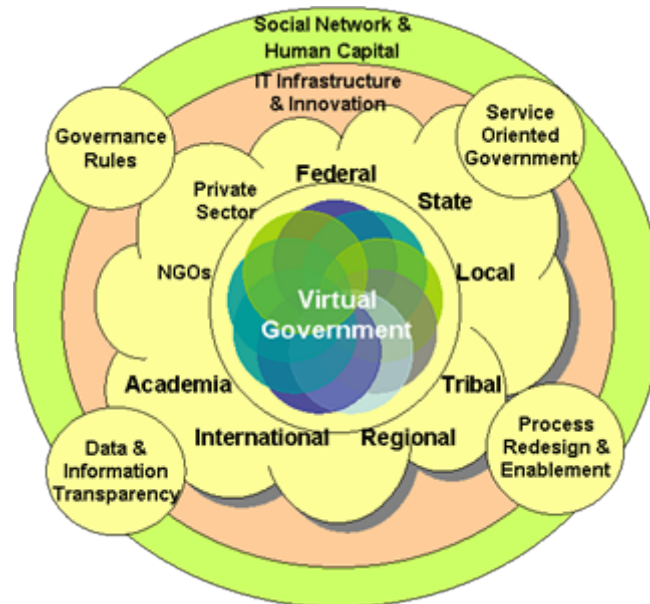
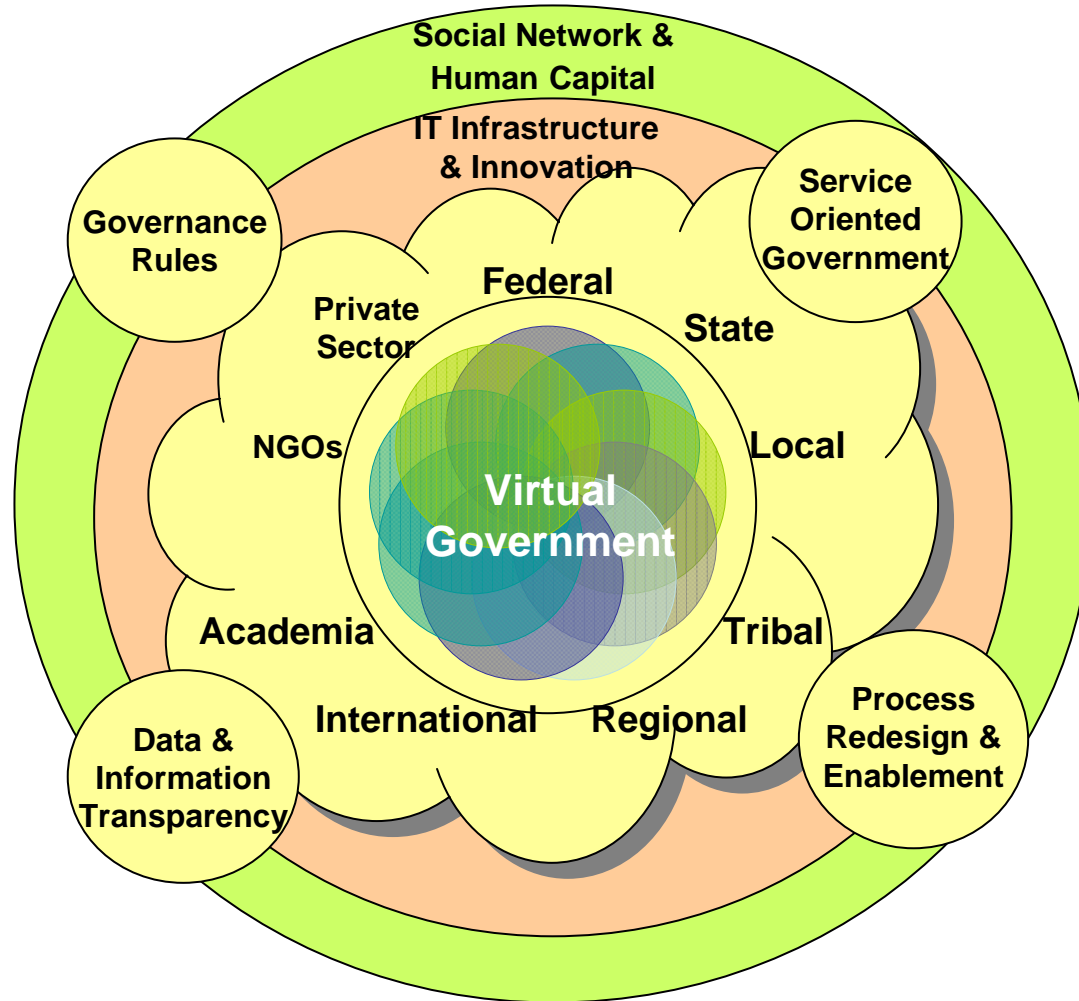


