A wide-angle photograph of the Austin skyline, featuring several prominent skyscrapers and modern buildings under a cloudy sky. The image is slightly faded and serves as a background for the top portion of the slide.

Enterprise Architecture

– A Citywide Service Delivery Strategy

*Aligning Information Technology Services to the
Citizen Needs of the City...*

Rob Byrd
Chief Enterprise Architect

Enterprise Architecture Purpose and Value

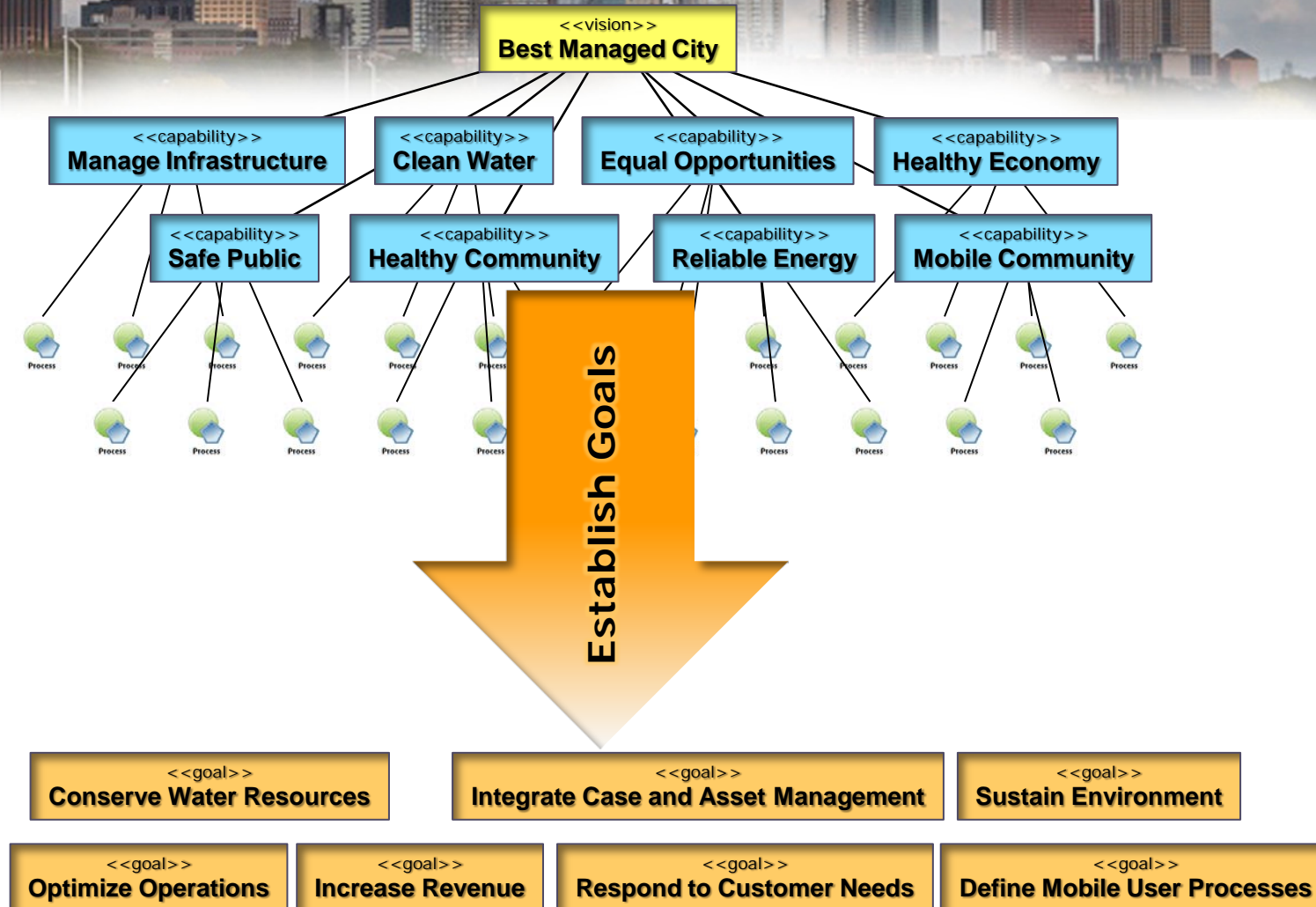
- **Identify important business needs using a data-driven, decision-making framework**
- **Align information technology services to produce maximum citizen value**
- **Deliver "horizontally" integrated enterprise solutions while recognizing innovative strategies**
- **Identify risk early to mitigate decisions and solutions**

