The Open Group Amsterdam 2010
NH Grand Hotel Krasnapolsky, Amsterdam, Netherlands
October 18-22, 2010

INTEROPERABILITY WORK GROUP
22ND OF OCTOBER
INFORMATION ARCHITECTURE WORKING GROUP
INTEROPERABILITY ISSUES

Presented At: Open Group EA Practitioners Conference – Amsterdam 2010

Presented By:

Mr. Robert (Bob) Weisman

Chair Information Architecture Working Group
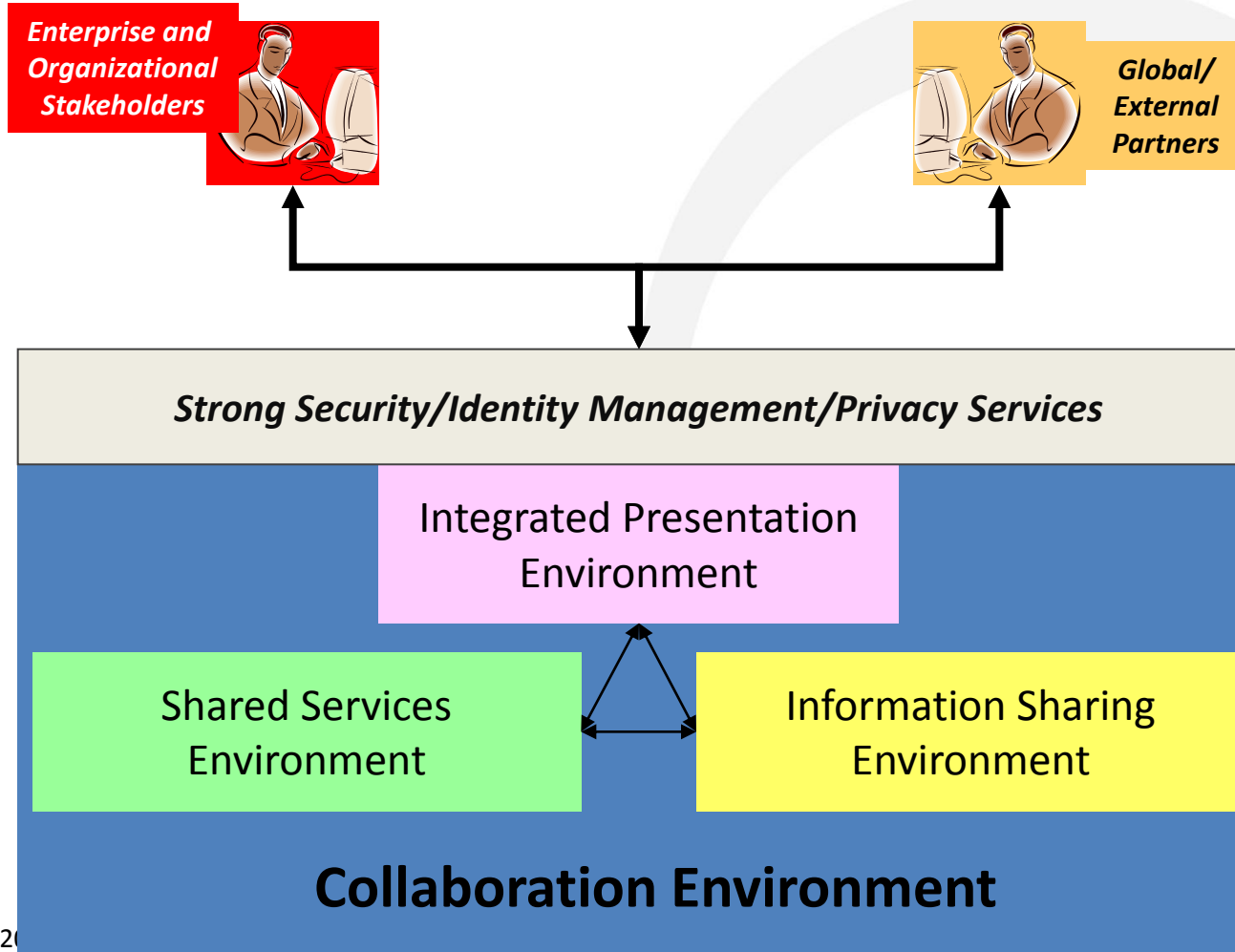
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> **To enable stakeholders to individually and collaboratively make informed decisions through the timely availability of quality information.**

