

Annex A: Home Office Enterprise Architecture Model

Layer	Definition	How will the Home Office adopt it
GDS (Government Digital Services) / Web	As specified in the Home Office Digital Strategy, the standard delivery mechanism for the public users of services will be the internet. This will be delivered through the common Government platform, GOV.UK, the Government Digital Services (GDS), or through other non-Government web sites.	<p>The Home Office Digital Strategy sets out our aim to redesign all of our transactional services over the next seven years with a focus on user-need. This transformation will begin with three exemplar services:</p> <ul style="list-style-type: none"> • applications for visit visas (Immigration Enforcement) • the Disclosure and Barring Service - criminal record checks (DBS) • e-Gates at UK borders (Border Force)
EUD (End User Devices)	The concept of a user only interacting with the Home Office services through a PC, whether desktop or laptop, will become increasingly unusable as the services becomes more integral to the work of the user. Increasing use of mobile devices, such as smart phones and tablets, will see the concept of an end user device change, mirroring the consumer market more closely.	Increasing flexibility in the types of End User Devices (EUD) will have to be delivered at reduced cost, more aligned to the commodity prices in the consumer market. The central purchasing power of the Government will be used through the EUD agreements to deliver the cost savings. We will use the EUD agreements to replace current contracts either at the end of the contracts or another suitable break point. A common infrastructure with multiple EUD interface options will be required.
Service Integration	Ensures that the end user has a common view of services when they have different providers and different delivery models. Allows the user to concentrate on the delivery of service to the end user with less complexity.	Our current standard service management delivery model will be transformed to support heterogeneous services. This will be done as the various types of delivery model are included in the overall service, starting with the Cloud service provision of EDRM. We will retain control of the function while selectively outsourcing parts, such as Help Desk, that can be done more efficiently elsewhere.
Productivity (Standard) applications	The increasing need for better collaboration within the Home Office and across Government requires the ability to communicate efficiently with the right information. The productivity applications used in the knowledge industries has moved beyond email to include social media, contextual information provision and analysis of multiple large open data sets.	Through implementation of the Digital Strategy, we will start to make more use of Social Media as a way to communicate with the public and as a way of understanding the public response and usage of information provided. This will be provided alongside the current office automation, instant messaging and email functionality to provide a suite of options from which the most efficient tool can be chosen. The tools will be provided through commodity services.
LOB (line of business) or mission critical applications	LOB or Mission Critical Applications are those that deliver the actual service to the public. There is expected to be increased automation in delivery as the Home Office moves more to be a data driven Department. Such automation will support Home Office staff by carrying out more of the delivery process and freeing up resources within the Department.	We have a large legacy line of business estate that will need to be maintained. However, opportunities for change will be evaluated to ascertain if the applications can be replaced by commodity Cloud based services or by more flexible use or reuse of existing services. We will move to common definitions of capability and increasing use of common technology solutions.
Enterprise Applications	The Enterprise Applications provide the cross department intelligence and control. These are common to any large organisation and include such things as HR, Finance, Business Intelligence and monitoring of the effectiveness of delivery.	Given the commonality of Enterprise Applications across large organisations the move to common, shared services has been made in many departments. We have already made a large investment in Enterprise Applications through the adoption of the Adelphi model and will continue to do so, looking to use shared services and simplifying the business process to bring about a reduction in the tailoring of services. In time this will be a commodity service.
Common Applications / Components	Components or applications, usually modular and relatively small which are used across the Organisation, Line of Business and Productivity. This could include applications such as common authentication components or common distributed document management functionality.	We will look to re-use components across the application landscape. Where components are identified as being reusable across multiple types of applications they will become part of the shared application component list. The components will then be created in such a way as to allow easy reuse through the specification of easy to use interfaces or inclusion in standard design patterns. A library of common components will be developed and maintained centrally.

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Data Integration	Joins up the information across the different delivery options.	We will develop and use standards for Open Data and for Open API's that, not only allow but encourage a common view on the meaning of data and reuse of architecture for holding data. The ICW programme will initiate the data architecture and standards around the person, initially for the programme but also with wider organisational needs in mind.
Hosting	Hosting On Premise represents the traditional approach to hosting. Where the specialist nature of applications prevents their movement to Cloud there will continue to be a need for dedicated, On Premise, hosting. In general, this will be associated with legacy applications where the specialist nature or planned retirement makes investment in Cloud capability uneconomic.	The majority of the current service provision by us is using On Premise Hosting capability. We will seek to reduce the level of such hosting by moving applications to, in order of preference, public cloud, private cloud or rationalised on premise hosting.
System Integration	Provides effective interoperability between services by allowing the different systems to communicate with each other and provides easier re-use across different services	As systems are increasingly delivered using multiple components and multiple vendors the integration will be vital to the delivery of a service to the user. Increasingly this will be identified as a separate activity rather than as part of the development and be an explicit part of the delivery, being provided by us as part of the project or through a specific contract.
PSN (Public Services Network)	The provision of network capability through a series of agreements to common standards, known data security constraints and interconnection agreements.	We will utilise PSN for network capability for projects and contract replacements and look to replace the current network contracts where cost effective. We will have a single network built on the PSN.