Capability Understanding Drives Successful Solutions

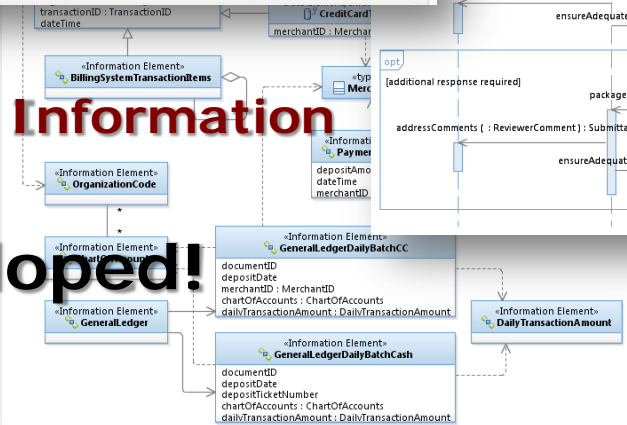
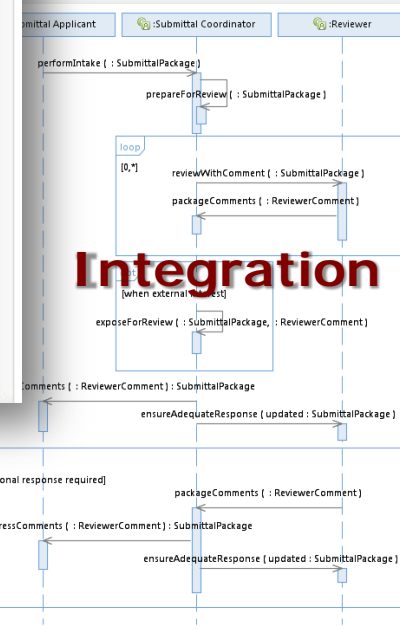
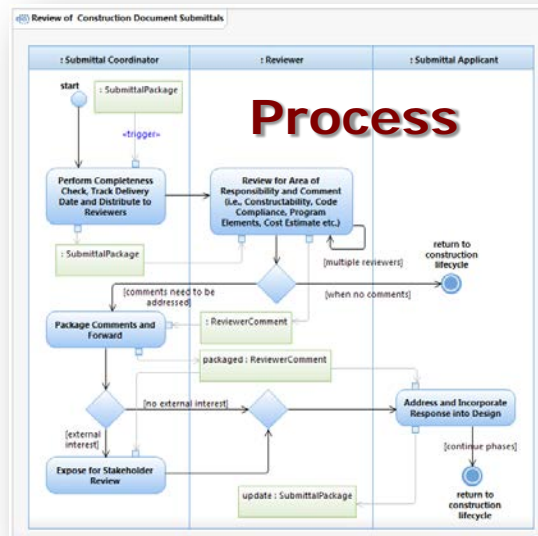
- **Capability: *People, process and technology delivering value for a specific purpose. The quality of being capable; to have the capacity or ability to do something, achieve specific outcomes, effects or declared goals and objectives***
- **Understanding enterprise-wide capabilities...**

What technology investments best improve citizen services (i.e., business capabilities) delivered by city departments?

