

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

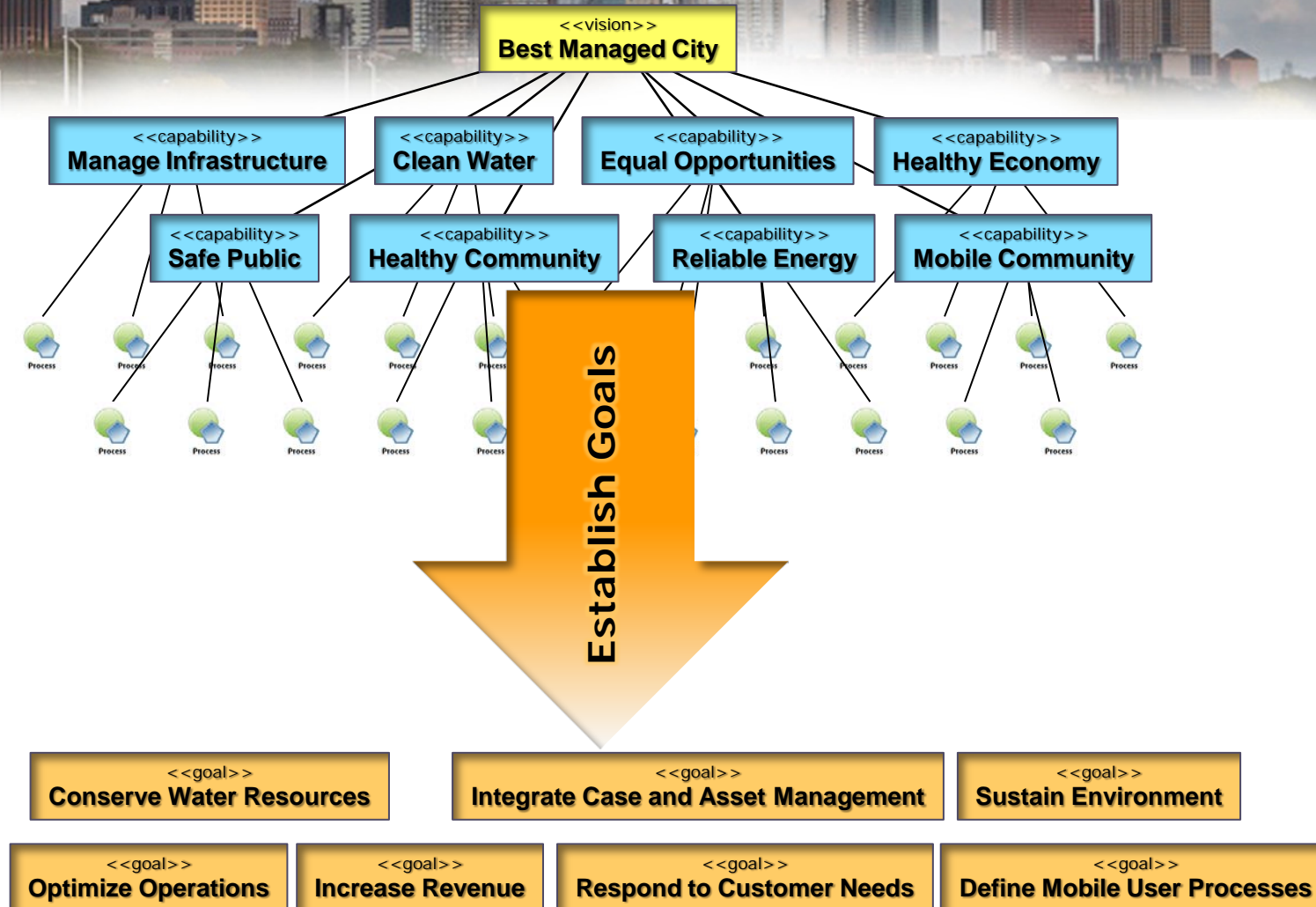
Enterprise Architecture Purpose and Value