Citizen Enabled - Open Government: A Vision for a Virtual, Agile and Adaptive 'Government of the Future'



Vision for Architecting an 'Open Government'



Underlying Messages

*YOU DON'T KNOW
WHEN YOU HAVE
ARRIVED UNLESS YOU
KNOW WHERE YOU ARE
GOING*



Underlying Messages

*ENTERPRISE
ARCHITECTURE HAS
BEEN MORE TACTICAL
THAN STRATEGIC IN
ITS APPLICATION*

Our Ultimate Goal

*HELP STAKEHOLDERS
FIND COMMON GROUND
AROUND WHICH TO
BUILD A VIRTUAL,
AGILE, AND ADAPTIVE
OPEN GOVERNMENT –
LET THE DEBATE BEGIN*

Objectives of Vision & Strategy Exercise

- Develop a high level conceptual model of the dynamics of “citizen enabled – open government” which:
 - is **agile, adaptive, business-focused and results driven.**
 - can accurately anticipate, analyze, and proactively act on a range of business problems and trends affecting government now and in the future.
 - can be mapped to architecture using standard notation & business analysis techniques, providing an actionable and aligned architecture

Objectives of Vision & Strategy Exercise

- Provide a common method to generate virtual citizen services, or Citizen Enabled - Open Government and create scenarios which help determine structures that will work best for future needs by:
 - ***PROVIDING THE EA MANAGEMENT DISCIPLINE WITH A “TO-BE” TARGET THAT CAN BE USED TO FRAME THE GAP BETWEEN THE CURRENT STATE OF EA AND TARGET.***
 - ***DEVELOPING A STRATEGY TO CLOSE THE GAP IDENTIFIED BETWEEN THE CURRENT STATE AND DESIRED FUTURE STATE***
- Develop a strategy to provide citizens greater access to government data to more fully empower them to ensure that government services are responsive to their needs.

Vision Parameters

Develop a construct that relies upon:

- ❑ Common Communities of Service & Repeatable, Service/Life Cycle Events
- ❑ Information needs of common communities & communities of service balanced with transparency & authorization
- ❑ Virtual service providers organizing & disbanding on 'as-needed' basis
- ❑ Agile & adaptive methods, allowing quick understanding of emergent needs, adjusting delivery platforms in response to changing needs and technologies

Vision Parameters

Develop a construct that relies upon:

- ❑ Loosely federated governance mechanisms
- ❑ Integrated vertical services – Federal, State, tribal, local, private sector, NGOs and academia
- ❑ Leveraged information technology platforms – cost, value, scalability & interoperability
- ❑ Cloud computing around communities of service for government interactions with citizen / other stakeholders

Foundational Principals

“Communities of Service”

- Stakeholder communities across agencies providing a suite of shared and/or integrateable services that foster user-friendly access to information between and across agencies
- Provides blended suites of services collaboratively provided by multiple providers.
- Simple, user-friendly, citizen/business access to these blended suites of services through multiple access points/portals
- Appropriately transparent yet secure in the delivery of services.
- Responsive to critical situations that takes advantage of all available and appropriate technologies

Foundational Principals

- Repeatabe Service/Life-Cycle Events – common events requiring interaction with multiple governmental agencies. Examples are:

Citizen Related	Business Related	Government Related	
		External	Internal
Getting Married	Incorporating	Criminal Investigations	Capital Planning
Having a Baby	Paying Taxes	Pandemic Alerts	Work Force Planning
Death in the Family	Importing/Exporting Goods	Scientific Research	Tax and Fiscal Policy
Buying a New Home	Labor Negotiations	Housing Assistance	Strategic Planning

- Integrated services
 - Horizontally across similar service sectors; e.g. Federal to Federal; State to State
 - Vertically across dissimilar service sectors; e.g. Federal to State, State to Private Sector
- Reliable, non-redundant, secure data sourcing

Foundational Principals

“Social Networking”