- An Informed Decision
  - one based upon a situational awareness that includes all of the relevant information available at the time

- Collaboration
  - ability to have humans and/or machines cooperate to discover the best possible decision based upon the available information.
- Quality Information
  - As defined by the stakeholders.
  - Getting the perfect information two hours after the fact is not useful; good enough information three hours before is.
  - Available in a clear and understandable manner
  - Communicating quality in an unambiguous manner in both business and technical terms is crucial.
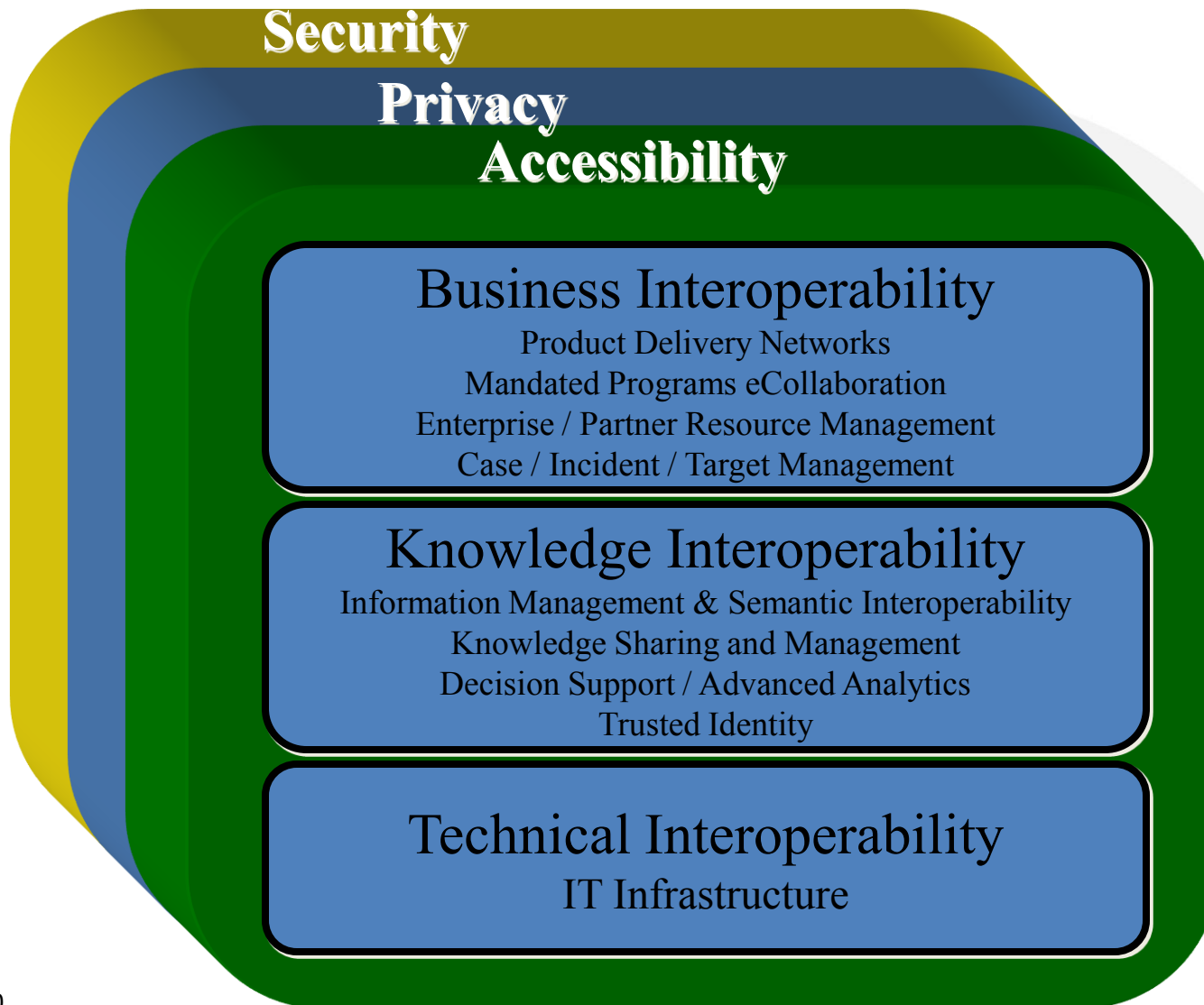
Information Architecture
Working Group

