Australian Government
Digital Transformation Agency

dta

Australian Government Architecture Domain and Capability Model

The architecture groups government digital and ICT capabilities into an integrated set of domains

Individual Experience

- Complaints and Issues Resolution
- Customer Relationship Management
- Digital Portal
- Government Branding
- Identity Management
- Personalisation
- Virtual Servicing
- Web Content Management

Government Service Delivery

- Business Process and Workflow
- Business Registry
- Case Management
- Compliance and Investigation
- Correspondence Management
- Debt Management
- E-markets
- Entitlements
- Grant Management
- Payments
- Permissions

Data and Analytics

- Advanced Data Analytics
- Business Intelligence Analytics
- Information Asset Management
- Metadata and Semantics
- Operational Analytics

Business Reference

- Document Management
- Enterprise Resource Planning
- Knowledge Management

Technology Reference

- Blockchain
- Cloud Computing
- Digital Twins
- High Performance Computing
- Hosting
- Internet of Things
- IT Service Management
- Mainframe
- Quantum Computing
- Software Engineering and Development

Business Experience

- Complaints and Issues Resolution
- Customer Relationship Management
- Digital Portal
- eInvoicing
- Government Branding
- Indentity Management
- Personalisation
- Virtual Servicing
- Web Content Management

Integration and Interoperability

- APIs
- Orchestration and Choreography
- Secure Data Exchange

Staff Experience

- APS Identity Management
- Collaboration and Sharing
- End User Computing

Artificial Intelligence (AI)

- Deep Learning
- Generative AI
- Machine Learning

Cyber Security

- Application Security
- Information Asset Security
- Network Security
- Privacy Protection

Governance

- APS Digital and ICT Skills
- Benefits Management
- Cloud FinOps
- Enterprise Architecture
- GovTech
- Innovation and Proof of Concepts
- Procurement and Sourcing
- WofG Capability Funding

Ver. 2.1 19.05.2025

Domain	Description
Individual Experience	The Individual Experience domain includes the capabilities required for the delivery of modern digital services to individuals, for example, through a single digital portal. Most capabilities are also common to the Business Experience Domain.
Government Service Delivery	The Government Service Delivery domain underpins the design, implementation, and management of government services provided to individuals, businesses and the Australian Public Service. It includes the enabling capabilities required for the seamless delivery of connected government services based on the user-centric delivery, continuous improvement, efficiency and accessibility.
Data and Analytics	The Data and Analytics domain encompasses the data capabilities and unified data management approach needed for effective cross-agency information sharing and generating insights. Analysis and drawing of key insights from high quality data to support and improve government policy, program, and operations.
Business Reference	The Business Reference domain includes the capabilities required for agencies to operate core business and corporate functions that are common across government, including enterprise resource planning and workforce management.
Technology Reference	The Technology Reference domain includes the capabilities required to deliver, run and manage the ICT that enables the delivery of digital services for government, including the use of cloud services and digital infrastructure.
Business Experience	The Business Experience domain includes the capabilities required to deliver a modern digital experience to support businesses in seeking information from the government and meeting their obligations. Most capabilities are also common to the Individual Experience Domain.
Integration and Interoperability	The Integration and Interoperability domain encompasses the capabilities for enabling interoperability, integration and orchestration necessary for managing information sharing across agencies. The aim is to deliver interconnected services throughout the government, enhancing policy, program, and operational efficiency.
Staff Experience	The Staff Experience domain is focused on capabilities required to enable a digitally empowered and well-connected workforce to increase staff productivity. By increasing collaboration across teams, insights, ideas and efficiencies can be realised across government.
Artificial Intelligence (AI)	The Artificial Intelligence (AI) domain underpins entities' use of AI systems, in alignment with distinct AI technological capabilities.
Cyber Security	The Cyber Security domain includes the enabling cyber security capabilities required for the effective protection of systems and networks from information disclosure, theft or damage as well as disruption of government services and operations.
Governance	The Governance domain relates to the reuse of digital capabilities across government to support the efficient, effective, and consistent governance and oversight of digital investments and initiatives.
Agency Specific	The Agency Specific domain includes capabilities that are critical to delivering government outcomes which have limited reuse opportunities e.g. Nuclear Control Systems, River Level Telemetry.

