

A photograph of the Austin skyline, featuring several tall skyscrapers 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...**

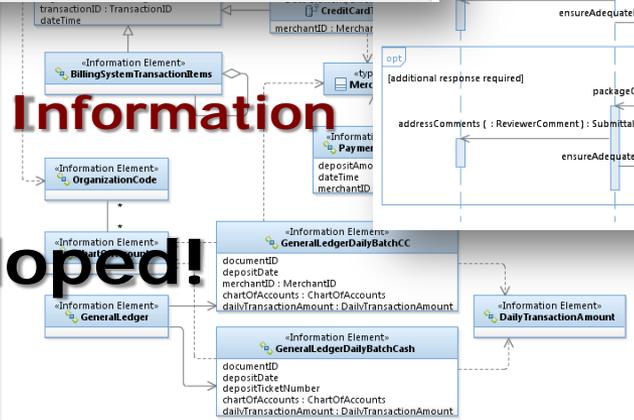
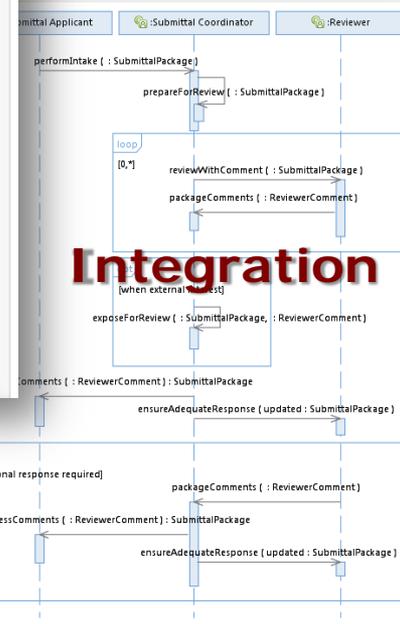
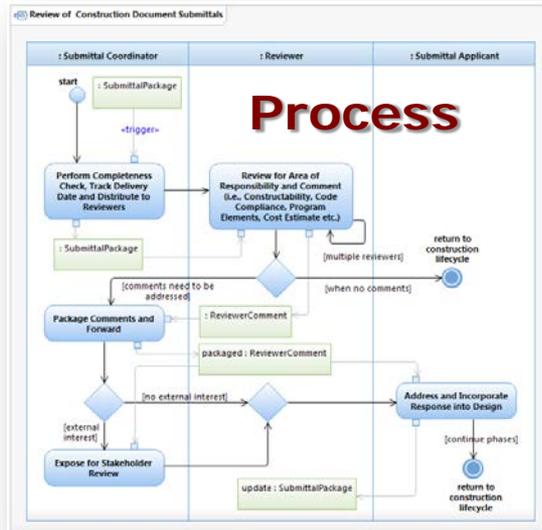
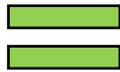
**What technology investments best improve citizen services (i.e., business capabilities) delivered by city departments?**

