

Proposed Structure of the OASIS TGF Deliverables

This is just a brief guidance note, with suggestions as to how the various deliverables that we are preparing will fit together. This should be read in conjunction with the slide deck, “Framework Structure and Conformance” (although there are some very slight differences, explained below)

I see 8 possible deliverables for the TC to work on and adopt:

Committee Standards-Track – 4 documents (to become either OASIS Committee Specifications or ‘full’ OASIS Standards):

1. TGF – Core Framework
2. TGF – Business Management Framework
3. TGF – Customer Management Framework
4. TGF – Channel Management Framework

I would recommend that we *start out* by considering these as distinct documents – this will allow us to work on each separately and thus reduce the burden of ‘track change’ management between different sections, and also allows us to ‘farm out’ some of the writing and editing to willing volunteers. It is entirely possible (maybe even desirable) to knit them together as one deliverable, at any point agreed by the Committee, and before sending them out into the world for public review and the remainder of the TC process.

Non-Standards Track – 4 documents (Committee Notes):

5. Moving to a SOA-based IT Infrastructure – example approaches
6. Tools and Models for the Business Management Framework
7. Tools and Models for the Customer Management Framework
8. Tools and Models for the Channel Management Framework

I would recommend that we keep the first document on SOA as a separate deliverable. Whether the following three are put in a single note or broken down even further into distinct Notes, remains to be seen – I’m in favour of “small pieces, loosely joined” ;-)

In terms of timeline (and without formalising this as a GANTT chart), I see us working as follows:

Start work, in parallel, on 1 to 4; Discuss progress on 1 to 4 in next TC meeting (Feb 17); Adopt a first draft of 1 as a Committee Draft Specification and send out for first public review.

Finalise 2 to 4, and then align and finalise 1, based on review cycle feedback; Decide on whether to keep as separate deliverables or merge; approve by TC; send out whole for public review.

At any point, start work on 5

When 2 to 4 are sufficiently advanced, start work on 6 to 8.

Advance 5 to 8 as time and resources allow

Outline of Deliverables

This would give the following overview (see following pages):

Key:

mauve = standards-track document; blue = non-standards track;

Headings correspond with entries on the slide deck, “Framework Structure and Conformance”

If we accept this basic container structure, the next step is for me to ‘pour’ content into each container based on the material already submitted. We can then decide which TC member wants to go off with each document to elaborate further.

In terms of respecting the letter of the law as regards the TC Charter, we need to be sure we are delivering according to promise. For reference, the Charter states:

“The major deliverable will be a Framework for Transformational Government. Included in this Framework will be:

- a Transformational Government Reference Model,
- definitions of a series of policy products necessary to implement the change,
- a value chain for citizen service transformation,
- a series of guiding principles,
- a business model for change,
- a delivery roadmap,
- and a checklist of critical success factors.

Supporting this Framework will be a number of Use Cases and other guidance advice on its adoption.”

I think that these map as follows:

Charter requires...	TC deliverables
Framework for Transformational Government	1 – 4
Transformational Government Reference Model	Either part of 1; or part of 2
Definitions of a series of policy products necessary to implement the change	Covered in 1 – 4 and conformance clauses that mandate or recommend specific policy products
value chain for citizen service transformation	We can use the first slide of my presentation but we should also be clear that ‘value chain’ may not be the appropriate term
series of guiding principles	Covered throughout – we could consider highlighting or calling out these principles where they appear, to be clearer
business model for change	Part of 2, ‘Transformation Business Model’
delivery roadmap	Part of 2, ‘Transformation Roadmap’
checklist of critical success factors	Part of 1, CSF

1. TGF – Core Framework

Intro: Defining Transformational Government; Need for a TG Framework

One possible approach: explain and justify this deliverable as being the 'Reference Model'

Guiding principles

Detailed description of all guiding principles

Delivery processes

A detailed outline of the importance of delivery processes, of the three frameworks, and what they intent to achieve

Business Management Framework

Customer Management Framework

Channel Management Framework

Strategy for SOA-based IT Infrastructure

Critical Success Factors

Details

Benefit Realisation Strategy

Outline of value and importance in the overall framework

Conformance Criteria

Any conformant implementation of this Framework:

- MUST use these Guiding Principles
- MUST have delivery processes for business management; customer management; channel management as well as a strategy for SOA-based IT infrastructure
- MUST use these Critical Success Factors
- MUST have a Benefit Realisation Strategy
- MUST use these conformance criteria suitably transposed to the specific implementation
- SHOULD consider use of Committee Note "Moving to a SOA-based IT infrastructure"

2. TGF – Business Management Framework

Explain as part of the Framework delivery process...

Transformation Roadmap

Transformation Business Model

Franchise Model

Unlike some of the other models that are included in Notes and are 'recommended', we are stating that this Franchise Model is a key component and mandatory to the Framework, so it will be elaborated in detail here

Collaborative Stakeholder Governance Model

Use existing material

Policy Product Management

Terminology (morph to reference Model?)

This will cover the core terminology that the Framework adopts and stands as a recommendation for any implementer.

Second possible approach: Terminology section should evolve, as the work progresses, into a Reference Model – terminology plus relationships and context

Conformance Criteria

Any conformant implementation of this Framework:

- MUST have a Roadmap
- MUST have a Transformation Business Model
- SHOULD use the Franchise Model
- MUST have a Collaborative Stakeholder Governance Model
- MUST have rules for the management of policy products
- MUST have an agreed and shared terminology
- SHOULD consider use of the appended tools and models

3. TGF – Customer Management Framework

Brand and Marketing Strategy

The Concentrix

Citizen Identity Management Framework

Identity Policy Framework

Business Architecture

Technical Architecture

Citizen Empowerment Framework

Conformance Criteria

Any conformant implementation of this Framework:

- MUST have a Brand and Marketing Strategy
- SHOULD use the Concentrix Model
- MUST have a Citizen Identity Management Framework
- MUST have a Citizen Empowerment Framework
- SHOULD consider use of the appended tools and models

4. TGF – Channel Management Framework

Channel Transformation Strategy

Channel Model

Conformance Criteria

Any conformant implementation of this Framework:

- MUST have a Channel Transformation Strategy
- MUST have a clear view of existing channels and their ownership
- SHOULD consider use of the appended tools and models

5. Moving to a SOA-based IT Infrastructure

Introduction to main concerns and benefits of SOA (using OASIS SOA Reference Model) and including examples of paths to follow in developing a strategy for and adopting a SOA-based IT infrastructure

Enterprise Architecture Patterns

SOA Reference Architecture

6. Appendix - Tools and Models for the Business Management Framework

Milestones Matrix

Stakeholder Map

Policy Map

7. Appendix – Tools and Models for the Customer Management Framework

TBD

8. Appendix – Tools and Models for the Channel Management Framework

Channel Audit

Channel Shift

Channel Optimisation

Cross-Channel Management

Channel Mix

Channel Ownership