- The glue that holds Virtual Government together
- Self-regulating and self-monitoring collaborative social networks
- Collaboration tools (decision support, wikis, blogs and others) shared across the internet

Foundational Principles

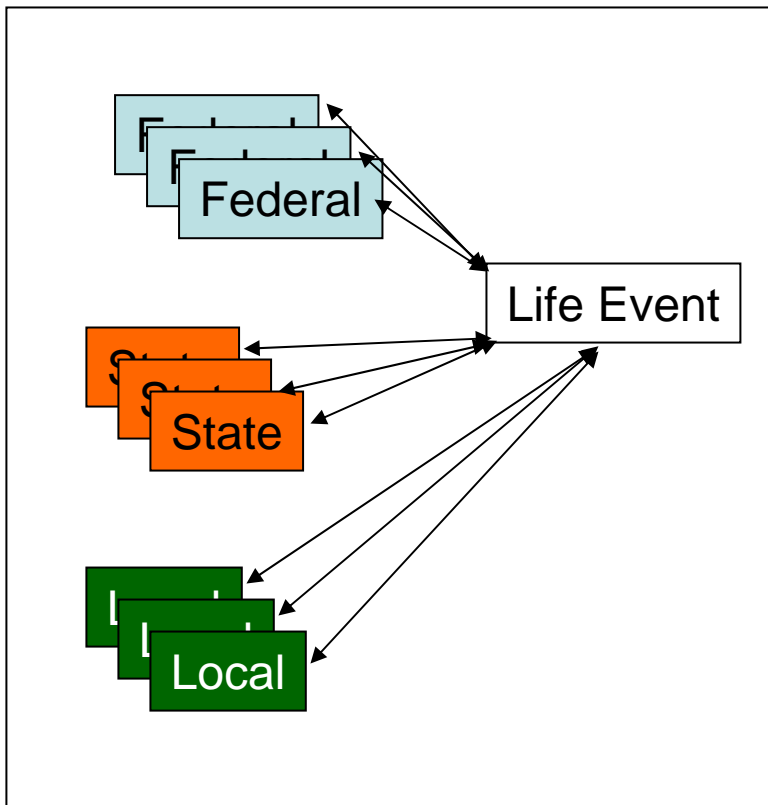
- The Cloud will enable both process redesign & enablement, and the governance processes through embedded metadata supported through interoperability standards
- Supported by collaboration tools, it will create the ability for government to create enterprise entities “on demand”
- It will allow government to become agile and adaptive

Assumptions

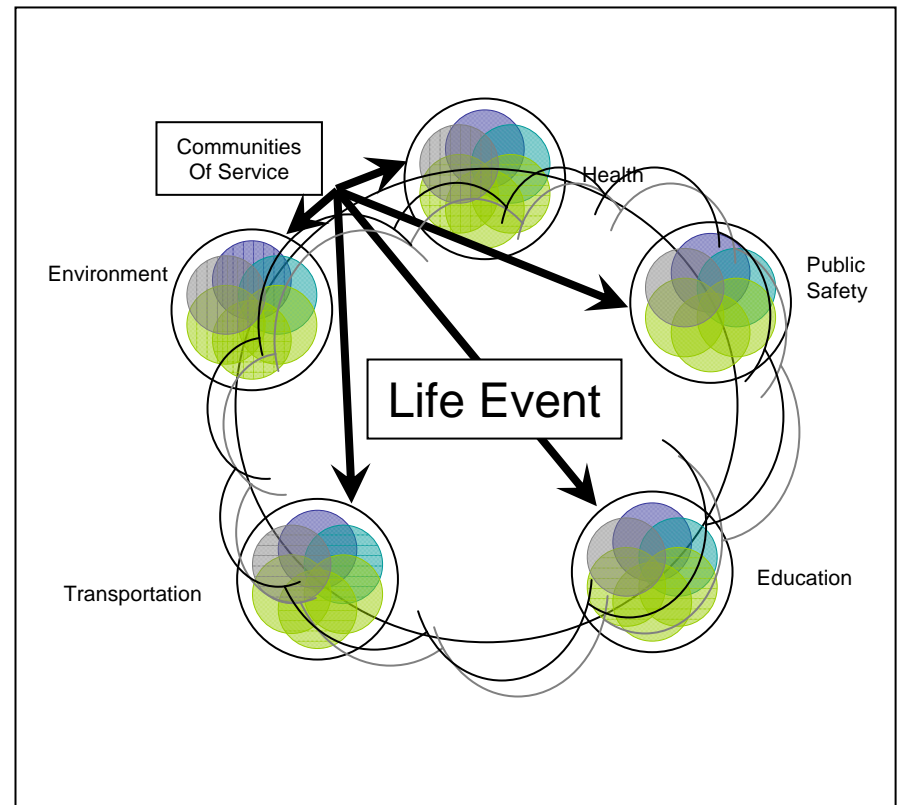
- The Conceptual Model is Built Around Repeatable, Life-Cycle Events including
 - Citizens' Life Events
 - Service/Life-Cycle Management
- Use of Citizens' Life-Cycle is an exemplar in this exercise, and not meant to preclude the full range of repeatable events around which this concept is built.