# Managing Complexity



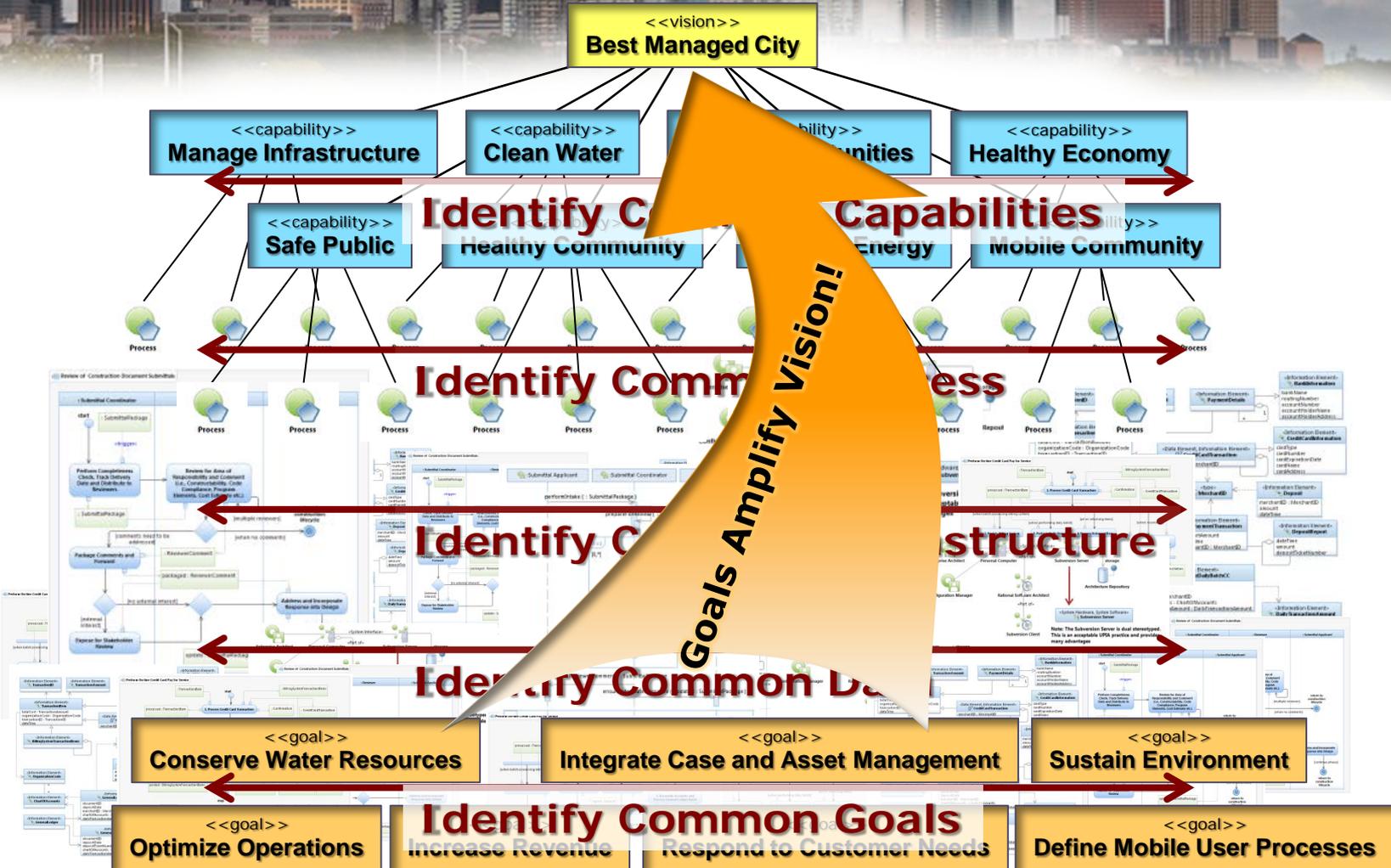
# Managing Complexity

  
**Capability Usage**

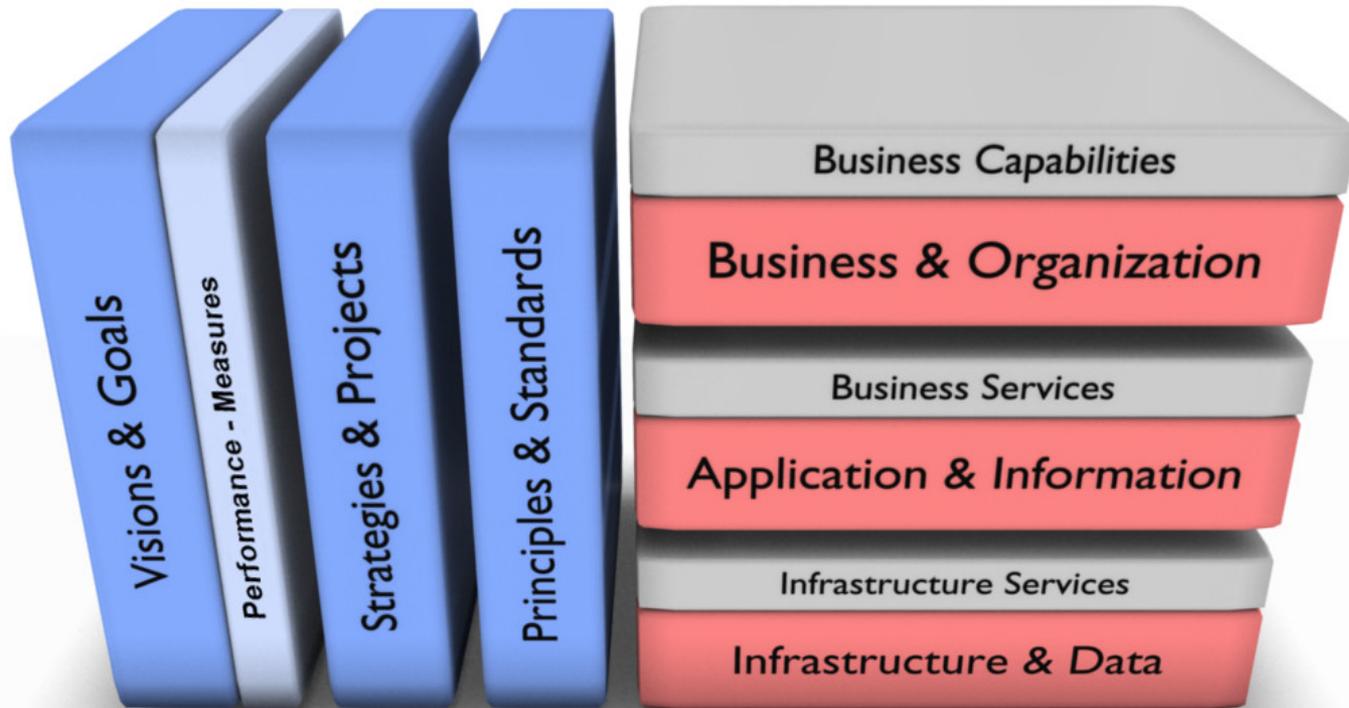


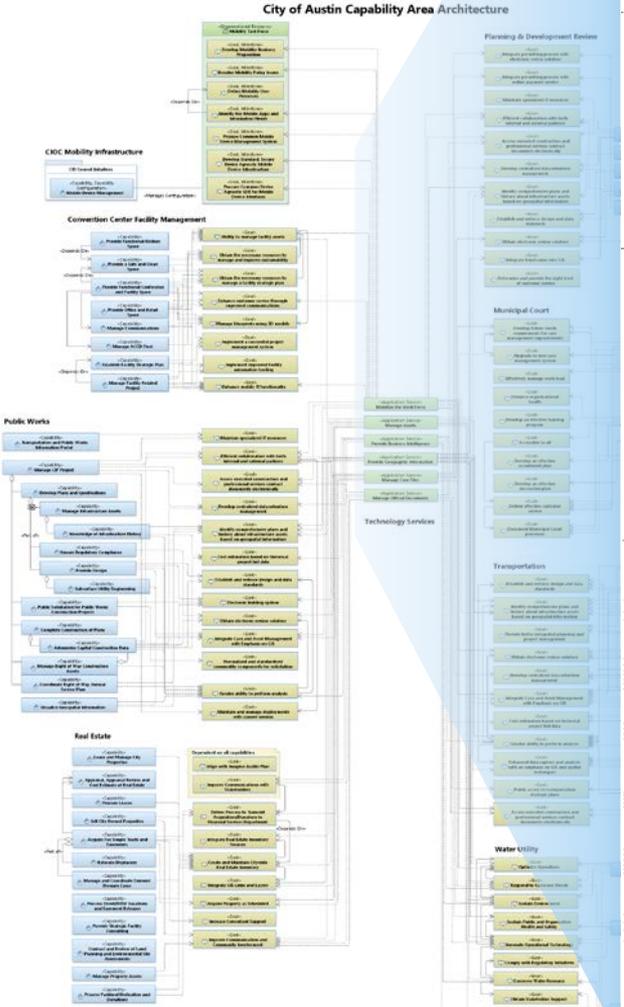
