



## Case study: Enterprise Architecture - North East Lincolnshire Council

**Arcus Global: Commissioned to deliver a comprehensive and detailed Enterprise Architecture (EA) for North East Lincolnshire Council.**

To develop the Enterprise Architecture, Arcus performed over 25 on-site interviews with the full spectrum of business and process stakeholders, captured the data and developed a complete set of Enterprise Architecture artefacts including: Business Architecture, Applications Architecture, Data Architecture and Technology Architecture. The work was done using the TOGAF methodology with a strong emphasis on knowledge and skills transfer to the Council's internal team.

The architecture documentation was accompanied by:

- A three-year strategic transformational vision including business cases and ROI analysis, enabling the investment to be released
- A full programme roadmap
- A governance process to support successful execution

The work scoped six strategic improvement projects to support the Council's aims and objectives and deliver the transition from the 'baseline' to the 'target' state. The six projects were:

1. **'Infrastructure and Delivery Models'** focused on improving current utilisation of ICT infrastructure assets, governance and processes surrounding assets, and preparing the Council for making use of cloud computing. By completing this business case, the council had a much better baseline from which to plan its future capacity needs and optimise its operational efficiency.
2. **'ICT Governance'** documents the reasons for undertaking the project and weighs the estimated costs of doing it, against the anticipated benefits that could be gained from its outputs and outcomes.
3. **'Customer Focused ICT'** focused on the use of technology to improve the experience of citizens when interacting with the Council. This was achieved by creating a single point of access for customers and a single backend system to handle service requests. The platform is functional across channels and thereby enables channel shift using innovative technologies such as mobile apps and an enhanced online offering. As a result, the council was able to provide improved

services to its citizens, gaining greater control of its processes, and a reduction of costs.

4. **'Intelligent Information'** this improved the ability of managers and officers across the Council to use information to intelligently manage and plan their business. The Council wanted to make it much easier to create reports and dashboards bringing in all the relevant information that was needed to make important decisions. This included the provision of a centralised facility for accessing and reporting on information, scheduling reports for delivery in the future, and collating and publishing information both to the public and for statutory returns. Officers and managers were able to have direct access to the information they needed, when they needed it. And that information needs to be accurate, timely, up-to-date, and reliable.
  
5. **'Value from Documents'** is designed to address the lack of a consistent way of managing documents within the Council through their lifecycle or for retrieving documents later for reference or reuse. Creation of a common platform document storage and retrieval was required. The new capability will be used by all areas within the Council to manage their document workflows and document related processes and will be coupled with a best practice Information Governance framework, which will have strong tool support within the platform to make compliance as easy on the end-user as possible.
  
6. **'Mobile and Remote Solutions'** focused on accelerating agile, flexible and mobile working for Council officers on the one hand and on the other hand enabling the wider community through mobile, wireless, and web applications to interact with the Council by providing the right technological touch points. It introduced a range of new and innovative technologies into the Council's infrastructure as well as optimizing the use of their existing major applications. This included the enabling of tablets and smartphones to securely report on Council services while on the move, as well as the ability to publish and share reports in an edited and appropriate format to the public. It has also meant a radical extension of their ability to work from anywhere at any time on any device, by introducing the appropriate technology access platform with the right levels of security.

The deliverables from this work were used to gain Cabinet Approval for a £3.8m investment in the next phase of the development of the Council's organisational platform. Work will shortly commence on the execution of the projects scoped by Arcus.