

[1] Any conformant Framework **must** use (or have equivalent policy products that map to) this TGF Core:

Clearly defined Critical Success Factors

A Business Management Framework

A Customer Management Framework

A Channel Framework

Commitment to SOA-based IT infrastructure

Clearly defined Delivery processes

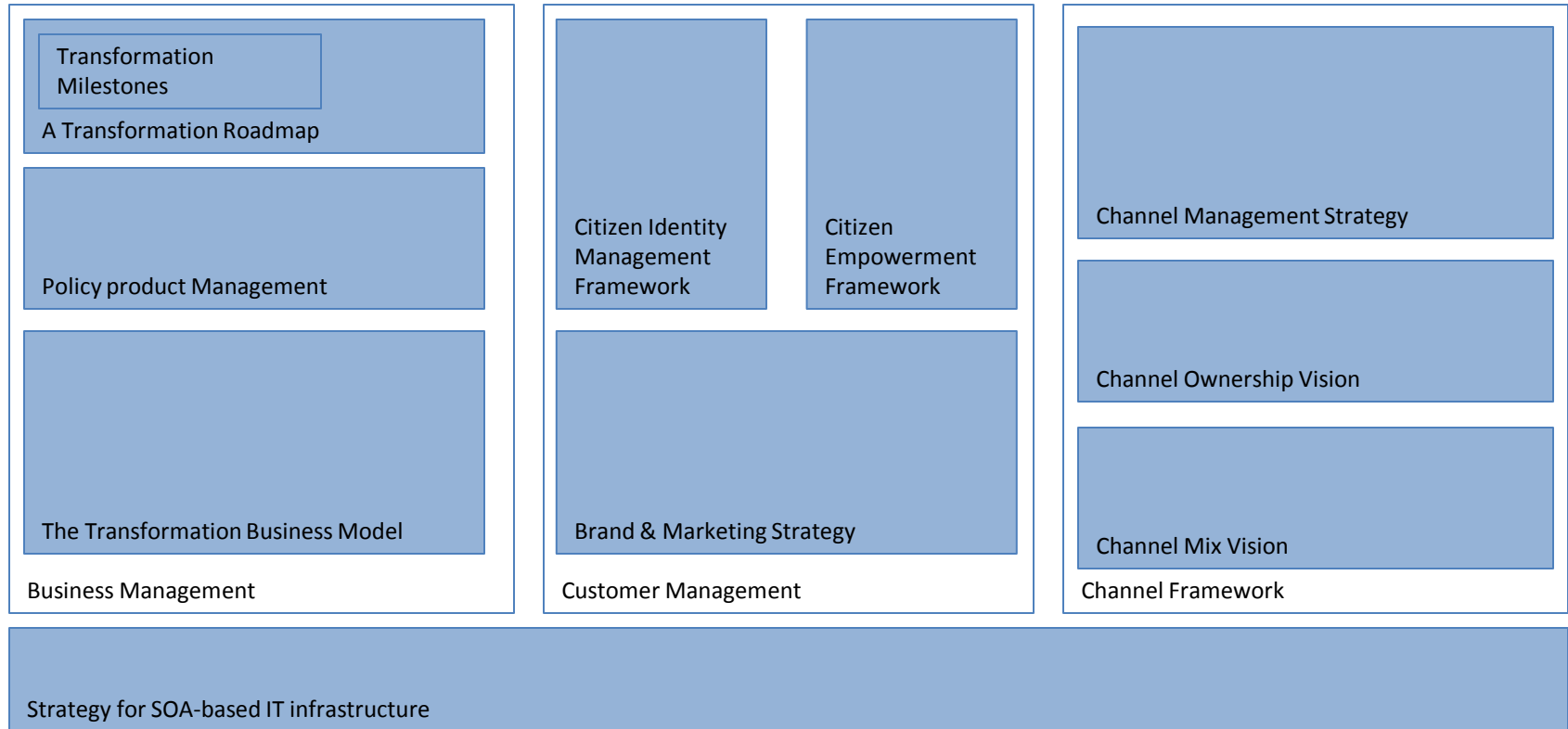
Agreed Terminology

Agreed Guiding Principles

TG Framework

[2] Any conformant Framework **must** contain Policy Products that cover, explicitly, each of...