To enable Collaboration supported by an Information Sharing Environment

Enterprise and Organizational Stakeholders

Global/ External Partners

Strong Security/Identity Management/Privacy Services

Integrated Presentation Environment

Shared Services Environment

Information Sharing Environment

Collaboration Environment

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Interoperability and the Government of Canada

Security

Privacy

Accessibility

Business Interoperability

Product Delivery Networks
Mandated Programs eCollaboration
Enterprise / Partner Resource Management
Case / Incident / Target Management

Knowledge Interoperability

Information Management & Semantic Interoperability
Knowledge Sharing and Management
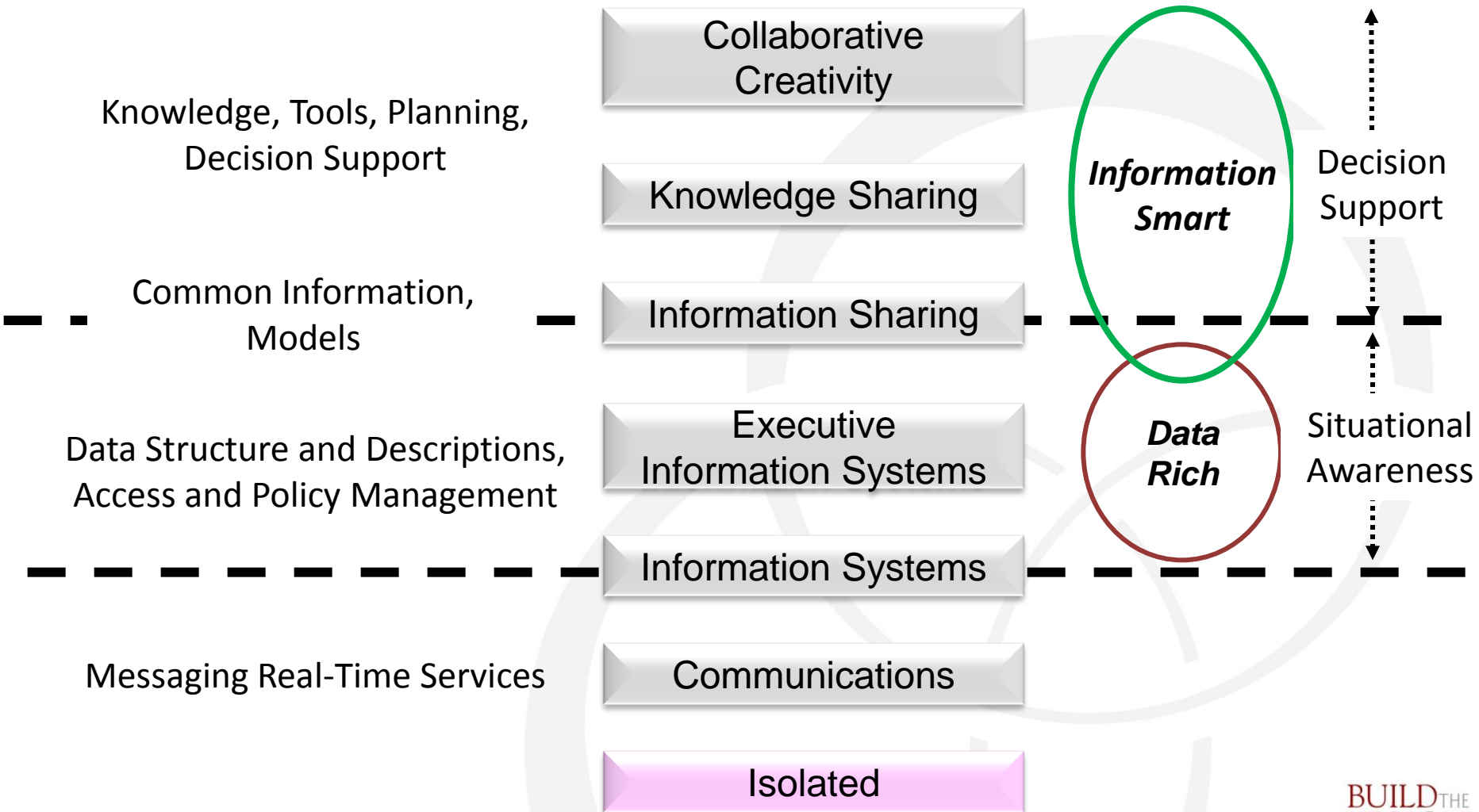Decision Support / Advanced Analytics
Trusted Identity