Managing Complexity



Managing Complexity

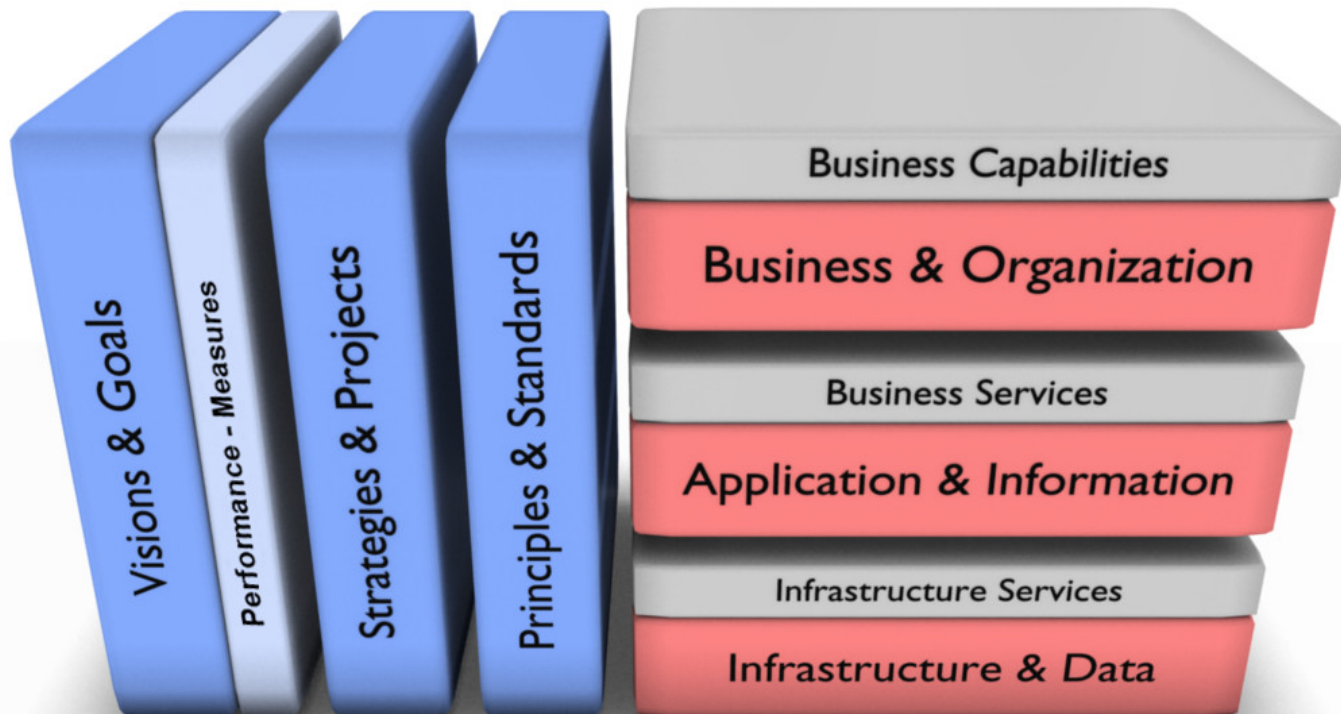


Business developed!

Identifying Common Opportunities



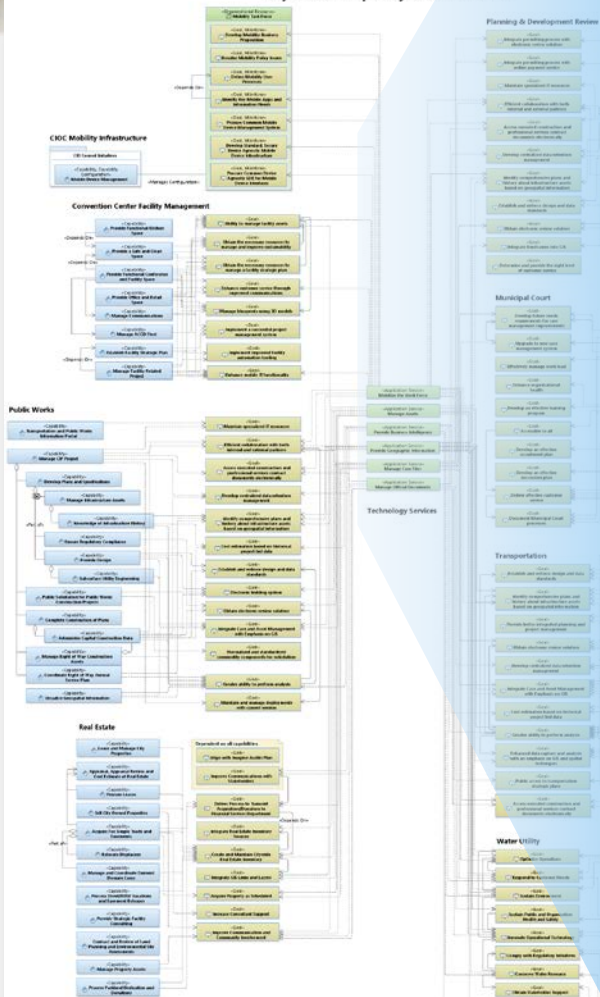
Managing the Service Delivery Stack



CITY OF AUSTIN, TEXAS INFORMATION TECHNOLOGY

Transforming your city with best-managed technology

City of Austin Capability Area Architecture



- «Application Service» Mobilize the Work Force
- «Application Service» Manage Assets
- «Application Service» Provide Business Intelligence
- «Application Service» Provide Geographic Information
- «Application Service» Manage Case Files
- «Application Service» Manage Official Documents

