

Providing digital technology services to DWP

**Our Services** Bringing digital to life

### Architecture

### **Our Purpose**

### Architecting digital solutions to modernise the UK welfare system

Working with other experts at DWP Digital we're reshaping the digital landscape of UK government. Our people, our biggest asset, use their expertise to help build secure and intuitive digital services used by million of UK citizens.

Our aim is to help DWP accelerate delivery and reduce its reliance upon expensive third party providers. We're doing this by establishing a centre of architectural best practise to become a partner of choice.

We provide technical leadership, create technical designs and define strategies to help make the best use of existing IT. We also make decisions about what other IT assets need to be invested in to deliver high quality services.

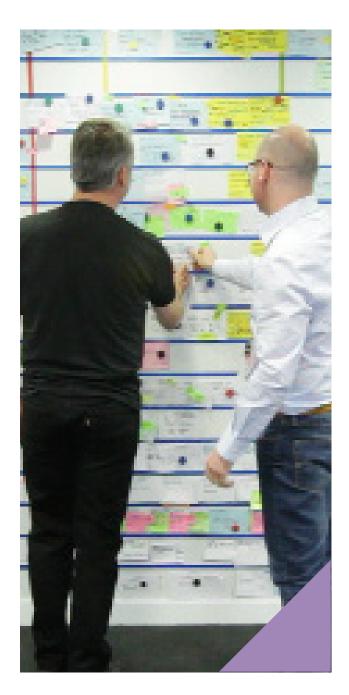


# **Our Customer**

### Harnessing the potential of people and technology

With other experts across DWP Digital, we work together in multi-disciplinary teams to achieve shared goals. This unique relationship means:

- we've a detailed knowledge and understanding of DWP's technology estate that is unrivalled in the market
- we understand and work seamlessly with DWP's business processes and architecture practices
- we can make long-term investments to build our architecture community's capabilities and services they offer
- our peoples expertise is valued and we're seen and treated as a trusted partner at DWP Digital – increasingly taking on new, more complex and valuable things to do
- We have the agility of a small lean organisation, are able to respond quickly to external changes, deliver value for our customer and stay ahead of the game.



# **Our People**

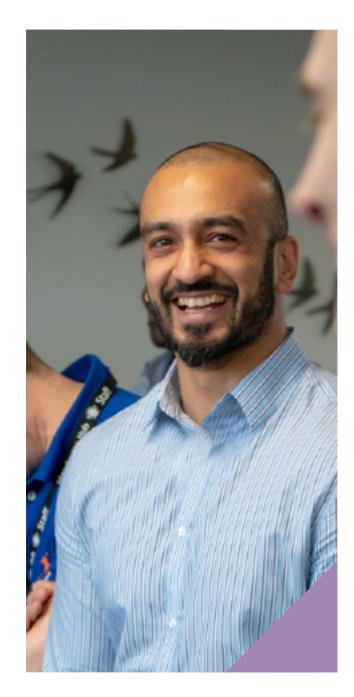
### Ensuring digital services operate, supporting citizens, around the clock

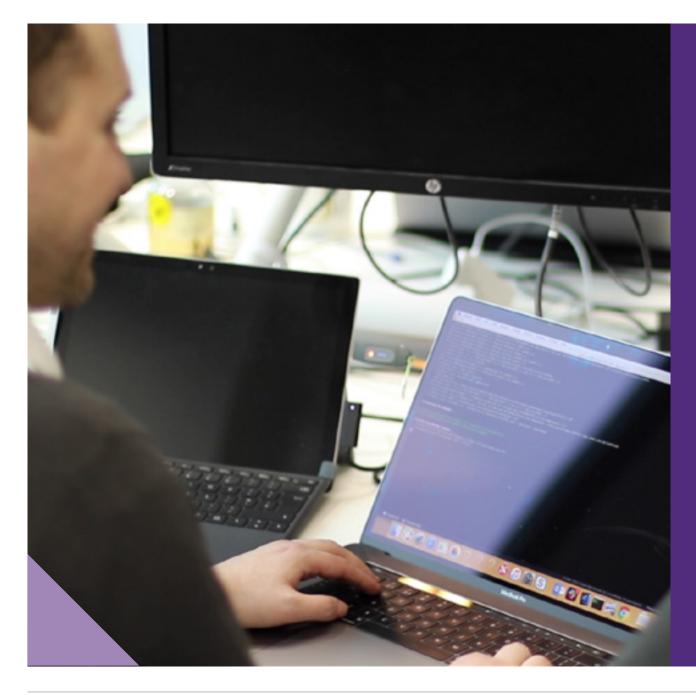
Based in vibrant digital hubs across the country, we're embracing agile ways of working to ensure what we deliver meets and exceeds our customer's needs.