Technical Interoperability

IT Infrastructure

Information Sharing Capabilities Model

*Information Architecture
Working Group*
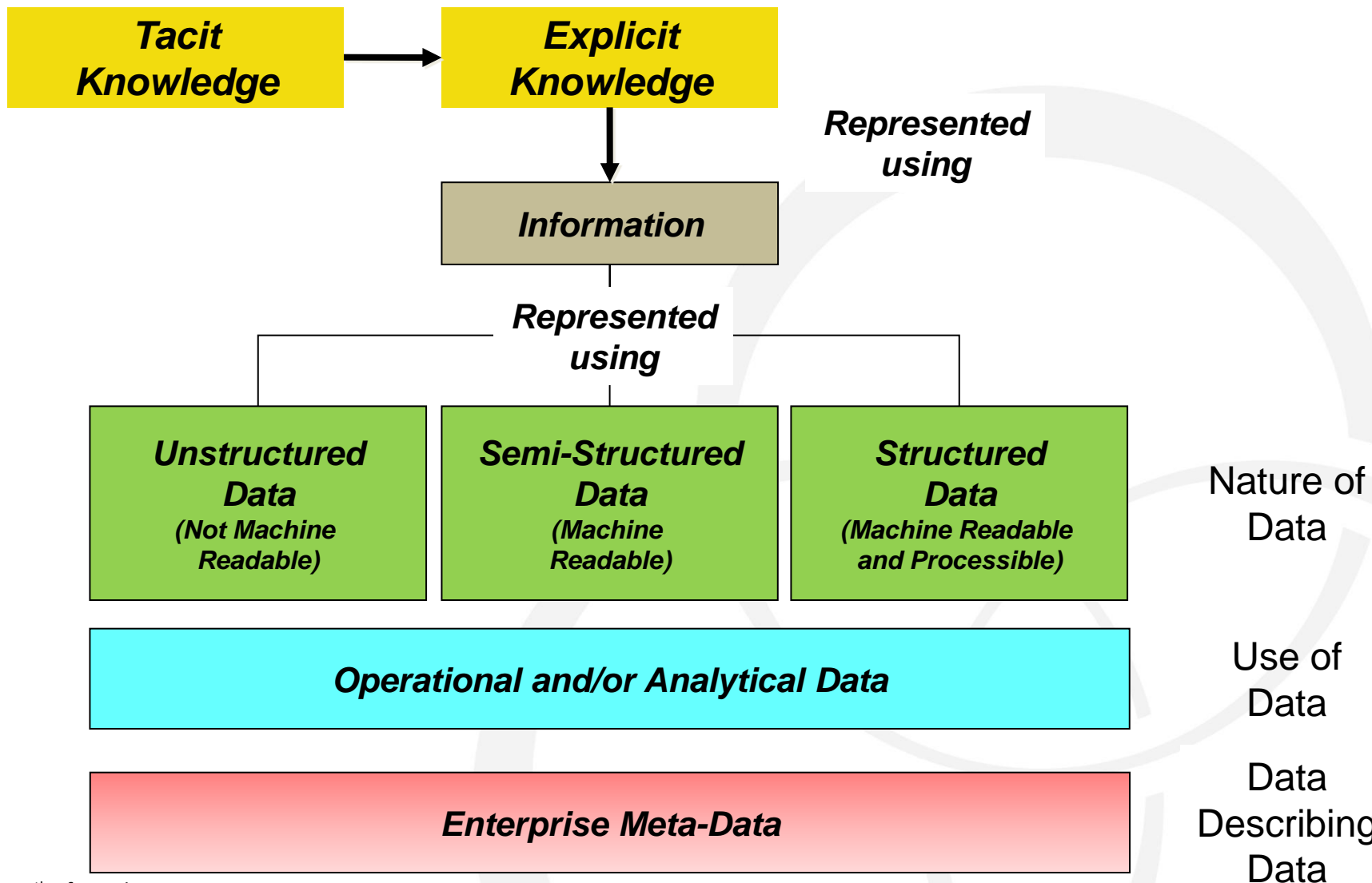
(Combined Communications and Electronics Board 1997)