Technology Services

- professional services contract documents electronically
- «Goal» Develop centralized data retention management
- «Goal» Identify comprehensive plans and history about infrastructure assets based on geospatial information
- «Goal» Establish and enforce design and data standards
- «Goal» Obtain electronic review solution
- «Goal» Integrate timeframes into GIS
- «Goal» Determine and provide the right level of customer service

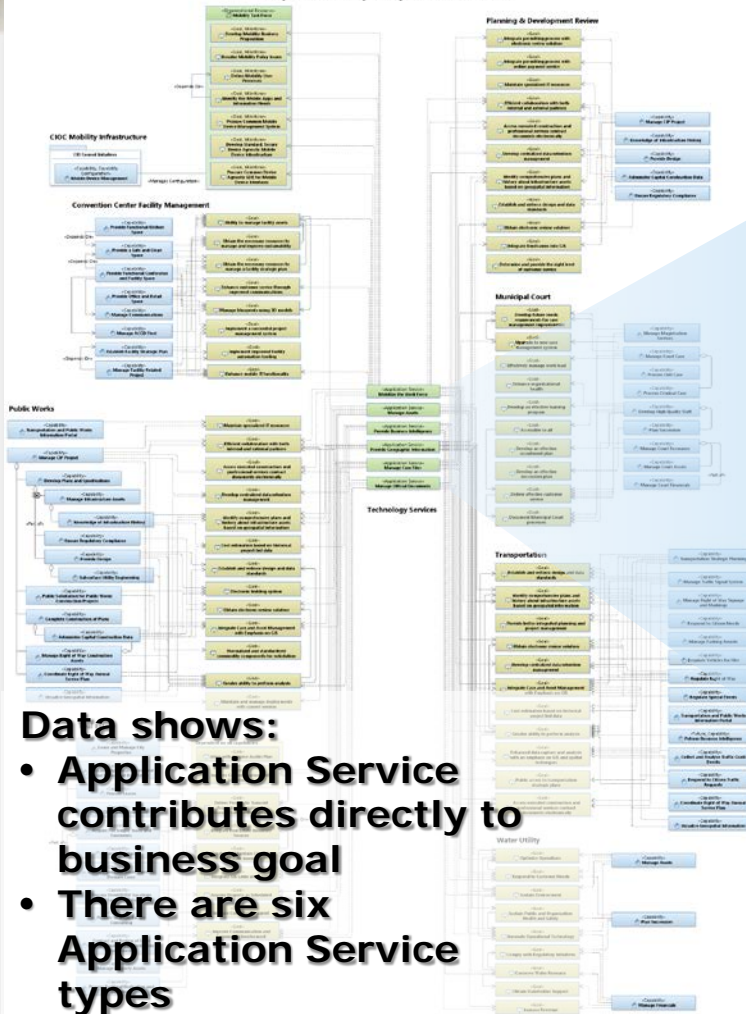
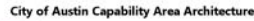
- «Capability» Knowledge of Infrastructure History
- «Capability» Provide Design
- «Capability» Administer Capital Construction Data
- «Capability» Ensure Regulatory Compliance

Municipal Court

- «Goal» Develop future needs requirements for case management improvements
- «Goal» Upgrade to new case management system
- «Goal» Effectively manage work load
- «Goal» Enhance organizational health
- «Goal» Develop an effective training program
- «Goal» Accessible to all
- «Goal» Develop an effective recruitment plan
- «Goal» Develop an effective succession plan
- «Goal» Deliver effective customer service
- «Goal» Document Municipal Court