- **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**

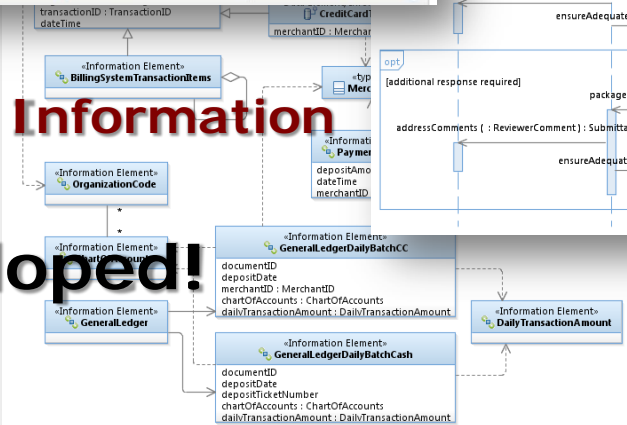
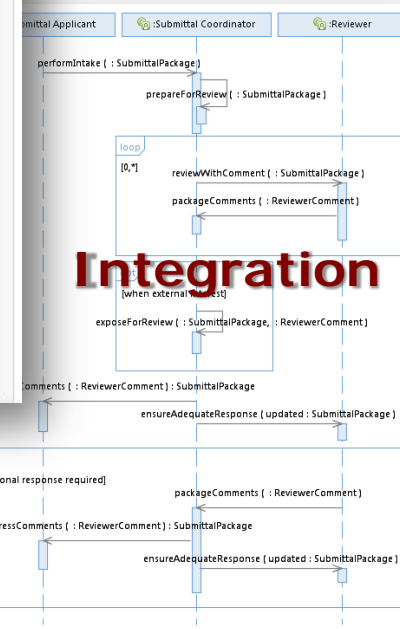
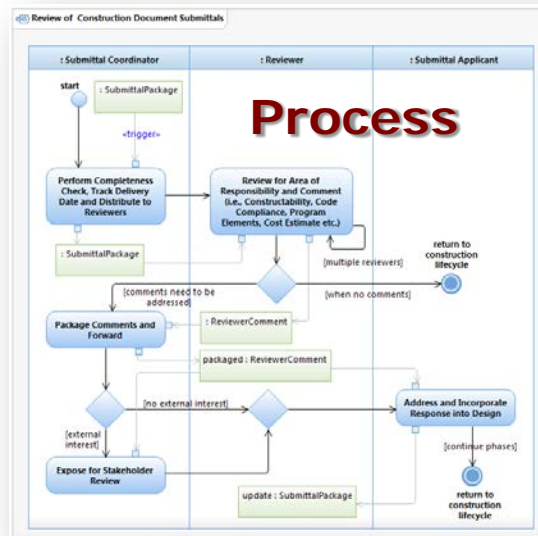
Capability Understanding Drives Successful Solutions

- **Capability: *People, processes 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***
- **Understand enterprise-wide capabilities...**