Life Event: “As-Is” & “To-Be” States

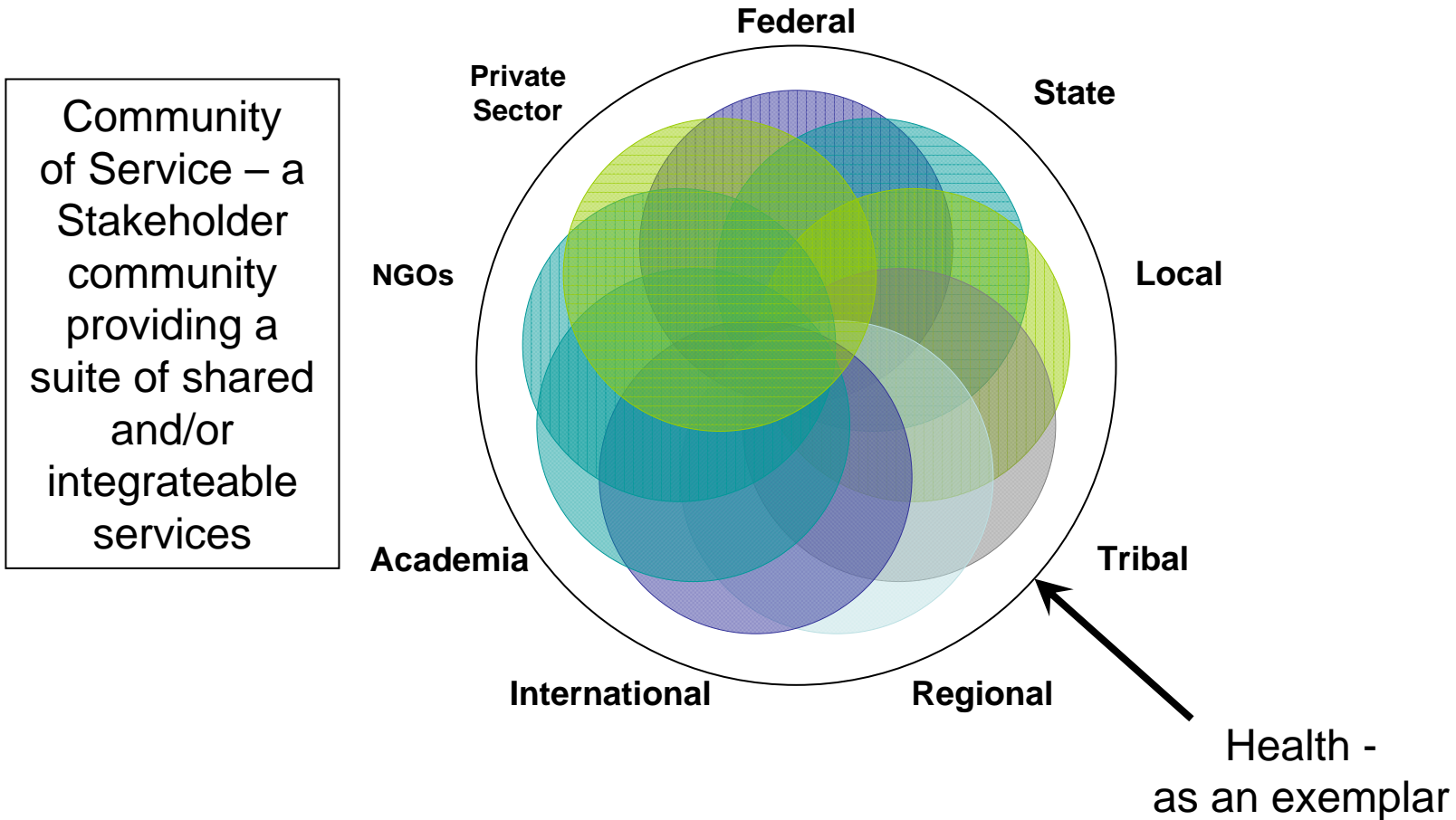
Life Event: “As-Is” State



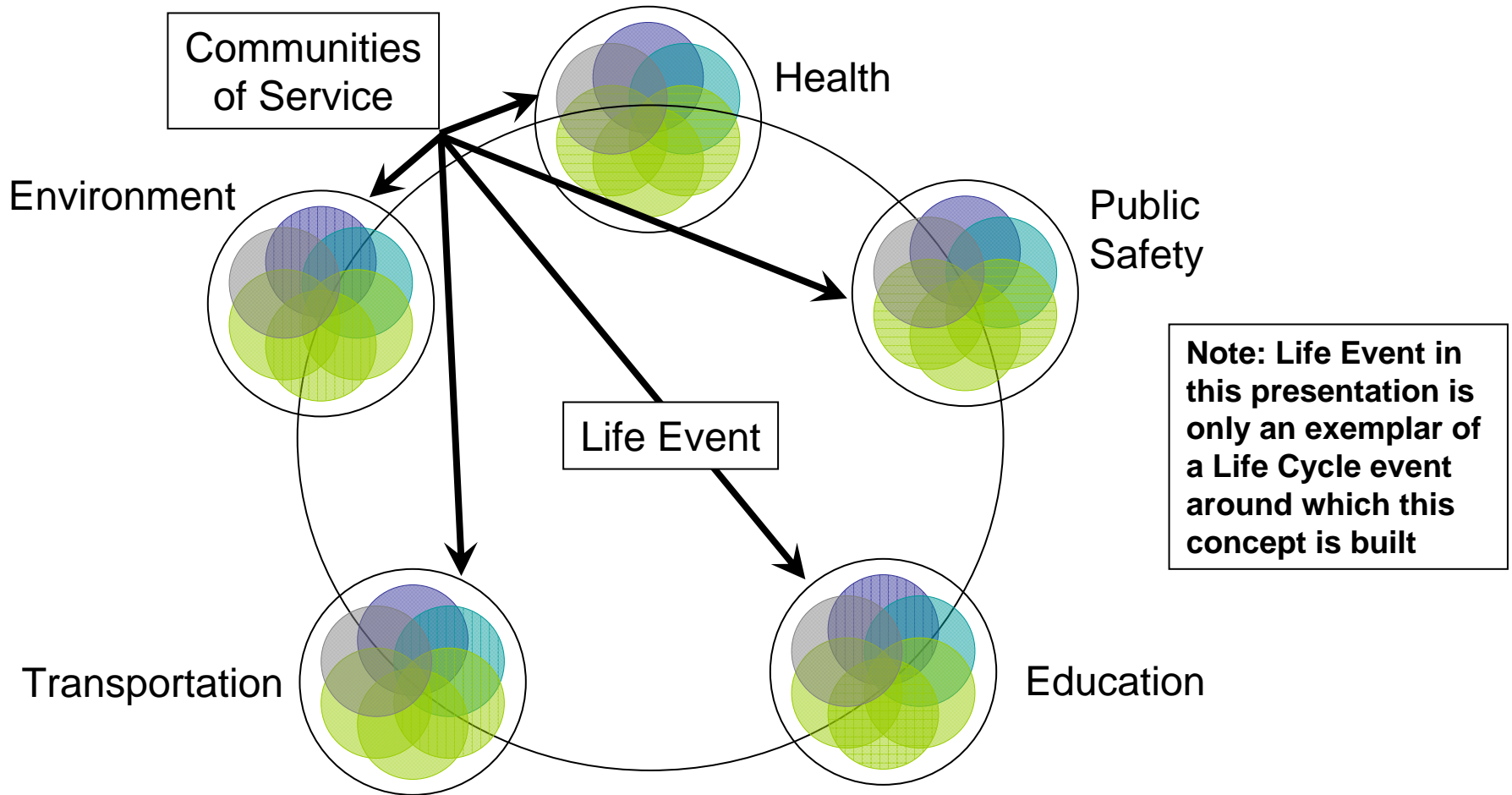
Life Event: “To-Be” State



The Nucleus – Community of Service



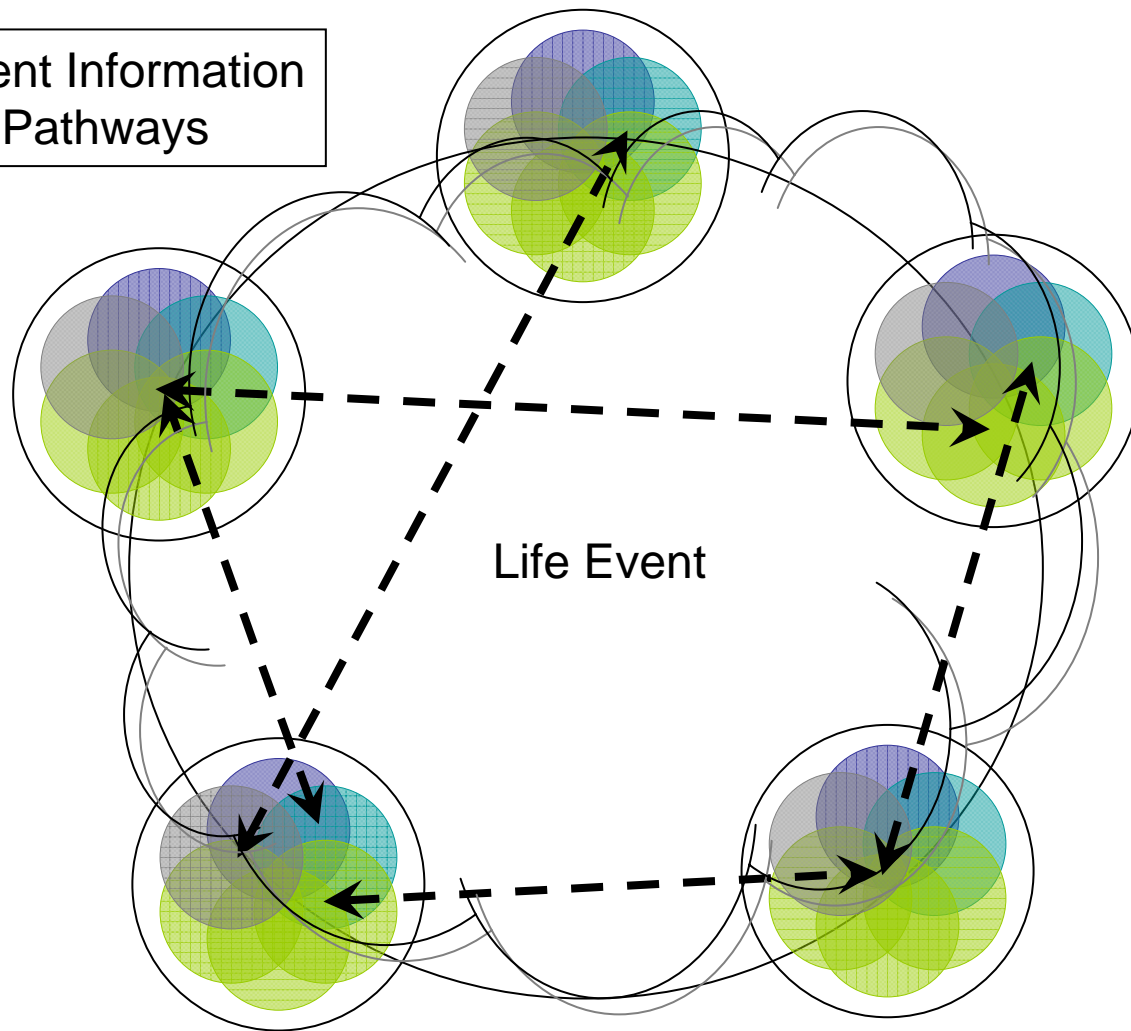
Composition of a Life Event



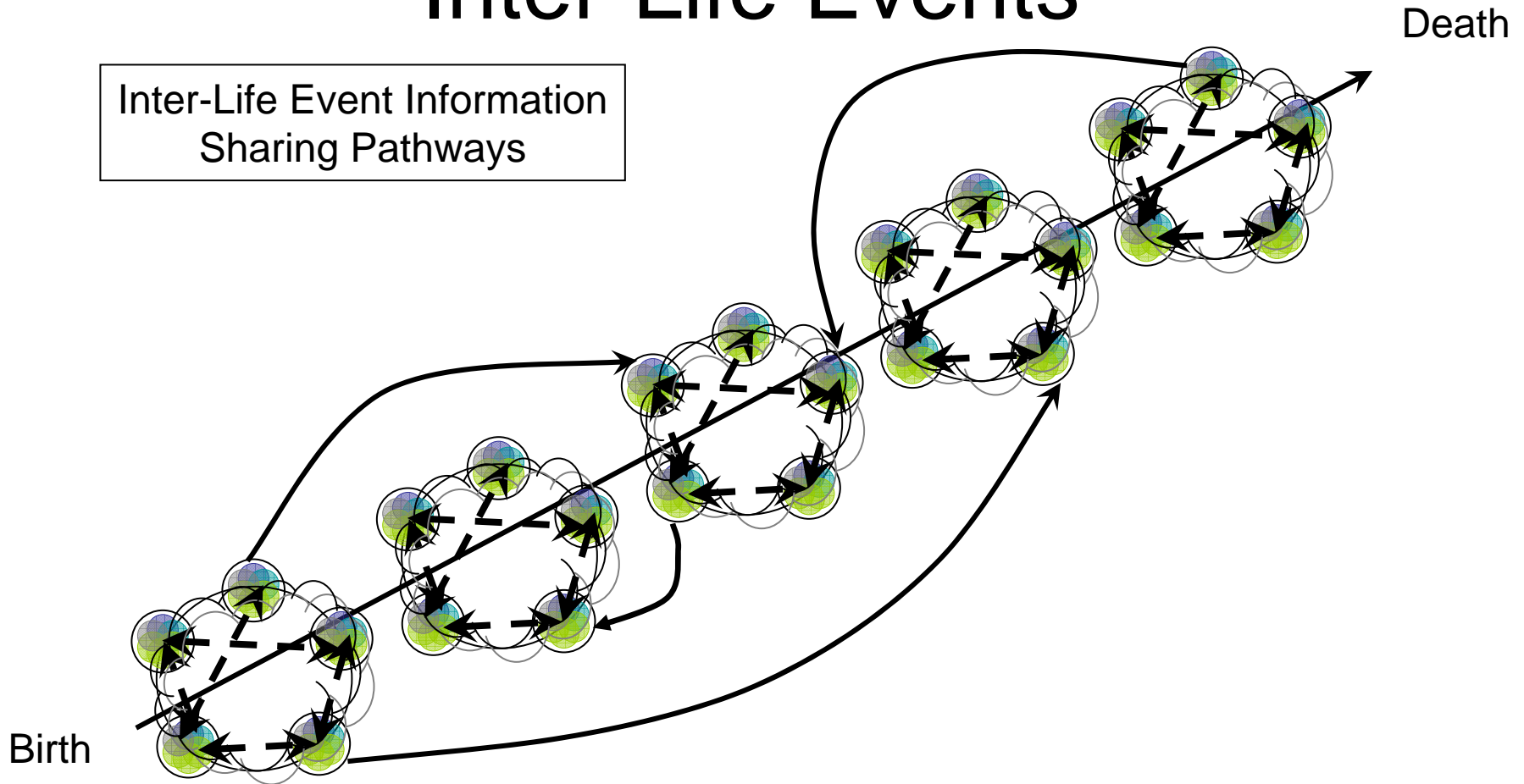
Information Sharing Pathways

Intra-Life Event

Intra-Life Event Information Sharing Pathways



Information Sharing Pathways Inter-Life Events