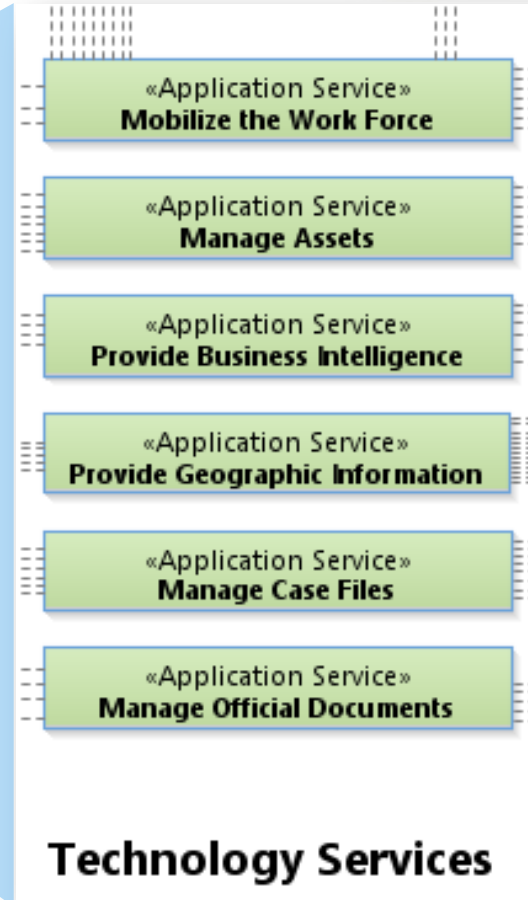
- «Capability» Manage Magistration Services
- «Capability» Manage Court Case
- «Capability» Process Civil Case
- «Capability» Process Criminal Case
- «Capability» Develop High Quality Staff
- «Capability» Plan Succession
- «Capability» Manage Court Resources
- «Capability» Manage Court Assets
- «Capability» Manage Court Financials

Data-Driven Knowledge of Technology Services



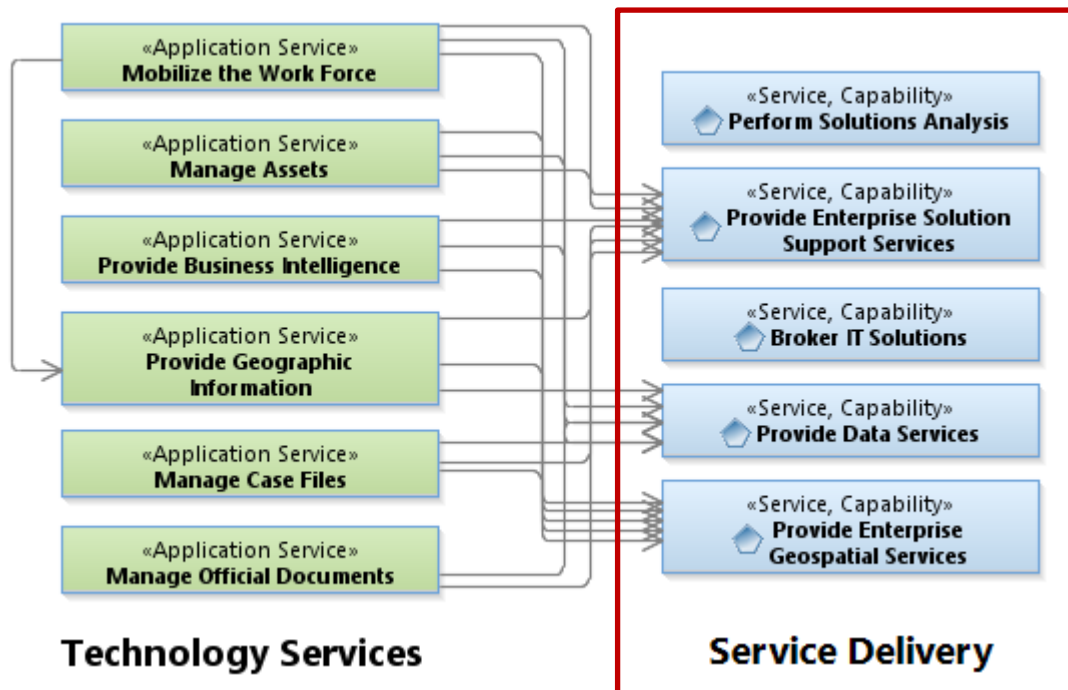
Data shows:

- **Application Service contributes directly to business goal**
- **There are six Application Service types**