Managing Complexity



Managing Complexity

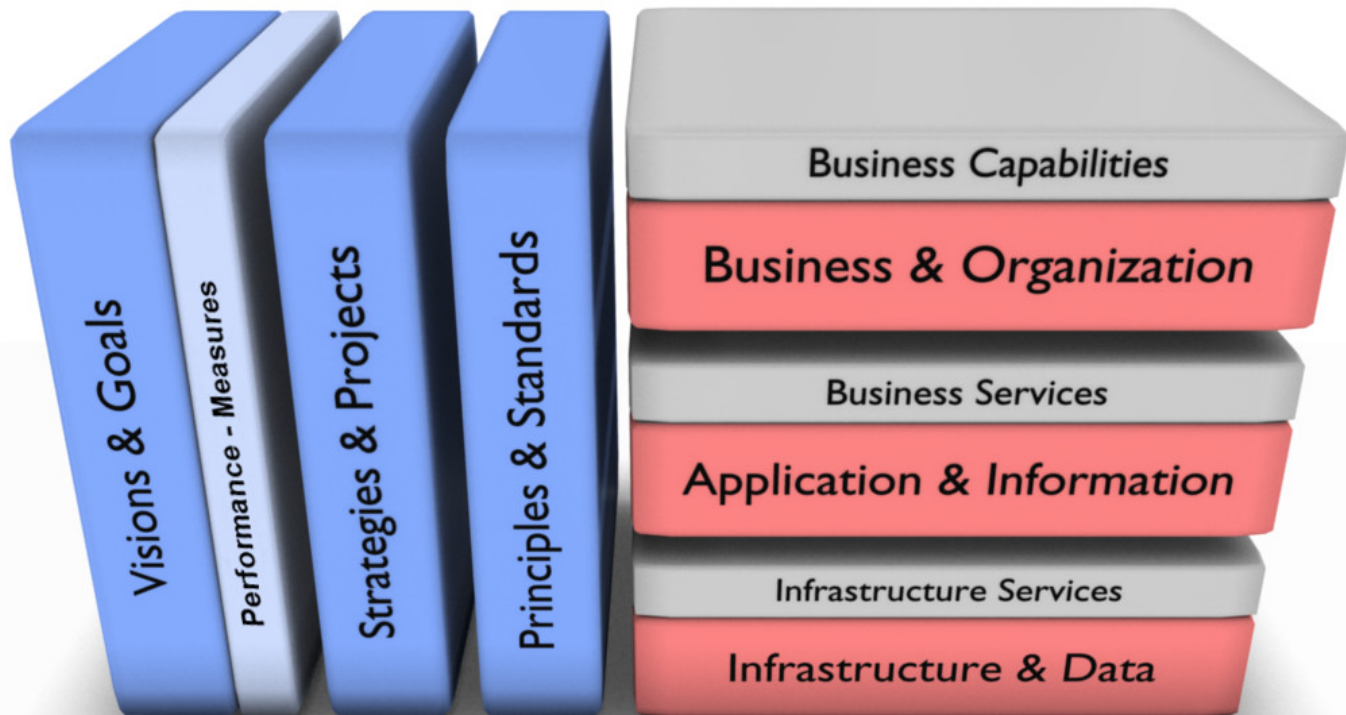


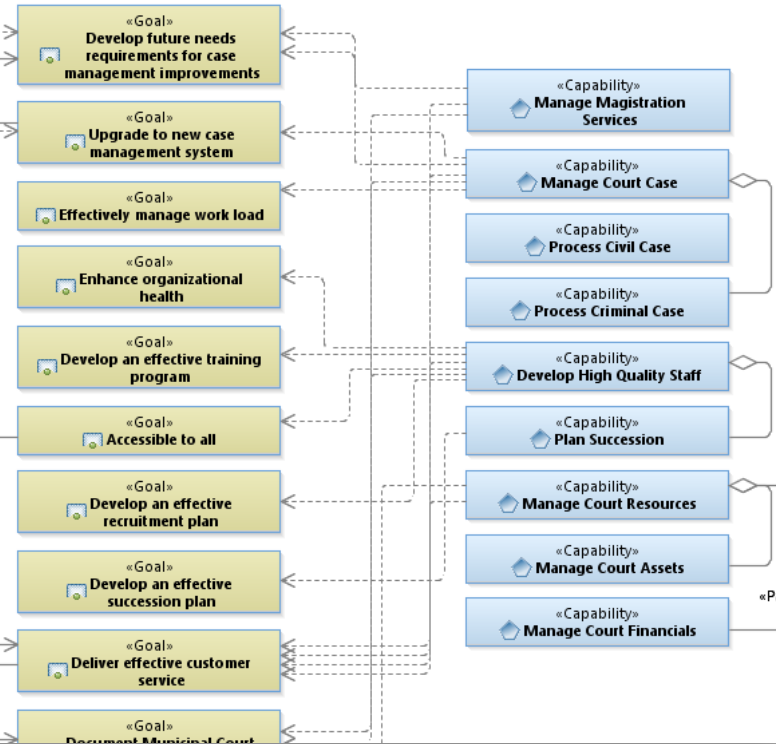
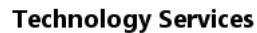
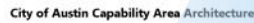
Business developed!