Knowledge, Tools, Planning,
Decision Support

Common Information,
Models

Data Structure and Descriptions,
Access and Policy Management

Messaging Real-Time Services

Collaborative
Creativity

Knowledge Sharing

Information Sharing

Executive
Information Systems

Information Systems

Communications

Isolated

Information Smart

Data Rich

Decision
Support

Situational
Awareness

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Maturity Model for Data, Information and Knowledge Sharing

Value Proposition

Degree 6

COLLABORATIVE CREATIVITY
Seamless Sharing of Knowledge
Integrated Knowledge Environment
Intelligent Decision Support
PERSONALIZED SERVICE DELIVERY

Rapid Flexible Client Service
•*Rapid Implementation Legislative Change*
•*Ability to Operate Dispersed Canada/World*
•*Significantly Reduced Training Overhead*

Degree 5

KNOWLEDGE SHARING
Ability to Share Key Corporate Knowledge
Corporate Knowledge Model
Advanced Decision Support
GOAL/SCENARIO DRIVEN SERVICE DELIVERY

•*Empower Knowledge Workers*
•*Capture Personnel Expertise*
•*Learning Organization*
•*Reduced Workforce*

Degree 4

INFORMATION SHARING
Seamless Sharing of Information
Integrated Information Environment
EFFECTIVE PERFORMANCE MANAGEMENT
FULL CROSS-PROGRAM SERVICE DELIVERY

•*Decision Support to all Clients and Employees*
•*Ability to Achieve Results Based Organization*
•*Minimal Infostructure*

Degree 3

DATA SHARING
Ability to Integrate Key Corporate Information
Corporate Information Reference Model
Executive Information Systems
BASIC PERFORMANCE MANAGEMENT
BASIC EVENT DRIVEN SERVICE DELIVERY

•*Integrated Key Corporate Data*
•*Critical Executive Decision Support*
•*Reduced Infostructure*

Degree 2

DATA EXCHANGE
Ability to exchange data in between systems
Structured Messages/e-forms
PROGRAM-DRIVEN SERVICE DELIVERY
(e.g. CCRA Tape File)

