

CTO Council Action Points

30/31 March 2006

Enterprise Architecture Progress Report

- Debate not disagreement/poor response – comment ‘we are where we are’
- Questions about where the value is (in doing a EA for government) – need a shared agreement on the val prop
- Comment that developing an EA help create a common language
- Comment that we aspire to agility and flexibility – i.e. increase in speed by which a new citizen facing service can be introduced
- Need to plan work going forward formally

What are the 10 key questions about how the business should operate that influence EA – asked this as we need to develop an EA that addresses all of these

- Comment that the CTOs will also have to do a significant part of the business architecture
- Differences in the services in the application space – reflects difference in the organisations and what they deliver
- Security – high granularity in response here – question as to what level we want to pitch this
- Comment that the definition for infrastructure services such as desktop had come from the supplier side – and as a consequence there was no consistency.
- o Hilighted need for clarity on what a standard service is so a level of service delivery, price etc can be agreed
- o Need less ‘bespokeness’ from suppliers - which will enable depts to swop out one supplier for another is needs be – interchangeability and commoditization
- Enterprise systems management – need to become a more intelligent customer – need end to end view of the service from the supplier so can also get end to end view of service delivery
- Looking for help from suppliers already engaged across govt esp given huge sums already tied up in current contractual agreements
- Public Sector Architecture Association mooted – create this and link to professional accreditation piece proposed
- Proposed approach to developing EA further – SIGs to elicit common understanding and meaning plus working groups to lever the large topics such as EDRM]
- o Plan is to end up with a template that describes the component elements in a specific way – then develop a set of standards around the component services
- Proposal to have one group for each element and a separate group to, in parallel, confirm/agree/define the components of the model and another work group to look at the value proposition (or the business case for EA)

Data Quality Programme of HMRC

- About cross cutting issues without a single point of accountability that broaden to cover two departments
- Commonality of process and client base -> sharing between the two departments
- Also recognise that joint customer base have common requirements from DWP and HMRC
- Looking at 5 areas :-
 - o Joint sharing with other public bodies
 - o Common business processes
- Comment that there is £60 million savings from addressing problems associated with management of personal details
- Need to focus on the fundamentals:-
 - o Address

- o Id
- o Payment (common)
- Comment that have created a pool of 67million live ids plus those covering many deceased – question as to the opportunities this presents for other departments?
- o The creation of a common DWP/HMRC services – look at what opportunities there are across other departments for utilising this?
- Issues: - 50 million health records that cannot be used for policy reasons
- o Lost value in not being able to share this information
- o Huge political reasons for not sharing health data
- Comment that need to find a home somewhere within the EA framework for Identity Management

EA Breakout Group

- EA framework = a blueprint for doing things consistently
- Comment that the Canadian EA model focussed on the citizen by looking at services and not departments – our framework should not enshrine departmental structures
- Generalisation as a basis – provide a framework and establish services that can deliver for any government business requirement
- Agree need to produce value proposition first but will need to fill in some of the detail in the model simultaneously
- Proposal to hold a facilitated workshop - an ASE event – need for expert help plus support
- o Prep work – define what will be achieved
- Make broad requirements of CTOs clear
- Structure of event
- Outputs – template for output deliverables
- The ‘ask’ in terms of £
- Value prop and context defined
- Governance model
- The plan to move this on
- Need to share any input in a standard way
- Agree why we would have a govt EA – what are the advantages of doing this across govt rather than in each individual department?
- Standards or guidelines?
- What this means for Las defined
- Engage with others – police/strategic Health Authorities
- Be pragmatic
- o The event – two day event in May after which elicit buy-in and agree resource
- o **ACTION POINT:- John Wailing to liaise with Carl Bate (Cap) to take forward work on organising 2 day ASE session to develop EA business case**

Shared Services Breakout Group. Notes: 31/03/06

CTOs agreed that the following five areas should be recommended to the CIO Council to be focussed on:

1. Data Centre Sharing/ Disaster recovery
2. Data/VOIP and SIP enabled collaboration
3. R&D on new ICT
4. Websites – rationalisation and shared back end services
5. BACS and payments