Identifying Common Opportunities



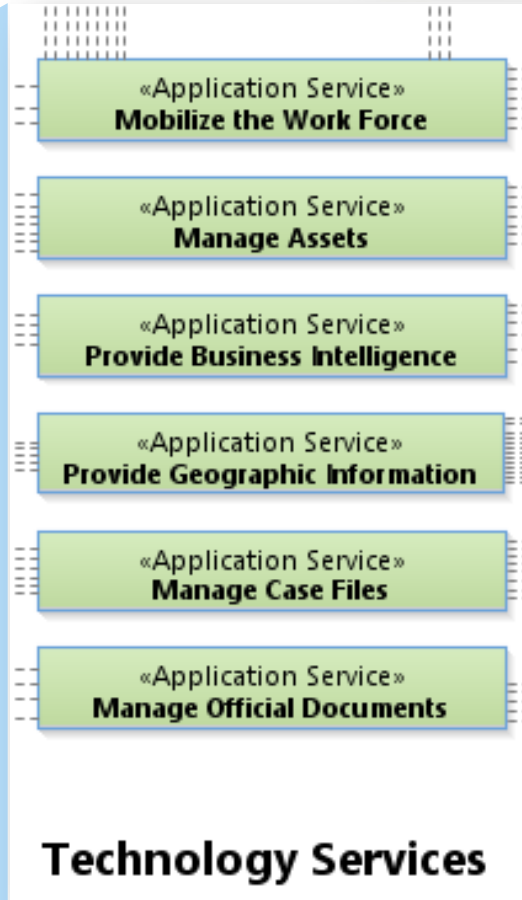
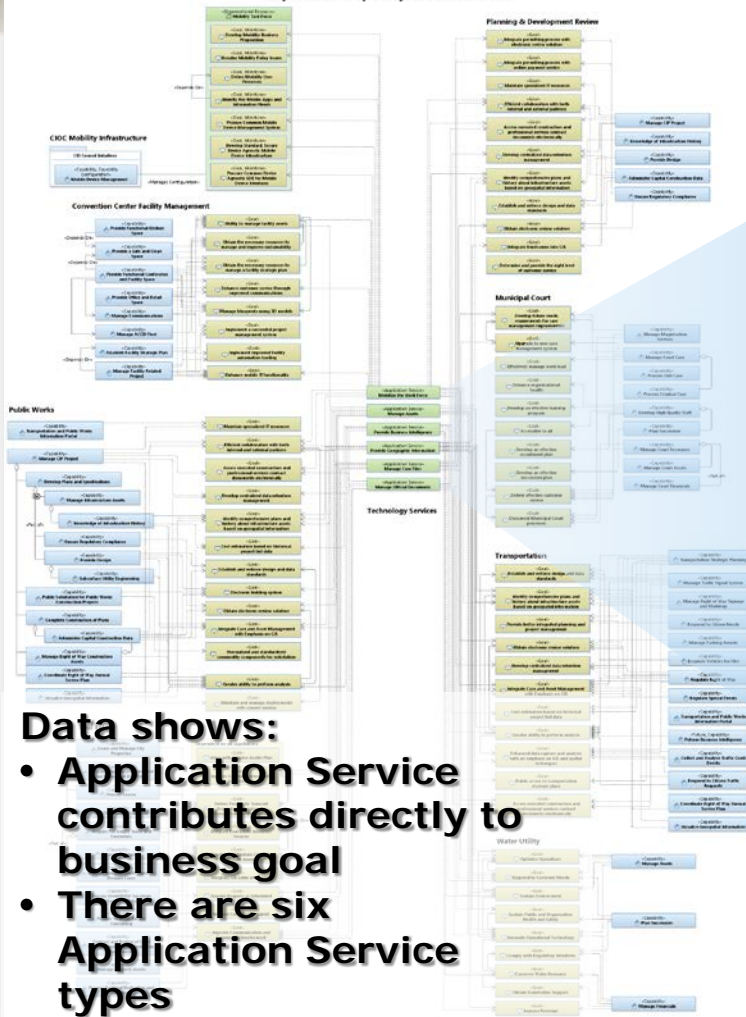
Managing the Service Delivery Stack





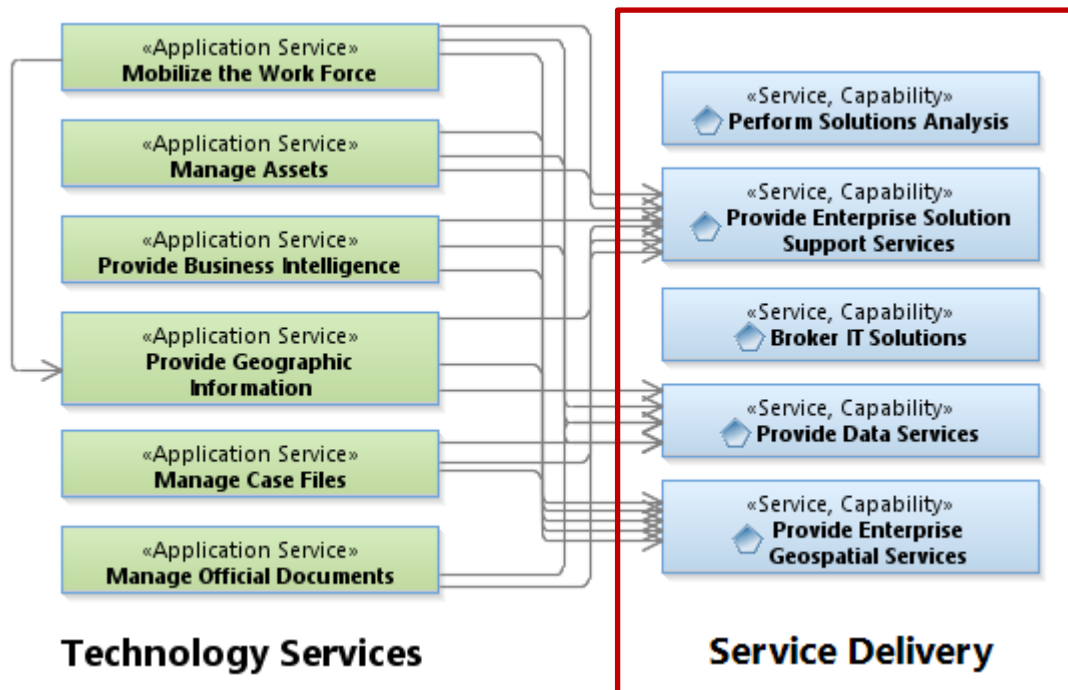
Data-Driven Knowledge of Technology Services