**Business developed!**

# Identifying Common Opportunities



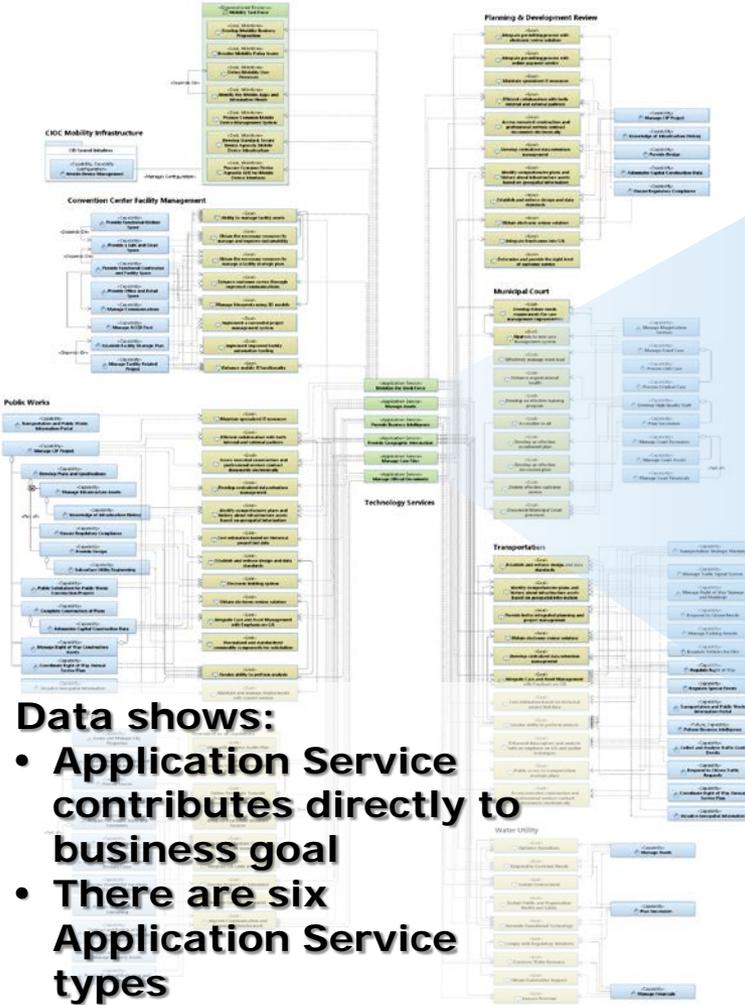
# Managing the Service Delivery Stack



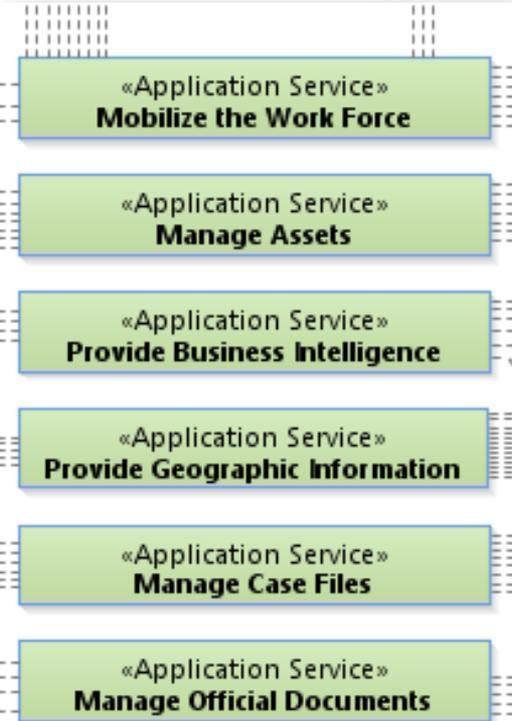


# Data-Driven Knowledge of Technology Services