These represent areas that could potentially offer early progress as budgets/spend is largely controlled within ICT/CIO domains. They would also figure in the EA flagged as shared services candidates with attendant benefits. Other areas identified for possible future work were:

1. IT Helpdesk for desktop & other services
2. EDM
3. Printing
4. form scanning
5. collaborative workspace
6. Authentication / Accreditation

Risks and issues identified:

- Getting right commercial model to balance Quality/performance and price point, and maintenance through benchmarking;
- Everyone is happy to create a service and then share it but not be the one to join the service created by others;
- LAs have duty to provide local jobs as part of economic development role;
- Authority/Governance of Shared Services;
- Standards – available for commodity items?;
- Lack of sharing cost data for commodity line items;
- Policy on data sharing

Action: Peter Court and John Wailing to construct matrix of what is needed for each and to co-ordinate action with interested CTOs to take forward. Report back at the next Council meeting.

Note : Those that volunteered are :

Sarah Norton
Anne Moises
Eamonn McDonagh
Andrew Bull
Simon Field
Dominic Hartley
Malcolm Whitehouse
Tim Rainey
John McKernan
Paul Reynolds

Virtualisation

- Bulk of detail in paper that accompanied presentation
- MHRC inherited large estate from predecessors and is now consolidating/rationalising – aim to reduce £130million pa costs
- Propose to start process with development environments – aim to reduce the development estate by 50% in first year
- **ACTION POINT – for any CTO to contact Andrew Bull (Head of Infrastructure Strategy and Architecture at HMRC) with observations on the HRMC approach/to share experience on virtualisation of application servers and the handling of inconsistent loads or commercial models**

Census

- Paper refers

- **ACTION POINT – CTOs to consider whether could share any scanning capacity and to contact Ian Cope (Director of 2011 Census) at the ONS**

GSI

- Clarified that the GSI is a community of networks
- Thameside leading on Government Connect – GCSX
- Questions raised about the GSI going forward: - who owns/who pays/who develops functional requirement/who sponsors/who is responsible for delivery etc. HO commented that they are doing a lot of work in this space and therefore need to leverage their learning. Is there a need for a new steering group for the GSI to define the above and take to the CIB?
- **ACTION POINT:- David Myers to advise on answers to questions above in particular the need for a GSI steering group (Peter Court)**
- **ACTION POINT: - CTOs to advise Peter Court what their GSI requirements are**
- Also queried how the GSI fits into the EA framework? – comment that the services/standards and protocols of the GSI need to live in the EA model
- **ACTION POINT – John Wailing to chair a new WSDL group – links to eGIF**

Secure Enterprise Architecture

- Domain based flexible security model – presentation refers
- Currently looking at ways it can be implemented – looking to prove concept
- Identified need for standards to support model
- **ACTION POINT: - HMRC Documentum eRoom collaborative tool to be developed, as a scenario, to prove concept. Address questions such as: what work would be required/what changes needed to the CoCo etc (Marc Hocking and John Wailing)**

Messages to CIOs

- Resources to support the development of a cross-government Enterprise Architecture
- Clarity of governance/shared services tools/GSI
- Clarity re Business Strategy
- Budget for the CTO Council – 0.3% departmental IT budgets?
- Data sharing policy – establish a group to look at the issues around data sharing
- Cross board agreement of sharing of commercials – any contract should allow use of IPs
- View of IT strategy organisation of the future – question need for 30 plus government CTOs/CIOs

Topics for next meeting

- Partitioning of IA space
- Output from 2 day EA business case workshop
- GI – addresses and issues of clean data
- Sharing research and development information across departments
- Action planning sharing
- Better information from Shared Services – from a business perspective

ACTION POINT:- John Wailing to liaise with Carl Bate (Cap/G) to take forward work on organising 2 day ASE session to develop EA business case

ACTION POINT: Peter Court and John Wailing to construct matrix of what is needed for each for each of the potential shared service areas and to co-ordinate action with CTOs to take forward. Report back at the next Council meeting.

ACTION POINT – for any CTO to contact Andrew Bull (Head of Infrastructure Strategy and Architecture at HMRC) with observations on the HRMC approach/to share experience on virtualisation of application servers and the handling of inconsistent loads or commercial models

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