City of Austin Capability Area Architecture



Delivering Technology Services

How Work is Performed



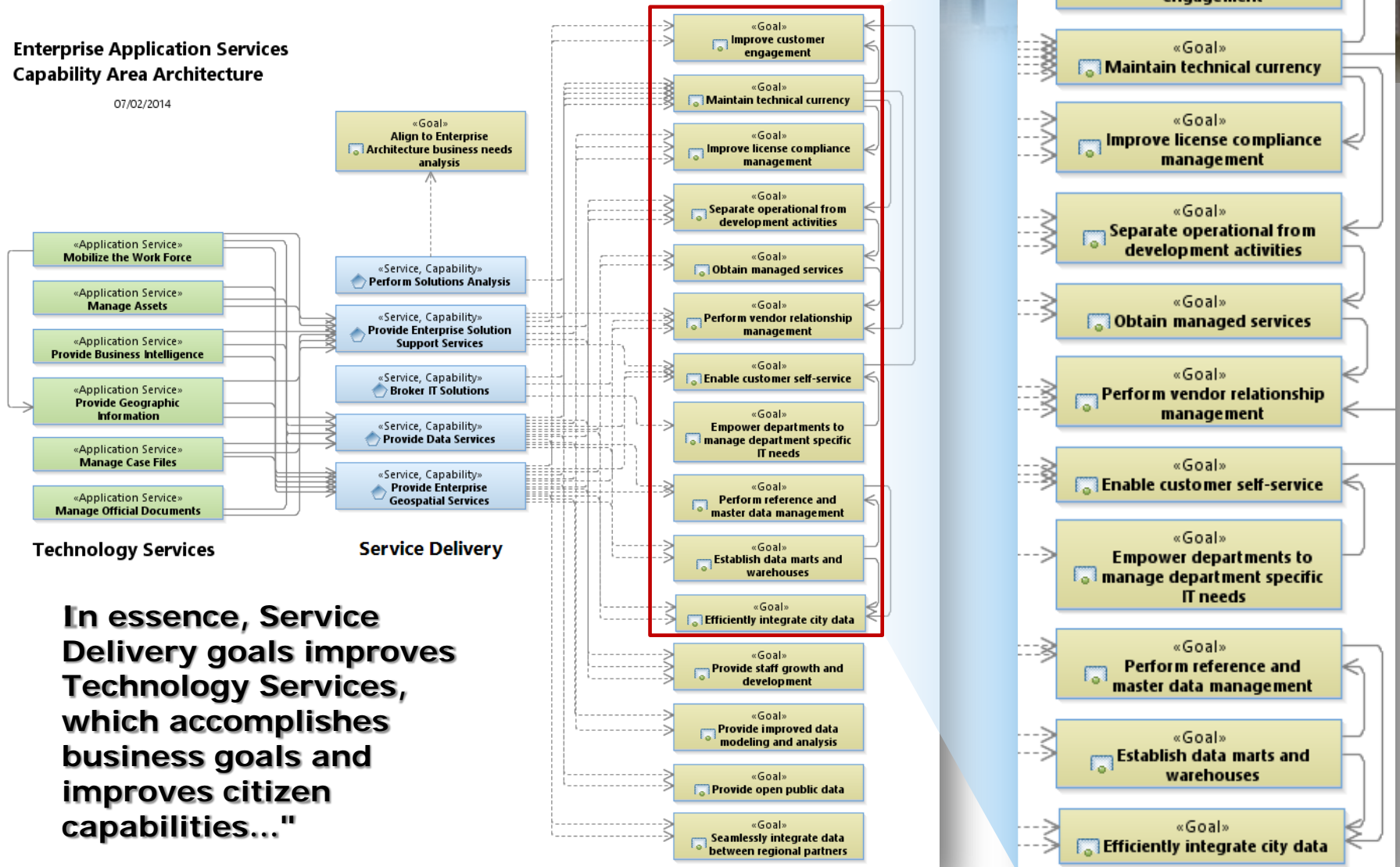
Service Delivery:

- **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



In essence, Service Delivery goals improves Technology Services, which accomplishes business goals and improves citizen capabilities..."

Capability Investment Model

