

Victorian e-Services Panel Approved DMA Services

Doll Martin Associates is pleased to announce that it has been selected as an **Approved Service Provider** for the provision of ICT services for the Victorian Government e-Services Panel.

ICT service categories for which DMA is approved are:

✓ **Enterprise Architecture** ✓ **Business Architecture** ✓ **Information Architecture**

Doll Martin Associates has a well-established reputation and has assisted many medium to large companies and Local, State and Commonwealth agencies throughout Australia. Public sector agencies are Doll Martin Associates' largest clients. As a result, we understand the culture, imperatives, initiatives, structure and operation of the public sector.

We have extensive experience in national and multi-agency Government projects, in systems which link people across and between organisations, and in the analysis, specification and evaluation of strategic enterprise and business systems architectures.

Please contact us for further information on 02 9211 6200 or dma@dollmartin.com.au.

Service Descriptions

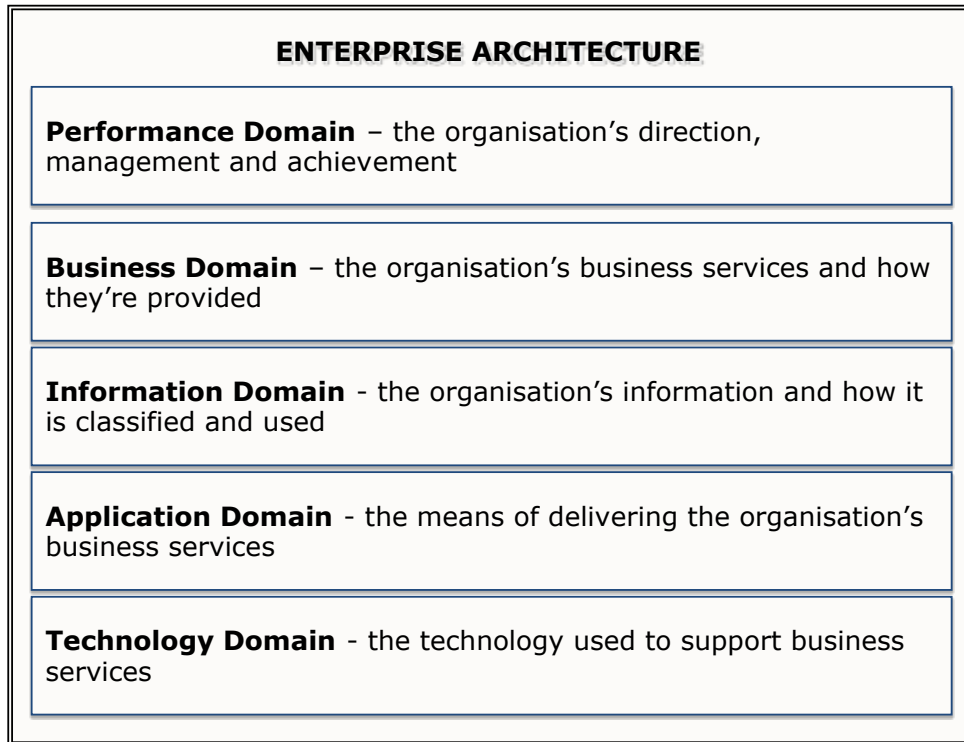
Enterprise Architecture

Doll Martin Associates understands “enterprise architecture” to be a set of one or more views of an organisation's business, information and technology infrastructure at the corporate or enterprise-wide level, as indicated by the diagram below. We have a strong track record in the development of enterprise architectures to support the future directions of organisations. We have extensive experience in the linkages between the domains, or levels, of the enterprise architecture to organisational outcomes and in options analysis, and will apply this experience to our engagements. We use a highly consultative approach involving stakeholders to determine the extent to which the developed architectures reflect the business needs and will support future business strategy. In the development of an enterprise architecture, Doll Martin Associates works with the client using the tools and products the client chooses.

Where there is a requirement to reconsider existing architecture to bring together current and planned organisational initiatives as well as identifying opportunities for new initiatives, Doll Martin Associates undertakes this consistently with the long-term strategic objectives of the organisation. An enterprise architecture will consider (subject to specific requirements of the client) the organisation's direction, management and business services as drivers for the domains of information management, application architecture and supporting technology services. A report presenting the strategy will usually identify a broad level plan or roadmap for the organisation to implement the architecture.