City of Austin Capability Area Architecture



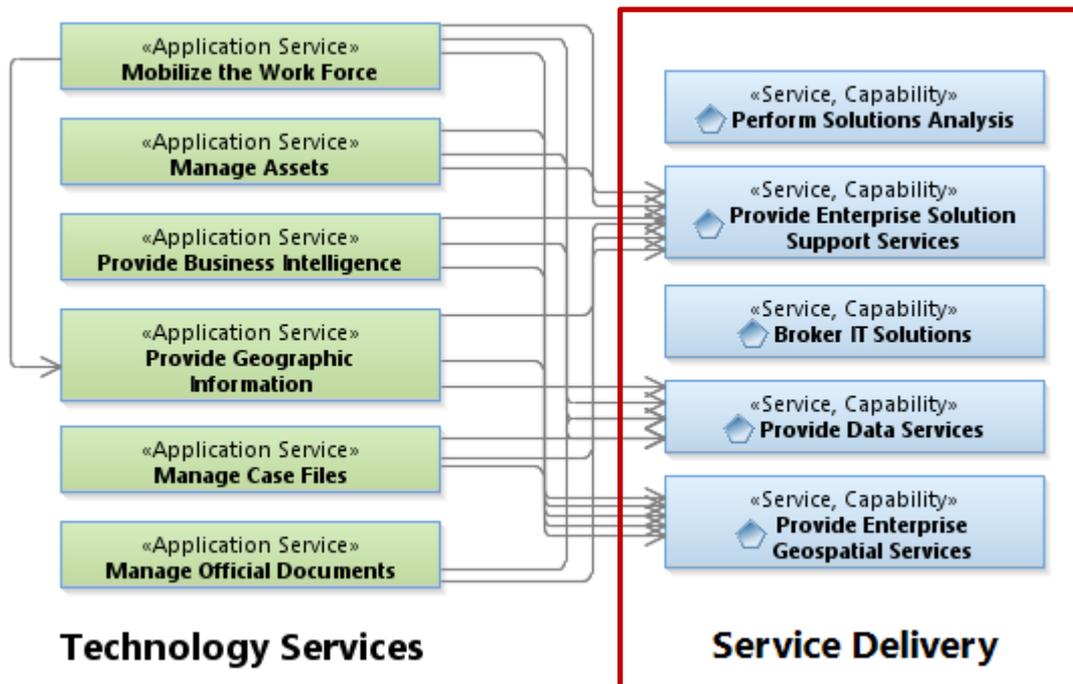
- Data shows:**
- **Application Service contributes directly to business goal**
  - **There are six Application Service types**



