

Enterprise architecture roadmap for improved citizen access to government services

To provide Victorian citizens with a more convenient way of dealing with government, Service Victoria was initiated to integrate the disparate network of government services and information. Object Consulting provided industry and technology expertise and a comprehensive strategy and implementation perspective to support the Service Victoria business case. In just under four months, Object researched, envisaged and documented the enterprise architecture blueprint as the foundation to deliver citizen-centric government services, along with a well-prescribed path for achieving this transformation.

Challenge

Victorian citizens must communicate through a multitude of channels to access to Local, State and Federal Government services. The Victorian Government currently delivers its services using over 5,000 separate phone numbers, 18,000 email addresses and 750,000 web pages across 10 State Government departments. In addition, there are 79 local authorities and many Federal Government agencies and authorities.

Victorian Government research identified that citizens require an easier, more efficient and more convenient way of dealing with government. Service Victoria, a whole of Victorian Government initiative, was created to plan and streamline the network of government services and information. Service Victoria aims to create a world-class service experience and rationalise duplicate services, which in turn reduces the total cost of service delivery.

Solution

Object Consulting was engaged by the Citizen Access and Transformation Division - under the Department of Innovation, Industry and Regional Development - to bring its expertise and experience to the business case process and to demonstrate how Service Victoria's vision might be achieved at an enterprise level. Object researched current departmental architectures and leading examples of good service centric approaches in Europe, North America and Australia to envisage and document the future enterprise architecture for an innovative approach to customer centric services.

“ The enterprise architecture blueprint for WoVG developed for citizen access and transformation supplies the full suite of technical systems knowledge and processes to achieve ‘connected government’. As the first complete vision and solution of its kind in this space, this technical blueprint developed by Object Consulting will remain a vigorous foundation asset to drive uptake of an e-Government agenda. ”

Glenys Robinson

Deputy Director, Information Victoria, Innovation and Technology Division, Department of Innovation, Industry and Regional Development

Government experience

- ✔ Object Consulting has established a specialist Government Practice to proactively develop solutions addressing issues faced by governments. This Practice has successfully delivered solutions and specialist consulting services to numerous Federal and State Government departments and authorities.
- ✔ Object is a member of the Whole of Victorian Government (WoVG) eServices panel. The eServices panel is a pre-authorized group of Business and IT Service providers for Victorian Government department and agencies to use.

Project

Service Victoria included three distinct phases: a current architecture assessment; the definition of target technology architecture options; and the documentation of an incremental roadmap to achieve the transformation through a set of achievable and change-managed steps. This included a detailed framework for engaging all Victorian Government departments.

To ensure a high quality output within a tight timeframe, Object leveraged the Enterprise Architecture Blueprint within Process Mentor®, Object's software development process, and brought in a team of enterprise architecture and business architecture experts who have considerable experience in delivering solutions to Victorian Government. Process Mentor contains the proven model and deliverables needed to represent enterprise architecture, as well as the processes needed to create and maintain one.

Process

Object's architecture experts researched the 'As Is' and 'To Be' business environments through interviews, workshops with key stakeholders from 13 departments, citizen and staff focus groups and document reviews. Over 50 projects and systems were assessed to determine synergies, their maturity and asset leverage for Service Victoria. Studies of best practices in both Australia and overseas jurisdictions were undertaken.

Object's findings were incorporated into Service Victoria's new, open and standards based enterprise architecture blueprint including:

- Integration and standardisation required across three tiers of government
- Benefits of the existing (non-customer centric) departmental models
- Information architecture around service types
- Success measures for a customer centric solution
- Service delivery framework
- Process improvement framework
- Business governance model
- Enterprise architecture governance model.

Key components of the enterprise architecture blueprint included provision for:

- Client and case management
- Complex and flexible workflow
- Business intelligence
- Integrated voice, internet, email and face-to-face communications
- Security
- Identity and access management.

Object designed an incremental roadmap, defining the strategy and required steps for moving to the new enterprise architecture, provided an accurate estimate of project costs and a well-prescribed methodology for implementing the new enterprise architecture. This included a risk and rationalisation assessment to mitigate risks and highlighted the potential savings.

Result

Within four months, Object successfully delivered the enterprise architecture blueprint to support Service Victoria's business case and provided the business and technology roadmaps for transforming the citizen experience of government services. The detailed frameworks, models, costs and implementation strategies based on Object's real world experience also provided the mechanism to begin organisational change management across the government departments.

Architecture expertise

Object Consulting's architecture services are designed to bring your business strategy to life by linking business objectives to IT strategy.

Our services include:

- ✔ Architecture assessments and reviews
- ✔ Architecture strategy
- ✔ Architecture blueprints
- ✔ Architecture transition plans
 - Architecture development
 - Enterprise architecture
 - Services oriented architecture
 - Solution architecture
 - Business process architecture
 - Information architecture
 - Data architecture
- ✔ Consulting services
- ✔ Training, mentoring and coaching

About Object Consulting

Object Consulting is Australia's leader in delivering enterprise business solutions through the innovative use of component technologies such as Enterprise Java, Microsoft .NET and Open Source.

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