of producing Vaccine and committed delivery by end of 2020 and did it on Dec 14th, new direct delivery to patient for self-vaccine was not made but that creativity was very memorable challenge.

Operationally, using a lot of facilities of Army hospital ships, new order of Ventilators and ICUs were newly reserved to help prepared to help private hospital 1st line.

The all 1st, 2nd, 3rd line war combating people including researchers, architects, doctor, nurse, government official, all military, police, firemen, retail, transportation and all working force fighting against COVID19 for their ethical, hard work, thinking for others. We never experienced in our memorable history this size of wars in our history.

We had managed almost perfectly Olympic and follow on Vaccine program under very fragile environment. with the serious straight forward attitude of Suga X-Premier of Japan, who decided not to join the next candidate of election for next term but dedicated for Corona management. We shall have him some other time, I think.



Olympic Symbol Monument



Blue Impulse at Tokyo Olympics



Of course, we need more help for some area of weaker economical countries but at the same time, we need to architect our “To Be future Target architecture” assessing Ready-ness factor assessment of our own capability in as much as optimum way, within the responsible entity, family, company, society, country, regional alliances and the world including environment of earth and space.

Let’s Architect what was the causes of this Pandemic, find out the root causes, Once, we understand causes, reasons why this happened? We have almost solutions.

(II): REGIS Training for The Open Group

Globally Now, TOGAF was studied around the world as a standard, certified TOGAF architects are more than 130K (Version 9 only 110K certifications)

Japan companies as of 2021 Feb. had # of TOGAF 9 ;1,440 certifications and achieved 17th ranking as country, To that by today, Dec. 2021, Japanese only added 326 certifications, plus ArchiMate 48 certifications and Business Architecture consultation 12; cumulatively adds of 386 certifications +X foreigners makes 1,768 +X; that could be the outcome of end of 2021 for Japan.

If we know the other country number of certification possibly by Jan. 2022 end. We would know the global country ranking number up or down from 17th.

(III): Major Open Group activities for governments

III -1: in 2019, United Nations sponsored

” IndEA “

standard using TOGAF as a base,

III -2: On Nov. 2020, ITU and The Open Group announced joint study to develop mile stone using TOGAF to implement SDGs realization with Government Architecture WG.

III -3: Oct. 2021, World Bank Group (WBG) publication of the GovTech Maturity Index (GTMI). Measuring 48 key indicators collected from 198 economies appraising managing the “abstract and complex” nature of a Government Enterprise Architecture.

III -4: EC’s use of TOGAF & ArchiMate for their Multi-years IT programs tracing in effective presentation are very much appraised hot and smart use case.

III -5: As a TOGAF certification numbers Country Top ranking, as of Feb. 2021, (1st) UK (14.3k), USA(13.4k), India(11.8k), Netherland, France(6k),Australia, Canada, China(3.5k), Germany (3.1k), (10th) SA (2.9), (16th) Singapore (14.9k), (17th) Japan (14.4k) .

(IV) The Open Group has done 25 years virtual forums in 7 countries and 8 cities.



On 25~27 October, The Open Group has done 25 years virtual forums in 7 countries and 8 cities using Webex. Starting from Steve Nunn's opening addresses, Ms. Rie Matsumoto, METI Deputy director followed.

We Japan open group member companies' employees, joined on 27th Oct., having 19 member executives were making speeches and greetings. Members from Mr. Hidenori (Eihan) Furuta, COO, Representative Director of the Board, Fujitsu Limited, and Mr. Yuzuru Fukuda, Executive Vice President, CIO, Deputy CDXO (Chief Digital Transformation Officer) Fujitsu Limited, both made a wonderful speeches on their performance of transformation in 4 years to climb up to 12th positions in TOGAF competitive capabilities to promote leading Digital transformation for market and Fukuda CIO for internal modernization into The Open architecture.

VP & Deputy CIO of NTT Group, Mr. Ken Komazawa explained how to implement heuristic governance among the divisions using Open Standard like TOGAF to maximize group optimizations of NTT.

Mr. Noly Morimoto, Vice President / CTO of IBM, and the Open Group members, Mr. Masatoshi Nishi, Deputy GM of INPEX, Dr. Shoji Kajita, Professor of Kyoto university, Mr. Hiroaki Kabashima, President CEO of LTS inc., Mr. Nobuo Kita, President of SIOS, Mr. Kazuhiko Hasegawa, President & CEO, Rococo, Mr. Kazuhiro Uchida, President of Saison Information Systems, Mr. Yoshiyuki Tanimura, VP, TATA Consultancy Services Japan and Mr. Masao Shibutami, Executive Officer of Asahi Technoion gave business issue concerns.

Mr. Kyoichi Matsuzawa, Chief Architect of Kyndryl-J, the task leader of O-DA 2.0, and Mr. Jun Yoshihara Executive officer, of Saison Information systems, Mr. Hisaya Sakashita, Executive Officer of LTS on O-DA 2.0 for in line discovery of embedded causes of software errors by Working group.

Closing Address had been done by Mr. Shigeki Suzuki, Vice Chairman, CRM Association Japan. In Japan only, we counted 3 digits attendees via all networked base.



From right front: Mr. Shigeki Suzuki, Jack, Mr. Kiichi Kawano
From right back: Mr.Kyoichi Matsuzawa, Mr. Masamichi Yamamoto

(V) CRMA-Association:

“There is no saturation point in CCRM!”