•*Rudimentary Cross-Program Coordination*
•*Common Understanding of Data across Departments*

Degree 1

NETWORK CONNECTIVITY
Ability to Access Across Organization
Network, web-site access and e-mail

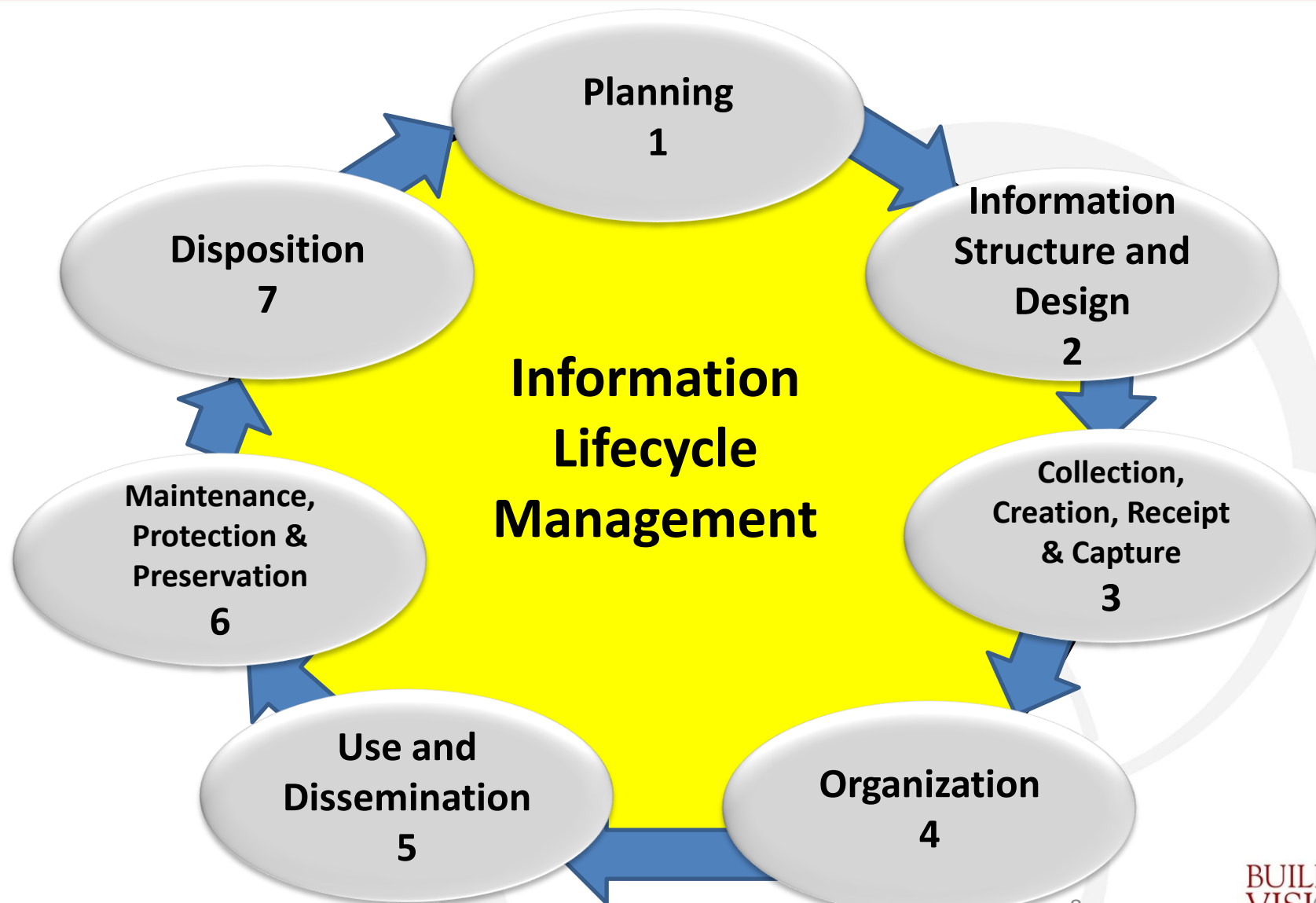•*Network Consolidation*
•*Increased Security*