Delivering Technology Services

How Work is Performed



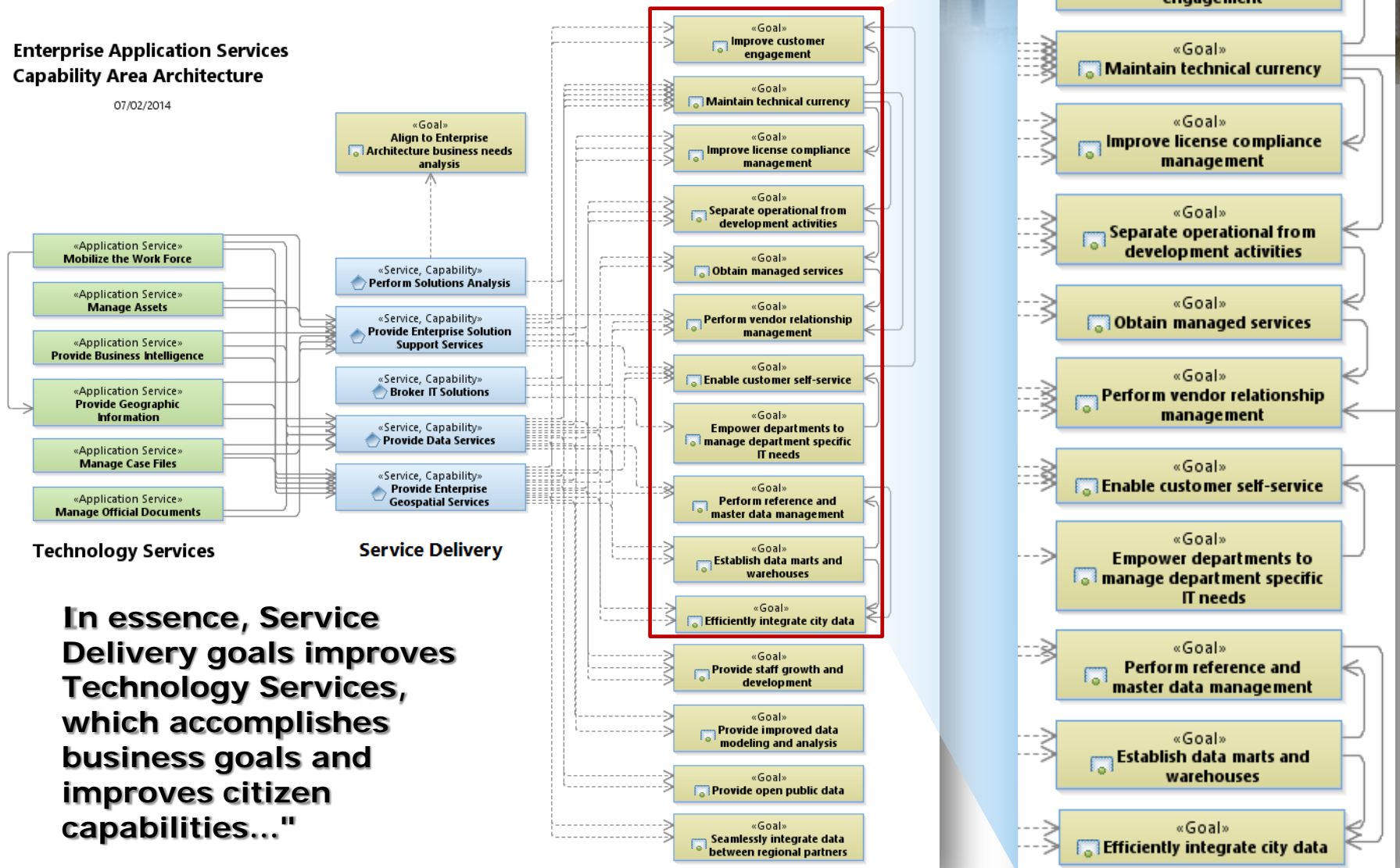
Service Delivery:

- **Dependency relationship between Technology Services and Service Delivery**
- **Service Delivery organized by skill for efficiency; therefore, Service Delivery does not align one-to-one to Technology Services**
- **Establish goals to increase Service Delivery with emphasis on Technology Services**