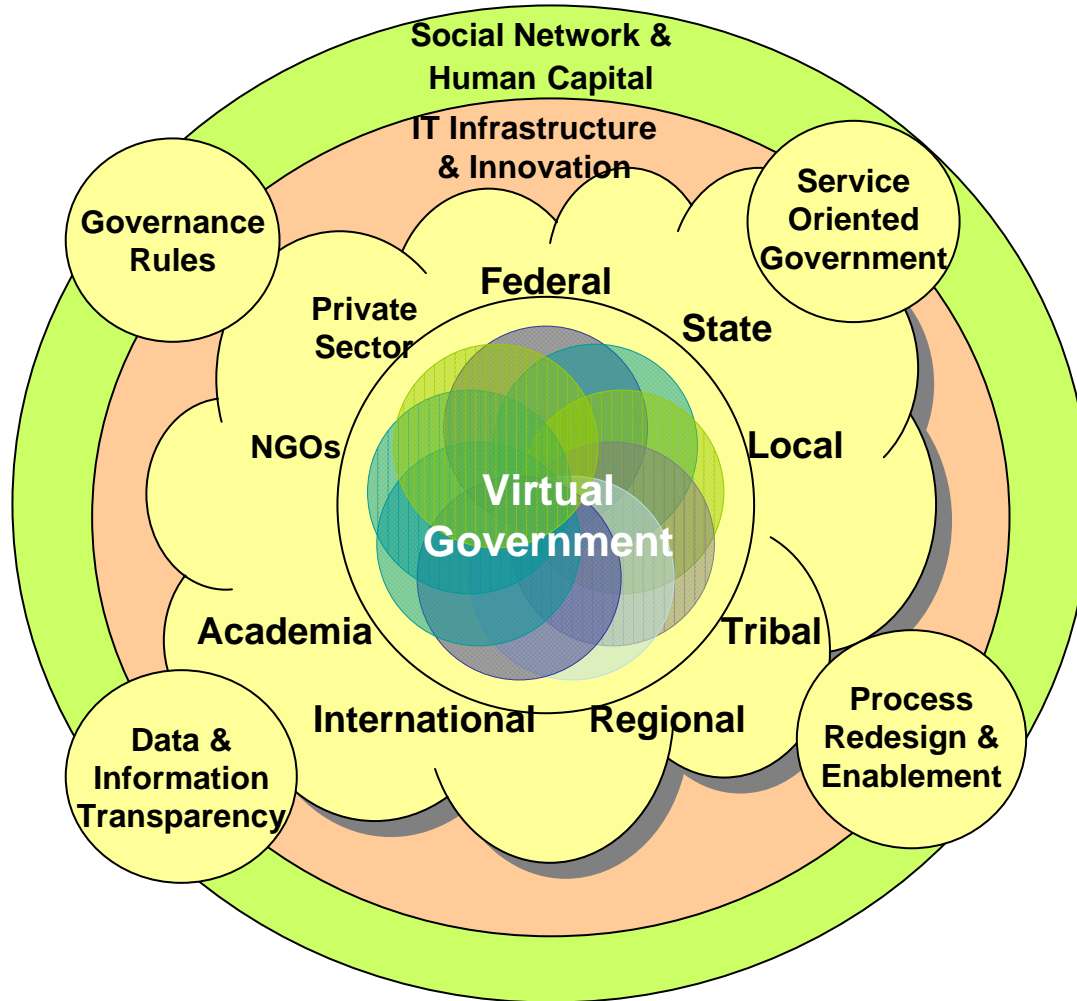
Relationship of Service/Life Cycle Events to Communities of Service

- A service/life cycle event is supported by a series of Communities of Service (COS) – e.g. getting married touches service providers involved in:
 - Health benefits (federal, state, NGO)
 - Housing benefits (federal, state, local, NGO)
 - Income tax returns (federal, state and local)
 - Education (federal, state, local, academic, NGO)
 - Employment benefits