(UPDATED)What is Information ?

```
┌──────────────┐        ┌──────────────┐
│    Tacit     │ ──────▶│   Explicit   │
│  Knowledge   │        │  Knowledge   │
└──────────────┘        └──────────────┘
```

Represented using

```
                        ┌──────────────┐
                        │ Information  │
                        └──────────────┘
```

Represented using

| Unstructured Data *(Not Machine Readable)* | Semi-Structured Data *(Machine Readable)* | Structured Data *(Machine Readable and Processible)* | Nature of Data |

Operational and/or Analytical Data — Use of Data

Enterprise Meta-Data — Data Describing Data

Planning
1

Information Structure and Design
2

Collection, Creation, Receipt & Capture
3

Organization
4

Use and Dissemination
5

Maintenance, Protection & Preservation
6

Disposition
7

Information Lifecycle Management

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Information As a Service

Baseline (As-Is) Architecture

Target Architecture

Application

Application Database Specific

Specific Platform Services

Most Platform Services

Network & Infrastructure Services

Business and Shared Support Applications

Information Services

Platform Services

Network & Infrastructure Services
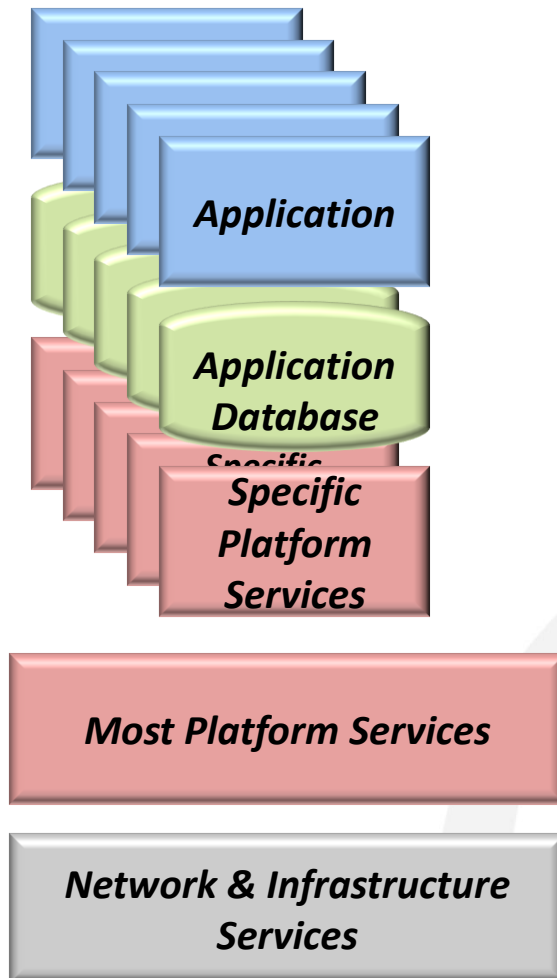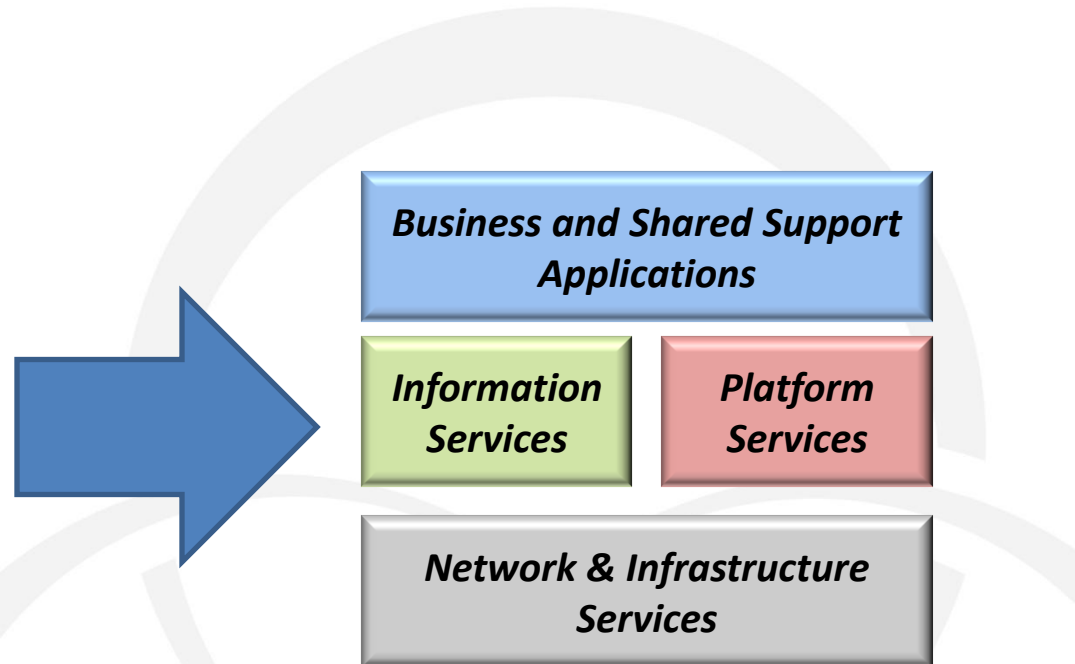
- Simple with Major Ramifications
- Introduction of Information Standards