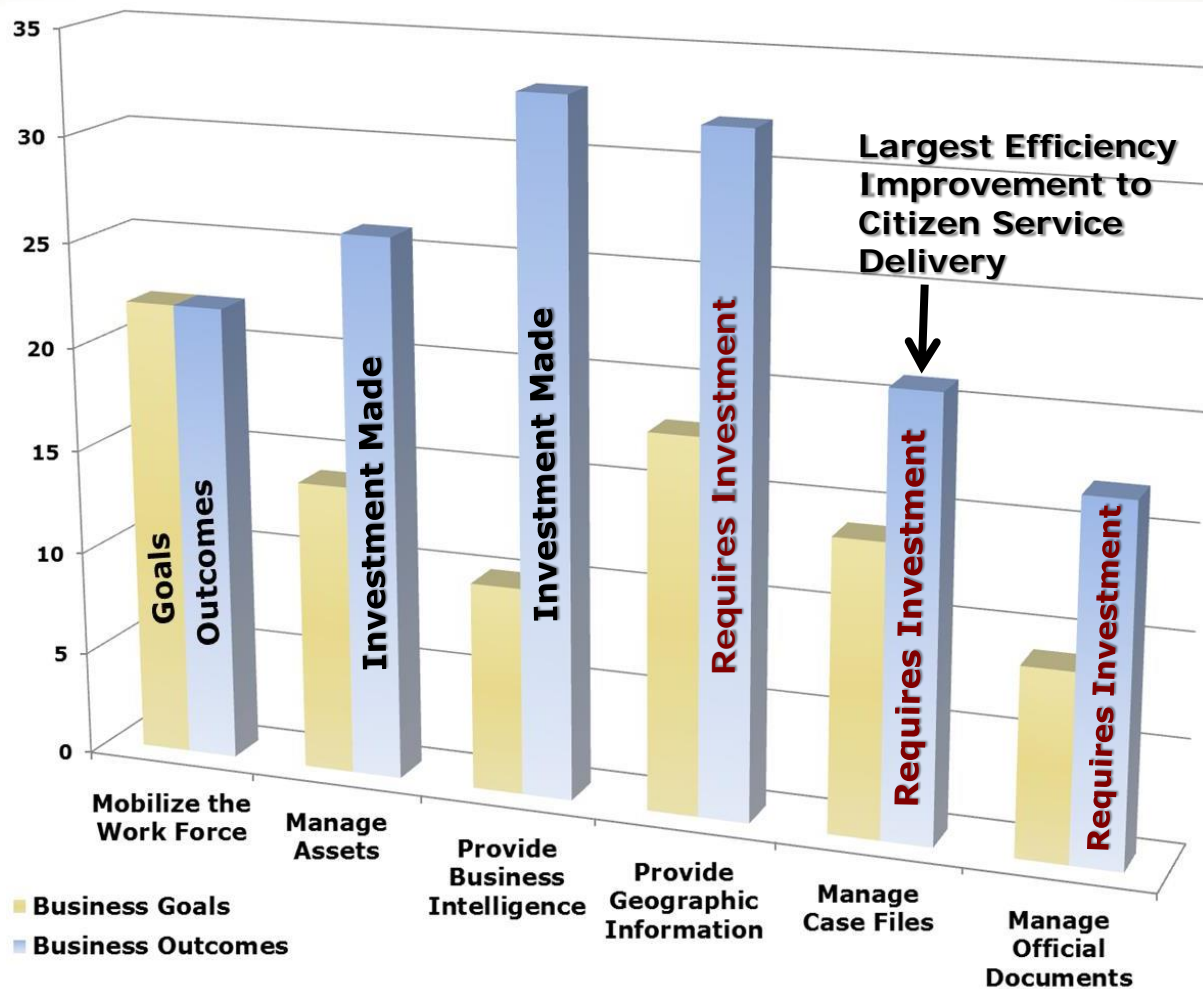
Service Delivery Goals Enhance Technology Services