Domain	Capability	Description
Individual Experience	Complaints and Issues Resolution	Managing the collection of and effective resolution for complaints from individuals about government services and operations.
	Customer Relationship Management	Recording and managing all interactions with individuals to create a seamless experience across channels.
	Digital Portal	A way to provide individuals access to multiple government services through a single entry point. It means that individuals only have to remember one location and one login, and can easily access and discover many relevant government services in a single place.
	Government Branding	Ensuring consistent Australian Government branding across digital services provided to individuals.
	Identity Management	A set of processes to manage the identification and authentication of individual users of government digital services. It includes identity proofing, and login.
	Personalisation	Managing tailored experiences for individuals based on their credentials, preferences and needs.
	Virtual Servicing	A set of policies, processes and technologies used to allow agencies to deliver services virtually to individuals, enabling more flexible and remote operations.
	Web Content Management	Hosting and publishing static web content for individuals to access Government information.
Business Experience	Complaints and Issues Resolution	Managing the collection of and effective resolution for complaints from Australian Businesses about government services and operations.
	Customer Relationship Management	Recording and managing all interactions with users to create a seamless experience across channels.
	Digital Portal	Providing individuals with access to government services digitally (eg: through a web browser or mobile application).
	eInvoicing	eInvoicing is the digital exchange of standardised invoice information between sellers' and buyers' accounting systems. It enables government to receive and process eInvoices from individuals, businesses and authorised representatives.
	Government Branding	Ensuring consistent Australian Government branding across digital services provided to businesses.
	Identity Management	A set of processes to manage the identification and authentication of Australian businesses and their authorised representatives. It includes identity proofing, verification of ABN, and login.
	Personalisation	Managing tailored experiences for businesses based on their credentials, preferences and needs.
	Virtual Servicing	A set of policies, processes and technologies used to deliver services to businesses virtually, enabling more flexible and remote operations.
	Web Content Management	Hosting and publishing static web content for businesses to access Government information.

Domain	Capability	Description
Government Service Delivery	Business Process and Workflow	Automated and standardised business processes and their integration into more complex systems of systems.
	Business Registry	A register for all government information pertinent to a specific Australian business for the purposes or streamlined service delivery.
	Case Management	Managing the workflow of steps in a process to their resolution to meet the needs of individuals or business. This may involve engagement, assessment, planning, implementation, coordination, monitoring and evaluation.
	Compliance and Investigation	Monitoring compliance with policies, directions, regulation and legislation, including investigation of fraud.
	Correspondence Management	Managing the incoming and outgoing correspondence of an agency to individuals and businesses. Correspondence can include sending information via letters in the post, letters sent by email, letters made available in myGov Inbox, notifications sent by SMS or notifications that are pushed to Government mobile applications.
	Debt Management	Managing and collecting debts owed to the government by individuals and businesses (including unpaid fees and overpayment of welfare and taxation benefits that must be repaid).
	E-Markets	Systems or platforms that digitally connect or link users to the provisioning of products or services. E-Markets involve the use of digital platforms, technologies, and services to avail products and services in a virtual marketplace.
	Entitlements	A set of systems and processes that evaluate and determine eligibility and entitlements for government services according to the specific circumstances of an individual or business.
	Grant Management	Publishing, administering and managing government provided services and opportunities such as grants, tenders and auctions.
	Payments	Managing government payments, it includes incoming and outgoing payments to individuals, businesses and authorised representatives.
	Permissions	Determining eligibility for entitlements or otherwise granting credentials, permissions, authorities or status to users.
Integration and Interoperability	Application Programming Interfaces (APIs)	A set of rules, protocols, and tools that allows different software applications to communicate with each other. An intermediary layer that allows the transfer of data between different systems, services, and libraries.
	Orchestration and Choreography	Providing automated configuration, management, and coordination of computer systems, applications, and services to allow for seamless delivery of end-to-end services to users.
	Secure Data Exchange	Providing secure data exchange between systems within an agency or between agencies and users.
Staff Experience	APS Identity Management	A set of processes to manage the identification and authentication of Australian Public Service staff to access government building, systems and information.
	Collaboration and Sharing	A set of systems and processes that allow government agency staff to effectively share information and collaborate on shared work tasks. It includes systems that support collaboration and sharing such as email, calendar, instant messaging, video conferencing, document sharing, and automated forms.
	End User Computing	Supplying and managing staff productivity enablers including fixed and mobile devices, standard operating environments, staff communication and intranet, and remote access.

