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

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

<table>
<thead>
<tr>
<th>Citizen Related</th>
<th>Business Related</th>
<th>Government Related</th>
</tr>
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<tbody>
<tr>
<td>Getting Married</td>
<td>Incorporating</td>
<td>Criminal Investigations</td>
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<tr>
<td>Having a Baby</td>
<td>Paying Taxes</td>
<td>Capital Planning</td>
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<td>Death in the Family</td>
<td>Importing/Exporting Goods</td>
<td>Pandemic Alerts</td>
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<tr>
<td>Buying a New Home</td>
<td>Labor Negotiations</td>
<td>Scientific Research</td>
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<td>Housing Assistance</td>
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<td>Strategic Planning</td>
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</tbody>
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• 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

Community of Service – a Stakeholder community providing a suite of shared and/or integrateable services

Health - as an exemplar
Composition of a Life Event

Note: Life Event in this presentation is only an exemplar of a Life Cycle event around which this concept is built.
Information Sharing Pathways
Intra-Life Event Information Sharing Pathways

Life Event
Information Sharing Pathways
Inter-Life Events

Inter-Life Event Information Sharing Pathways

Birth

Death
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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