## Technology Services

# Delivering Technology Services

## How Work is Performed



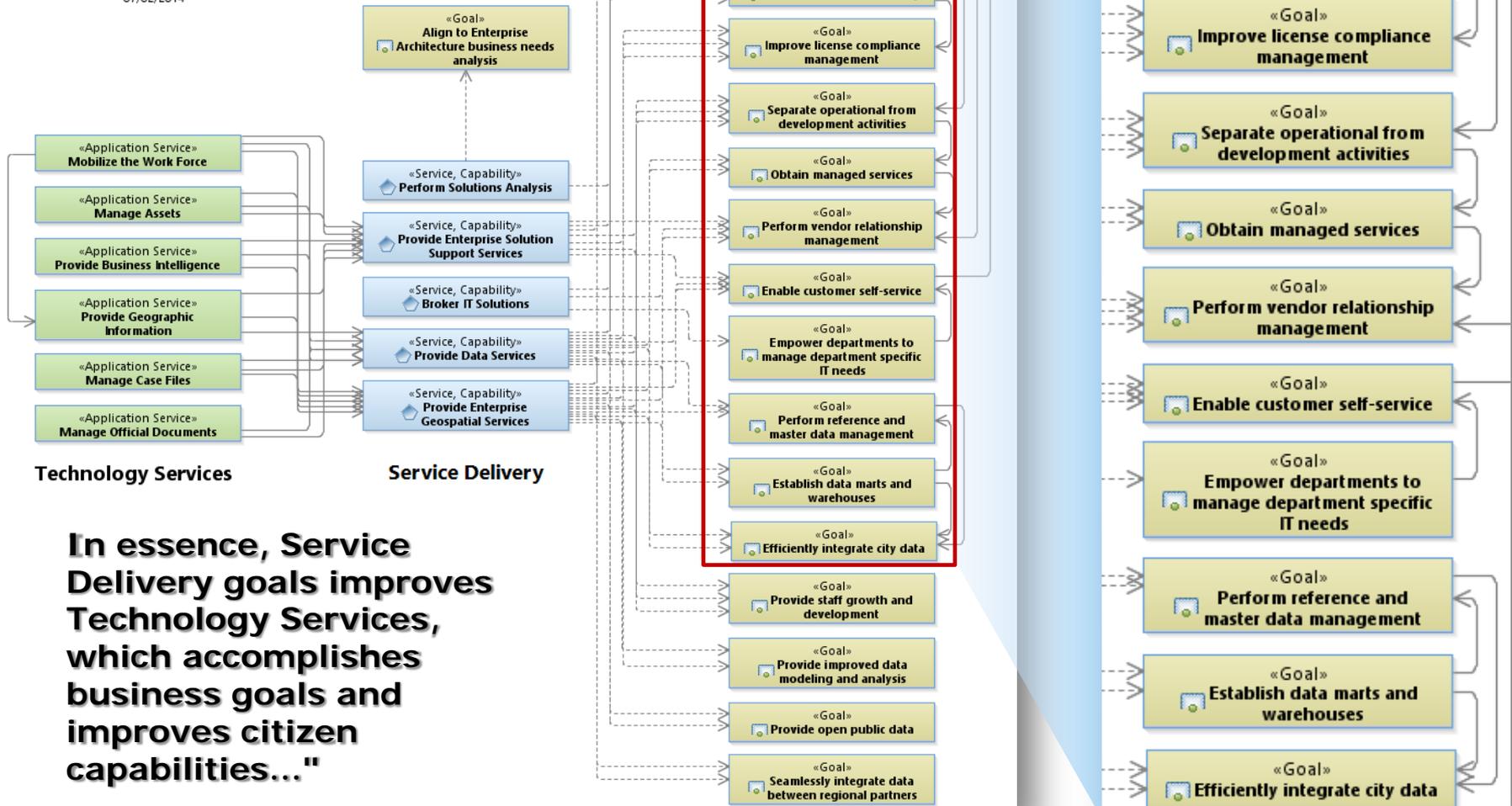
## Service Delivery:

- **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

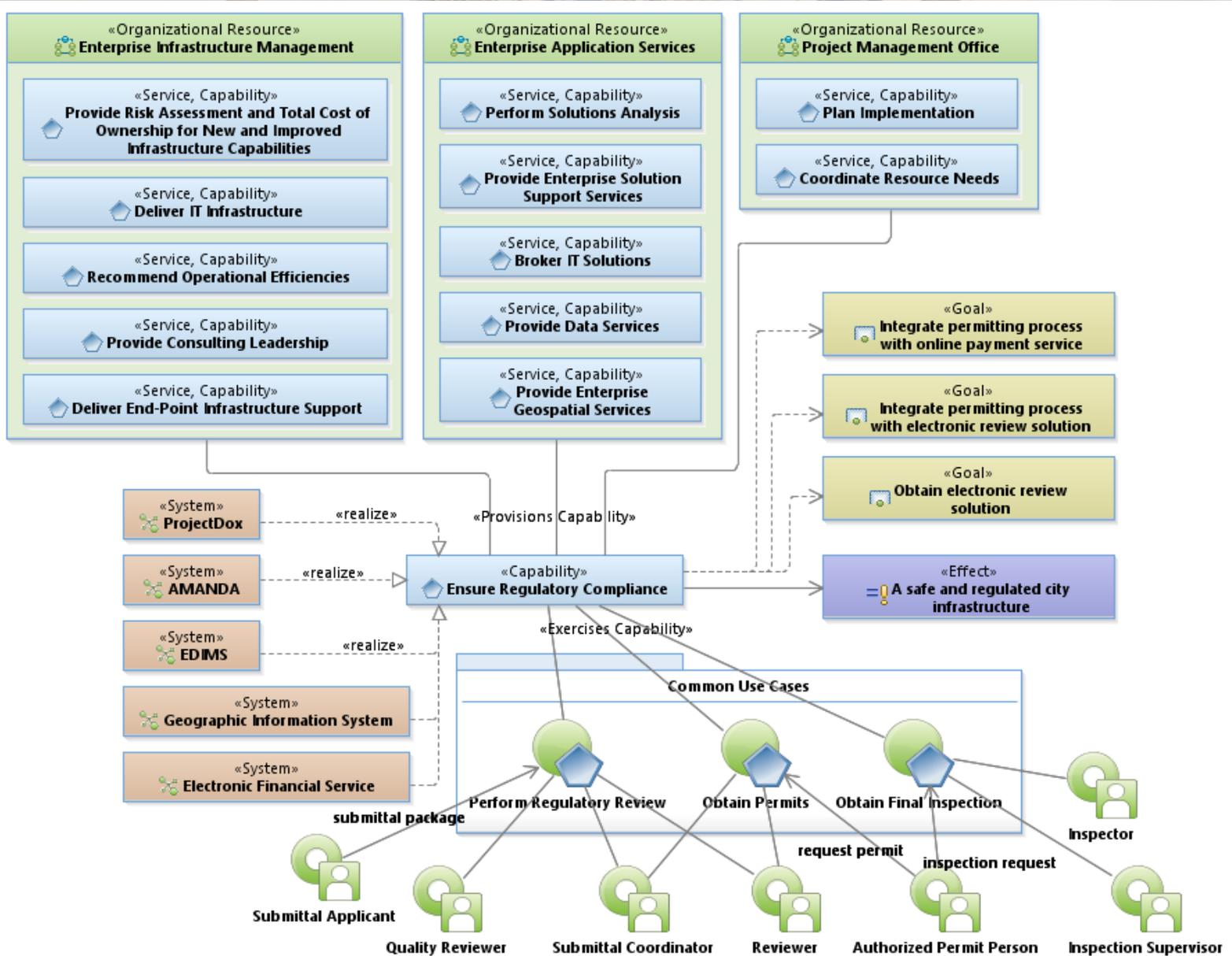


**In essence, Service Delivery goals improves Technology Services, which accomplishes business goals and improves citizen capabilities..."**

# Capability Investment Model



# 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>*

- **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