Domain	Capability	Description
Data and Analytics	Advanced Data Analytics	The analysis of raw datasets using specialised computers and software.
	Business Intelligence Analytics	Analysing business data to improve strategic understanding and inform decision making.
	Information Asset Management	Processes and procedures used to create and manage information assets to effectively deliver information, insights, and services to the public at the right time in the right format. Information assets need to be efficiently managed from creation and should be appropriately destroyed once their value has ceased.
	Metadata and Semantics	Managing standardised descriptions of the metadata of data to enable understanding of context of the data for future use and to enable data to be shared within and between agencies more effectively.
	Operational Analytics	Performing real time analysis of business operations to improve strategic outcomes.
Artificial Intelligence (AI)	Deep Learning	Deep learning is an artificial intelligence (AI) approach that trains computers to handle data similarly to how humans do. These deep learning models can identify intricate patterns in images, text, audio, and other data types to yield precise insights and forecasts.
	Generative Artificial Intelligence (GenAI)	Generative artificial intelligence (GenAI) refers to algorithms that are capable of producing new content such as audio, code, images, text, simulations, and videos.
	Machine Learning	Machine learning (ML) is a field within artificial intelligence (AI) and computer science dedicated to using data and algorithms to help AI mimic human learning, thereby enhancing its precision over time.
Business Reference	Document Management	The process of organising, storing, and tracking documents. The goal of document management is to make it easier for agencies to access, share, and collaborate on their documents.
	Enterprise Resource Planning	Managing agency back-office services, including financial management, human resources, procurement services and reporting and travel and expense management.
	Knowledge Management	Management of information and resources within an agency and between agencies to create knowledge.
Cyber Security	Application Security	Securing digital and ICT applications from cyber threats.
	Information Asset Security	Securing data infrastructure and data at rest from cyber threats.
	Network Security	Securing network infrastructure and data in motion from cyber threats.
	Privacy Protection	A set of policies, processes and technologies used to regulate, store, and use personally identifiable information of individuals and businesses that is collected by government.

Domain	Capability	Description
Technology Reference	Blockchain	Blockchain technology is a distributed ledger technology whereby a database is distributed across numerous users, and changes to the database are validated by consensus among the users. Blockchain technology can be widely applied to improve business processes, increase transparency, and drive the creation of new jobs and industries.
	Cloud Computing	Managing deployment of computing services into a shared pool of computing, network and storage resources accessed by multiple customers to reduce costs, improve quality of service, harness innovation and increase scalability. Cloud computing service models include Infrastructure as a Service, Platform as a Service, and Software as a Service. Cloud Services can be deployed as either Public or Private Cloud.
	Digital Twins	Digital Twins are dynamic digital representations of real-world objects or systems.
	High Performance Computing	High Performance Computing (HPC) refers to the practice of employing advanced computing techniques, typically utilising parallel processing and supercomputers, to solve complex problems that require significant computational power and data storage capabilities.
	Hosting	Facilities that host systems and data by providers to government. These providers may deliver a range of services to agencies, including cloud computing.
	Internet of Things	The network of physical objects that are able to connect to the Internet.
	IT Service Management	Monitoring and managing the quality of IT products and services being delivered.
	Mainframe	A specific type of technology that allows for high levels of data processing with a high volume of input and output operations, including its storage and other attached systems across geographically dispersed networks.
	Quantum Computing	Storing and processing information by manipulating the behaviour of individual atoms, ions, electrons or photons.
	Software Engineering and Development	Managing the development of software through its lifecycle.
Governance	APS Digital and ICT Skills	APS Digital and ICT Skills refers to the advancement and management of APS Digital and ICT skills that promote a whole of APS Digital Profession which can be used efficiently to address fluctuating capability and capacity constraints across government.
	Benefits Management	Principles to support agencies in adopting key tenets of good benefits management which will underpin government's ability to effectively assure digital implementation.
	Cloud Financial Optimisation (Cloud FinOps)	Financial management processes and practices for cloud services. A strategic approach that aligns cloud spending with public sector objectives and accountability.
	Enterprise Architecture	A fundamental strategic planning discipline needed to design and deliver digital transformation in any complex organisation or sector, whether in government or industry.
	GovTech	GovTech involves collaboration between governments, industries, academia, and internal innovators or 'intrapreneurs' to co-create technology-driven solutions that address public sector challenges.
	Innovation and Proof of Concepts	Identifying and prioritising where digital and ICT technologies can fulfil or improve government capabilities through new research and proof of concept development to test viability before larger scaling and development is pursued.
	Procurement and Sourcing	A set of processes that government buyers undertake to find and buy digital products and services. This guidance replaces the Digital Sourcing Consider First and Fair Criteria policies.
	WofG Capability Funding	Principles and templates to support the funding of digital and ICT capabilities that are provided across whole of government.

DCM previous version changelog