Critical Success Factors



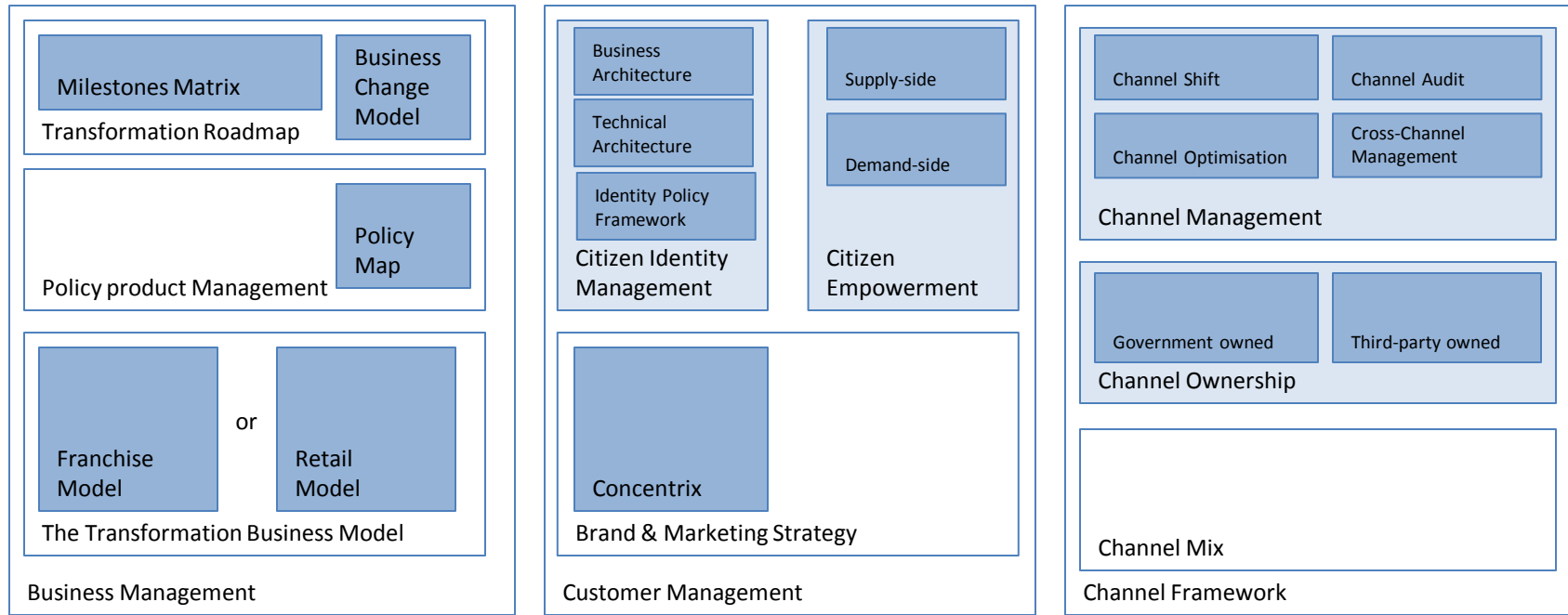
Terminology

Guiding Principles

TG Framework

[3(a)] Any conformant Framework **should** use (and will benefit from using) the following TGF Committee Notes as part of the policy products required in [2]...

