



Victoria State Government: How EA Helps Deliver Essential Services

Questions & Answers

Can you elaborate on how Ardoq helped you linking your different strategies together, from a business architecture perspective?

In our initial 'proof of value' work, DFFH and Ardoq collaborated closely to design the setup of Ardoq to map the 'golden thread' of strategy to execution. That is, we highlighted which Initiatives were devliering on which Strategies. We also modelled the extensive group of non-profit external service providers, and what programs each were involved in delivering. This is not a standard modelling problem so it took a number of iterations to find the right tradeoffs to deliver useful views, insights, and reports. The Ardoq flexibility allowed us to do those iterations in a quick and agile way.

Paul, how do you differentiate in the tool between target outcomes and current/progressing outcomes? Is that relevant, e.g. do you have dashboards that would show that?

The social outcomes the department is targetting are all very long running 'societal changes', and have certain measures associated with them, and targets that are updated each year. The details of these are tracked by the Performance and Analytics Branch as part of the departments Social Services System Reform, rather than in the EA Tool. From an EA perspective, we help model the system, and help answer 'if we want to change things in this aspect, what else needs to be considered'. With Ardoq's knowledge graph you can relate various aspects together in the graph to understand dependencies and even do target state modelling using the Ardoq Scenario capability. All the associated data/fields and references can be used for various visualisations that would help with providing the insights you need, or provide answers to your common questions, as well as dashboards if suitable.

How did you measure performance of the EA impact?

This isn't something we have done, and are not likely to. Our focus is on using EA artefacts / various visualisations to improve communication. Similarly we aren't focussed on developing a comprehensive EA, with a view that the benefits will follow. Rather our 'performance' / 'impact' is how the EA can help answering various questions / making decisions. So it is somewhat intangible / indirect from a measurement perspective.

If there was one thing you could have changed with your EA efforts during your work with Victoria State Government, what would it be?

Have more people involved from the outset, including 'citizen architects' curating datasets and creating their own visualisations which would get matured into 'official' published views.

Do you Shreya, Jason and Paul see that the acceptances to try, and the embracement to use, a tool like Ardoq differ in the social services sector from in the private sector and how have you changed your approach to get people onboard?

Ardoq has a large number of public sector and NGO customers. Many of the architecture problems of these organisations are similar to the private sector. But there are often differences in terms of the number of architecture resources that are available. Also, the information to be modelled can differ. For example most public sector and NGO organisations operate in 'ecosystem' type models, rather than typical B2C / B2B patterns of the private sector.

The approach to getting people onboard is similar to the private sector. But it can require the introduction of new governance routines to maintain the information which can be less mature in the public sector, compared to the private sector.