We see the Enterprise Architecture as being composed of five domains as follows:



Subset architectures can be developed in increasing levels of detail from the corporate conceptual architecture, through business architectures, to specific solution architectures. The key to their integration is in holding all of this information in an extensible architectural modelling tool with common interfaces to other development toolsets.

We view an effective Enterprise Architecture as enabling the:

- Identification and assessment of opportunities for information, systems and technology consolidation and savings between business units in an agency, and between agencies.
- Identification of shared information across multiple agencies, and where interfaces are required.
- Establishment of standards, methodologies and templates for the efficient development of business systems designed to support business capabilities and business services.
- Segmentation of agency functions and data into logical units for solution design.
- Control of scope creep in ICT system development, and ensuring that products meet user requirements.

Key Features of our approach to Enterprise Architecture:

- We see classification modelling and glossary/thesaurus development as crucial but under-appreciated aspects of the enterprise architecture, so give them considerable emphasis.

- We strike a balance between the construction of the enterprise architecture and its dissemination, utilisation and maintenance in the long term. We aim to ensure that knowledge of the architecture and capability for its use and ongoing development is firmly entrenched in the client agencies through effective governance arrangements.
- We adopt the Australian Government Architecture (AGA), where relevant as a starting point, and adopt an open generic architecture framework, if appropriate, to reduce development effort.

We recognise the value of each agency's existing architectures and harmonise them into an enterprise perspective.

Our consultants have either formal qualifications or significant experience in:

- A range of architectural approaches (eg, Zachman, TOGAF, FEA, AGA), standards (eg DMBOK, UML, Archimate) and tools (eg Holocentric, System Architect, Enterprise Architect, Oracle, Collibra).
- Our most senior personnel have more than 30 years experience in Enterprise and Business Architecture and have been involved in the creation of Enterprise Architecture methodologies.

Business Architecture

Business Architecture relates principally to the Business domain of the Enterprise Architecture.

Business Architecture turns principally on the services and/or functions needed to meet business objectives (defined as part of the Performance domain). It includes the process models that detail business services and functions, and addresses the link to the data required to perform a function or provide a service.

Capabilities that DMA can provide include:

- Developing plans and schedules for business architecture projects.
- Scoping architecture projects and identifying the relevant components of the Enterprise Architecture.
- Developing business service models, business function models and business process models.
- Identifying the logical positioning of business architecture components (functions and processes) within the architecture of business systems.
- Cross-referencing existing systems and processes against the business architecture components to determine duplication or gaps.
- Assessing vendors' software products against the business architecture and good information management practices.
- Facilitating workshops and interviews with business stakeholders and identifying and resolving issues with project sponsors and stakeholders.

Information Architecture

Information Architecture relates principally to the Information domain of the Enterprise Architecture.

Information Architecture includes the needed to meet business objectives (defined as part of the Performance domain) and support functions and services (defined as part of the Business domain). A critical objective of information architecture is to agree on the vocabularies used within an organisation or sector and to define terms in a consistently, clearly and unambiguously. It includes metadata, data and classification models at the conceptual, logical and physical levels, and links to the models required to perform a function or provide a service.

Capabilities that DMA can provide include:

- Scoping architecture projects and identifying the relevant components of the Enterprise Architecture.
- Developing plans and schedules for information architecture projects.
- Developing data models, classification models, thesauri and business glossaries. These models will conform to an organisation's standards, and can be in the form of entity-relationship models, object models, UML models, hierarchical models, or other models as appropriate.
- Identifying the logical positioning of information architecture components (data and classifications) within the architecture of business systems.
- Cross-referencing existing systems and processes against the information architecture components to determine duplication or gaps.
- Assessing vendors' software products against the information architecture and good information management practices.
- Defining information management and governance frameworks and practices, including a clear linkage between architectures and systems development projects.
- Facilitating workshops and interviews with business stakeholders, and identifying and resolving issues with project sponsors and stakeholders.

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