Critical Success Factors



Strategy for SOA-based IT infrastructure

Enterprise Architecture Patterns

or

A SOA Reference Architecture

Delivery processes

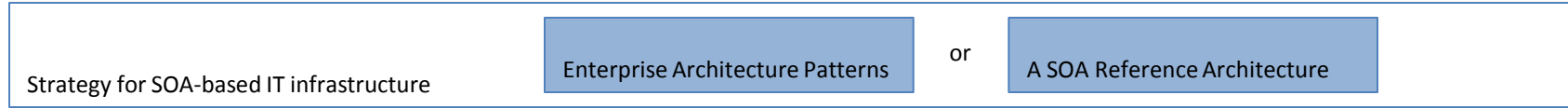
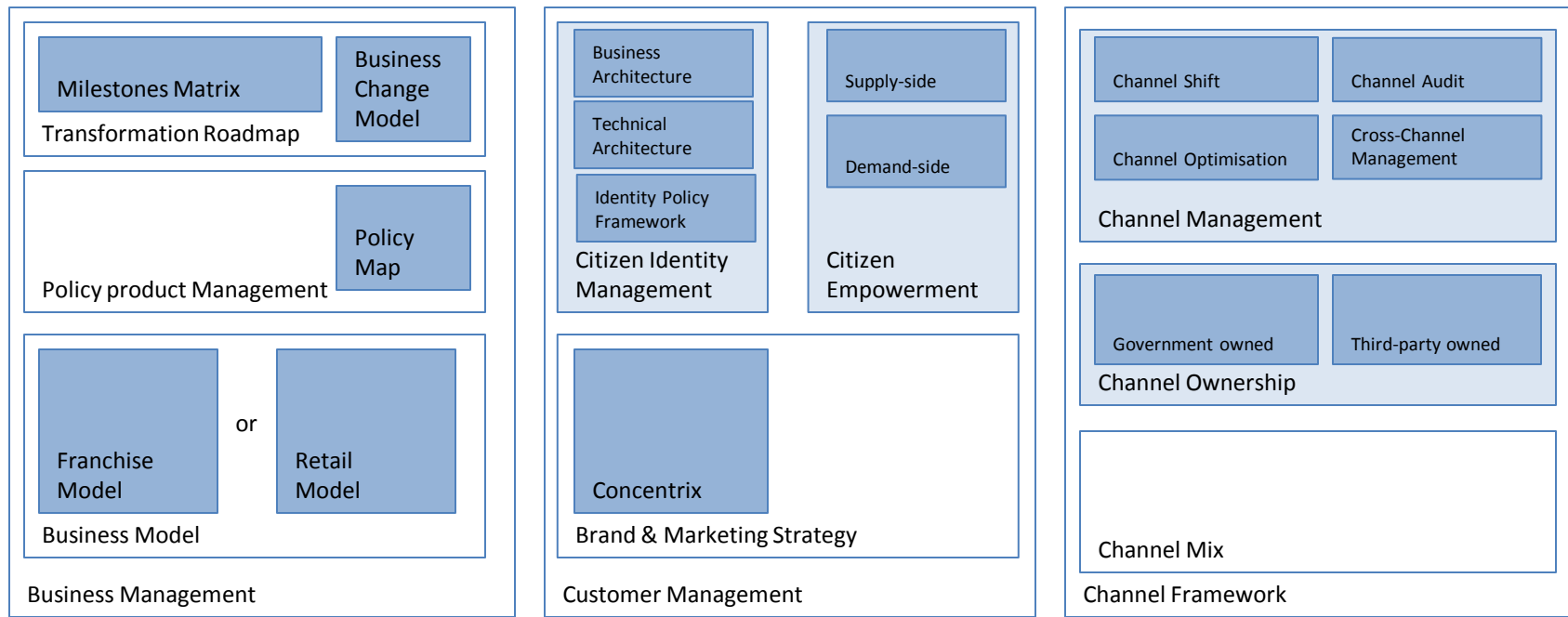
Terminology

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[3(b)] ...or **should** have policy products that provide the functional equivalent of these Notes