Enterprise Application Services Capability Area Architecture

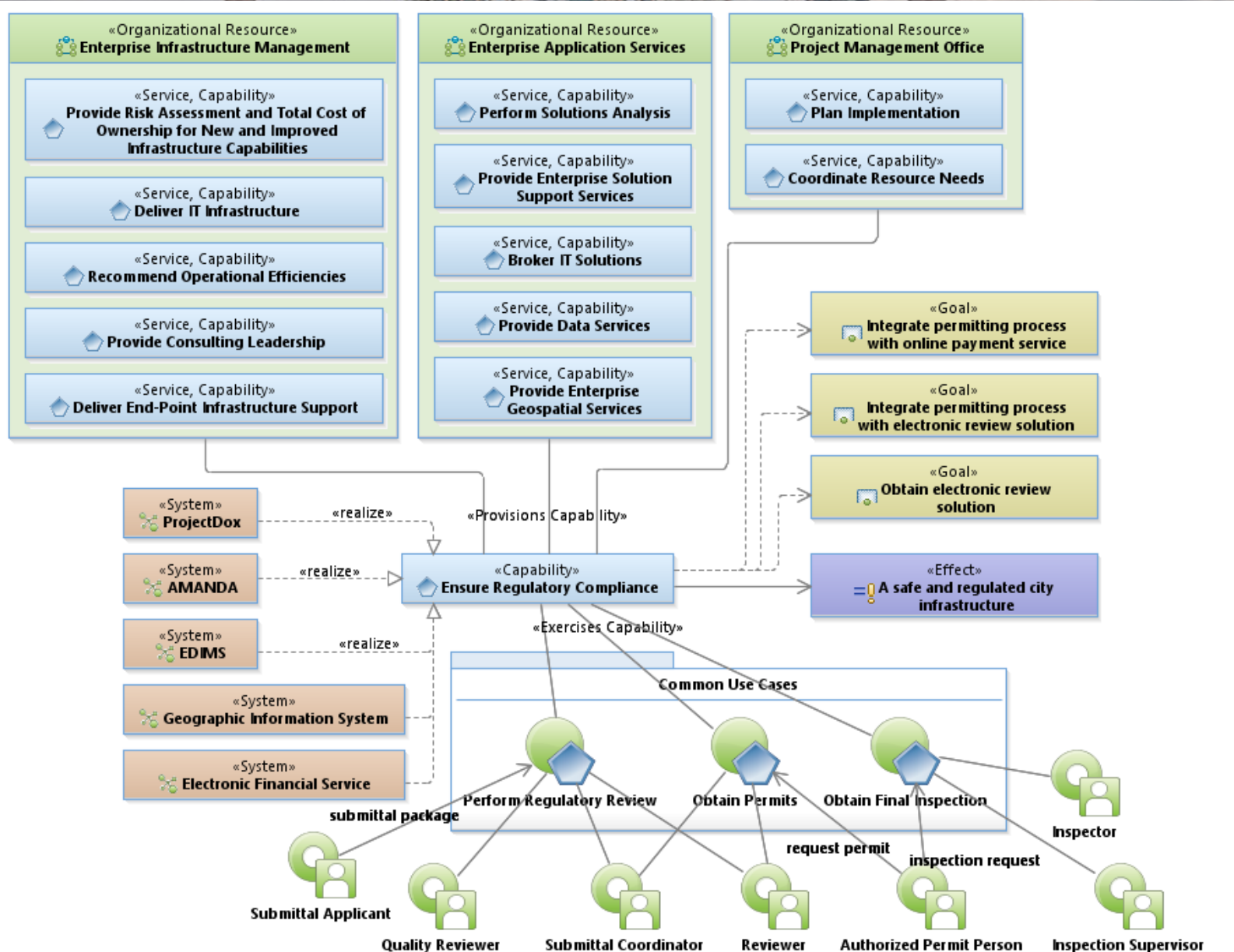
07/02/2014



Capability Investment Model



Permitting Service Model



Cloud Computing – Innovation?

Cloud computing, also known as on-demand computing, is a kind of internet-based computing, where shared resources and information are provided to computers and other devices on-demand. It is a model for enabling ubiquitous, on-demand access to a shared pool of configurable computing resources. Cloud computing and storage solutions provide users and enterprises with various capabilities to store and process their data in third-party data centers. It relies on sharing of resources to achieve coherence and economies of scale, similar to a utility (like the electricity grid) over a network. At the foundation of cloud computing is the broader concept of converged infrastructure and shared services.

~Source: <http://Wikipedia.org>

- 
- A background image of the Austin skyline with various skyscrapers under a cloudy sky.
- **Research and pilot case and work flow management cloud technologies**
 - Enable business self-sustainment
 - Don't fear failure – learn from pilot activities
 - Encourage enterprise-wide cloud strategies such as Office 365
 - Expand managed services for developmental activities – train the workforce
 - **Invest in enterprise architecture**
 - Delivers well-thought through investment strategy focused on citizen desired outcomes
 - Reduces solution / implementation risk
 - Enterprise framework looks beyond department silos