- Currently Service providers within each COS must be dealt with individually because records are not shared.
- The challenge - Changes made in records of one service provider should cascade through the records of:
 - All other service providers within the COS and
 - Among COS's, as appropriate
- The solution - Service Oriented Government supported by Cloud Computing

CEOG Discussion Areas

- ***Virtual Government*** – Describes and models the conceptual platform supporting CEOG
- ***Service Oriented Government (SOG)*** – Describes the predominant paradigm for delivering/receiving CEOG services
- ***Infrastructure & IT Innovations*** (i.e. Cloud Computing) – Describes the CEOG architecture and operational model
- ***Data and Information Transparency*** – Describes data's relationships to SOG
- ***Process Redesign/Enablement*** – Describes the implications for the redesign of CEOG delivery platforms
- ***Human Capital and Social Networking*** – Describes the implications human capital across government
- ***Governance*** - Describes the evolving requirements for managing stakeholders providing CEOG services

Vision for Architecting an 'Open Government'



Issues

- Modeling Citizen Access to Government Records
- Privacy/Security Concerns
- Enhanced Cloud Computing Capabilities
- New Infrastructure Requirements
- Legacy systems
- Cost of change/ROI
- Impact on Human Capital
- Migration path/impact on day-to-day Operations
- Governance Models

Questions

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