Critical Success Factors



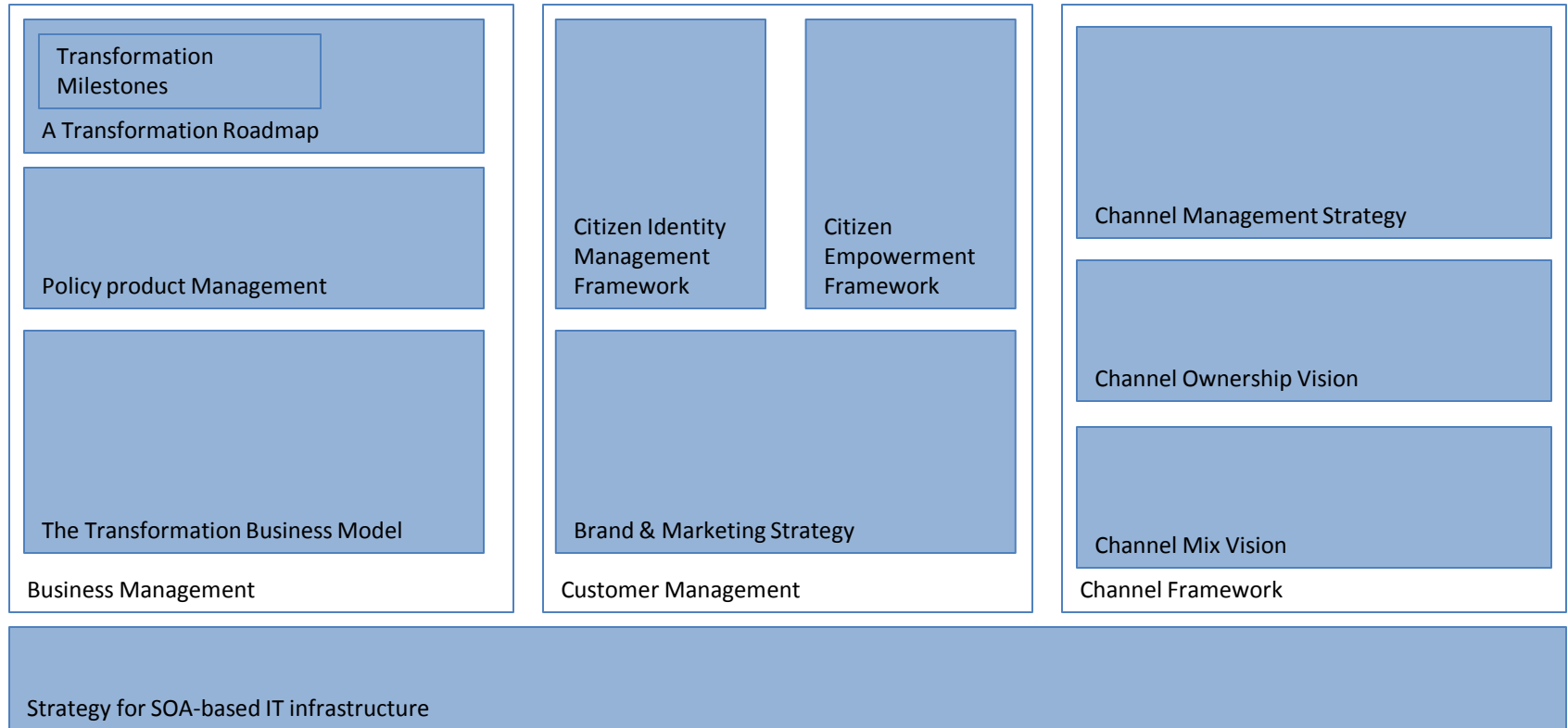
Delivery processes



TG Framework

[4] Any conformant Framework **may** develop further policy products to cover...

Critical Success Factors



Terminology

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[5] Any conformant Framework **must not** develop policy products that contradict its own...

Critical Success Factors

The Business Management Framework

The Customer Management Framework

The Channel Framework

Commitment to SOA-based IT infrastructure

Delivery processes

Agreed Terminology

Agreed Guiding Principles

TG Framework

These items map to different OASIS TC deliverable types as follows...

OASIS
Standard

Committee
Specification

Committee
Note

Critical Success Factors

Milestones Matrix

Business
Change
Model

Transformation Roadmap

Policy
Map

Policy product Management

Franchise
Model

Retail
Model

The Transformation Business Model

Business Management

Business
Architecture

Technical
Architecture

Identity Policy
Framework

Citizen Identity
Management

Supply-side

Demand-side

Citizen
Empowerment

Concentrix

Brand & Marketing Strategy

Customer Management

Channel Shift

Channel Audit

Channel Optimisation

Cross-Channel
Management

Channel Management

Government owned

Third-party owned

Channel Ownership

Channel Mix

Channel Framework

Strategy for SOA-based IT infrastructure

Enterprise Architecture Patterns

A SOA Reference Architecture

Delivery processes

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