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QUESTIONS ?

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EXTRA SLIDES

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Information Architecture
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- Information Governance

- **Information Planning and Architecture**
  - **At enterprise level and distinguishes architecture from more detailed design**
  - **focuses on the creation of architecture based plans**

- Operational Information Provision
  - delivers the specification and provision of data used by transaction-based systems for operations and administration

- Decision Support / Business Intelligence Provision
  - Specification and provision of information used to inform strategic and operational programs, set priorities and meet reporting requirements

- ## Records and Archives Management

  - ### Records and Archives merged

  - Creation and providing access to records and documents used by organizations to transact business and/or meet legal obligations.

  - Providing access to information (records) that have long-term value in an enterprise context as well as disposing those that do not

- ## Access to Information / Privacy Provision

  - Services and processes that ensure access to corporate records and protection of personal information

Enterprise IM Functions

Privacy and Access to Information

** Records and Archival Management

Decision Support / Business Intelligence Management

Operational Information Management

** Information Planning and Architecture

Information Governance

Types of Information

Un-Structured
- Library
- Imaged Documents

Semi-Structured
- E-docs
- Web content

Structured
- Database – Generic
- Integrated Data
- Knowledge Representation

Informa-tion Lifecycle

Phase 1 – Information Needs and Planning

Phase 2 – Information Structure and Design

Phase 3 – Information Collection, Creation, Receipt, and Capture

Phase 4 – Information Organization

Phase 5 – Information Use and Dissemination

Phase 6 – Information Protection and Preservation

Phase 7 – Disposition

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Information Architecture
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Enterprise Information Architecture – New Info Planning Sheet						
IM Functions → Info Lifecycle ↓	*Info Governance*	*Architecture & Planning*	*Operational IM*	*Decision Support / BI Mgt*	*Records & Archival Management*	*Access to Information / Privacy*
Phase 1 – Information Needs	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 2 – Information Structure and Design	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 3 – Information Organization	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 4 – Information Provisioning	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 5 – Information Use and Dissemination	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 6 – Information Protection & Preservation	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View
Phase 7 – Disposition	Concerns	Concerns	Concerns	Concerns	Concerns	Concerns
	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View	Architecture View

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