Our people want and need to keep up with fast paced changes in digital technology to be masters of their craft. An excellent range of learning and development is available to tap into, which helps our people to build their skills and develop their careers.

Every one of our people is different. We care about what's going in their lives and want to help them be happy and healthy, both at and away from work. We value people for their differences and will do everything we can to create a positive, safe and healthy environment for everyone to be themselves.

We believe in celebrating successes together, and recognising and rewarding our people for their creativity and commitment.





Our team of experts work tirelessly to ensure DWP's digital services deliver excellent experiences for citizens and colleagues.

# **Our Services**

We have a comprehensive range of architecture services, designed to meet our customer's needs

### Enterprise Architecture

Working closely with DWP strategists, we create holistic enterprise solutions to DWP's business challenges.

We help to build unified IT capability to support current and future business delivery.

### Information Architecture

Integrating the outputs of product and interaction design with technology, we provide a joined up set of customer centric digital channels and services.

We connect citizens and colleagues to everything they need to understand and engage with DWP's services.

### Application Architecture

We integrate software, databases and middleware to ensure that all of DWP's digital services functionally deliver the business requirements, are robust, flexible, scalable and accessible.

We constantly seek creative ways of using technology to enhance business service delivery and improve both citizen and DWP employee experiences.

# **Our Services**

We strive for success and are constantly looking for new ways to add more value for our customer

### Infrastructure Architecture

We define the hardware, software, security and integration building blocks that underpin DWP's digital services.

We provide a consistent and secure technology base upon which innovative solutions can be built and operated.

Network and security architecture are integral elements of our Infrastructure Architecture services.

#### Data Architecture

We help to define the standards and governance for the collection, storage, structuring and integration of customer and business data.

#### Intentional Architecture Design

We're involved in establishing architecture principles and values to increase collaboration across teams and to enhance system design, performance and usability.

We Identify system roles, boundaries and integration requirements to maximise delivery team autonomy, and assure deliveries in the context of agreed architectural principles and values.

# **Our Services**

We maximise the flow of value to DWP and the millions of people who use DWP's services every year

#### Technical Debt Management

We're involved in maintaining a prioritised backlog of technical debt, concessions and maintenance requirements.

We develop architectural strategies for avoiding and reducing technical debt, and ensure that technical debt does not become too great.

#### Continuous Architecture Delivery

We manage architecture requirements, and capture and manage architectural decisions.

We Identify and prioritise architectural issues and concerns, and research and evaluate architectural and design options.

We maintain architectural roadmaps (or runways) to plan and coordinate delivery activities (Just In Time).

#### Architectural Spikes

We reduce delivery, performance and other risks by evaluating architectural choices, through prototyping and researching solution options - exploring and experimenting with potential solutions to increase understanding of how a solution will deliver, so that the quality and accuracy of estimates improve.



Our architects design digital services and set meticulous specifications, models and guidelines. "Our architects work hand-in-hand with DWP to develop and apply architectural good practice. We work within delivery teams across multiple parallel initiatives to deliver complex enterprise digital solutions.

We use intentional and emergent design techniques so that teams understand the context within which their solutions are to work and the sequence in which their products may be released working in an agile way, developing emergent, simplified and innovative solutions

We maximise the flow of value to DWP and the millions of people who use DWP's services every year"

### **Steve Anderton**

Architecture Digital Service Practice Lead





### Contact

For more information about our services please contact: **bpdts.engage@dwp.gov.uk** 