We had awarded in 2021 Best practice Award as followed. As a net, First time winners are 5 and 8 are 2nd 3,5th is 1, 6th are 2, and 7th and 10th,

CRM needs experiences and innovations needed to find out new norm. I feel very happy the out of 130 unique applied companies 33 customers are now keep coming back to challenge again and again top cases of awards, about

5 first time winners;

(Cumulative one time winner of CRM best practice from 2004 to 2021 is115)

- ◇ Cerezo Osaka Corporation
Problem-solving sponsorship promotion model
- ◇ Nakagawa Masashichi Shoten Co.,Ltd.
- Oboshi award -
Realizing Tradition and Newness through CRM model
- ◇ Hino City
Planning Department, Planning and Management Division
The model for Mutual aid for food in Coronavirus disaster
- ◇ Sumitomo Mitsui Trust Club Co., Ltd. (Issuer of Diners Club cards)
Special hospitality on individual customer model
- ◇ Yamaha Corporation
Sensitivity improvement on Customer experience model

3 second time Award winner(Multiple unique winners of 2~11 times are 32 corporations getting award total 119 times.)

- ◇ Kobe City
Mayor's Office, Public Relations Strategy Division
Contributing to Citizens through Operation-Integrated FAQ mode
- ◇ Go-Top Corporation
Business transformation challenge model by new business development
- ◇ Toshima-ku
Becoming an International City of Art and Culture with the SDGs

5th time

- ◇ Mizuho Securities Co., Ltd.
- Fuji Sankei Business-i Award -
- Continuation award -
CRM model with a long-term perspective that connects generations

6th Time

- ◇ Honda Auto Mie
- Continuation award -
Sharing a sense of crisis and a breakthrough model through company-wide CRM
- ◇ Saison Information Systems Co.,Ltd.
Customer Service Center
- Continuation award -
Improving renewal rates through by AI analysis of customer inquiry model

7th times

- ◇ FORUM 8 Co., Ltd.
President Secretary, Tokyo Head Office
- Continuation award -
Customer Development and Remote Sales Model

10th time winner

- ✧ Vision, Inc.
- Communication & Marketing Group CLT
- Continuation award -

PULL-type LTV improvement model

「CRM Best Practice Awards 2021 by CRM Association Japan」



Opening Remarks:
Junkyo Fujieda, Chairman,
CRM Association Japan



Fuji Sankei Business-i Award
Mr. Tovahiko Tsuruta, President, Fuii Sankei Business i.



About top 8 of board member companies of CRMA started architecting to transform their companies into CCRM (Customer Centric CRM) using TOGAF and ArchiMate.

Cases to local governments (City, Ward Office, prefecture) i.e. For example, this year Toshima Ward office in Tokyo, proposed CCRM direction to challenge to become Global Culture City Development program as the ward office answer to SDGs concern, as his ward office received 2nd time as well as Kobe city 2nd times; and Hino city received 1st time Award. 3 Local government awards in the same year is the first record in Local government Award history.



From Right: Mr.Kazuya Hoshino, Mr. Yukio Takano, Mayor of Toshima City
From Left: Mr. Hiromichi Hamaya, Junkyo Fujieda

We published every year since 2004 the “Annual CRM BP white book (200 ~300 pages)” and donated the white annual books to almost 70 public libraries in Japan.

We have selected by 3 View points; 6 stages;13 levels of activities (total 234 evaluation Grids) and 5~7 selection assessments committees meetings are hold by 10 nominated CCRM selection committees including academia, Journalism and Business managements.

To make all of the successes, let me pay my sincere gratitude first to Steve Nunn of the Open Group CEO and their staff support and Fujitsu, NTT and all The Open Group members companies and CRM members companies and ReGIS forum Members and volunteers, and most importantly, let me appreciate by closing to their dedication to the excellency of operation performed by ReGIS key staffs headed by Ritsuko Ono and staff, advisers support.



Mr. Steve Nunn, President & CEO,
The Open Group &
Jack Fujieda & ReGIS Staff

CRM Association Japan(NPO)
From Left front:Jack Fujieda, Chairman & Representative Director,
Mr. Shigeki Suzuki,Vice Chairman,
From Left back: Ms. Miho Mizuno, Director,
Mr. Ken Senoo, Managing Director,
Mr. Masao Kodama, Director,
Mr. Masamichi Yamamoto, Director

By closing, let me share my deep sorrow news to you that my long term friend Dr. Makoto Nagao had passed away this May by strokes.

He was my long term alumni in Kyoto University and academia and personal friend with whom we both studied in the same Kyoto University about the same time in a different interest, mine was philosophy and Literature, him, computer science.

But after graduated, I joined from Kyoto University to IBM and met each other in 1970s. Then after he became president of Kyoto University in late 1990s, I was asked by him to be visiting lecturer once a week and became a good personal friend including golf played in Kyoto many times with his wife as well and also in LA.

Please join me to pray for his new life, possibly in Gokuraku(Buddhism Paradise) and also Shinto's one. He was born as son of Shinto Priest and I was born son of the Temple priest. (Fin)

*President & CEO, ReGIS Inc.
Chairman, The Open Group Japan
Representative Chairman and Board of CRM Association, Japan
Associate Priest, Ryokeiji Temple*

*Yours sincerely,
Junkyo(Jack)Fujieda*



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