

Australian Government Architecture Domain and Capability Model

To help navigate the architecture, the DTA has developed a model to group government digital and ICT capabilities into an integrated set of 11 domains.

Individual Experience

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

Business Experience

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

Government Service Delivery

Business Process and Workflow	Business Registry	Case Management	Compliance and Investigation	Correspondence Management	Debt Management	Entitlements	Grant Management	Payments	Permissions
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Shared Data and Insights

Business Intelligence Analytics	Data Management	Metadata and Semantics	Operational Analytics
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Integration

Interoperability and APIs	Orchestration and Choreography	Secure Data Exchange
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Business Reference

Asset Management and Logistics	Enterprise Resource Planning	Information Management	Knowledge Management	Records Management
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Staff Experience

APS Identity Management	Collaboration and Sharing	End User Computing
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Technology Reference

Advanced Data Analytics	Artificial Intelligence	Blockchain	Cloud Computing
Digital Twins	Hosting	Internet of Things	IT Service Management
Mainframe	Quantum Computing	Software Engineering and Development	

Cyber Security

Application Security	Data Security	Network Security	Privacy
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Governance

APS Digital and ICT Skills	Benefits Management	Reuse Operating Model	Innovation and Proof of Concepts
Procurement and Sourcing	WofG Capability Funding		

Agency Specific

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Domain	Definition
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.
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.
Government Service Delivery	The Government Service Delivery Domain underpins the three experience domains and includes the enabling capabilities required for shared service delivery operations that support the seamless delivery of connected government services.
Shared Data and Insights	The Shared Data and Insights Domain includes the enabling data capabilities and common approach to data management to enable effective cross-agency sharing of information. The focus is to deliver key insights from shared data to support and improve government policy, program and operations.
Integration	The Integration Domain includes the enabling interoperability capabilities and common approach to integration and orchestration to enable the management of cross-agency sharing of information. The focus is to provide connected services across government to 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.
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.
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.
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 includes the governing definitions, processes and templates needed to support the delivery of standardised, simplified and reusable digital capabilities across government.
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	Definition
Individual Experience	Complaints and Issues Resolution	Managing the collection of and effective resolution for complaints from individuals about government services and operations.
	Content Management	Hosting and publishing static web content for individuals to access Government information.
	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.
	Relationship Management	Recording and managing all interactions with individuals to create a seamless experience across channels.
	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.
Business Experience	Complaints and Issues Resolution	Managing the collection of and effective resolution for complaints from Australian Businesses about government services and operations.
	Content Management	Hosting and publishing static web content for businesses to access Government information.
	Digital Portal	Providing individuals with access to government services digitally (eg: through a web browser or mobile application).
	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.
	Relationship Management	Recording and managing all interactions with users to create a seamless experience across channels.
	Virtual Servicing	A set of policies, processes and technologies used to deliver services to businesses virtually, enabling more flexible and remote operations.
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).
	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.

Domain	Capability	Definition
Shared Data and Insights	Business Intelligence Analytics	Analysing business data to improve strategic understanding and inform decision making.
	Data Management	A set of processes to manage the format, quality, currency and provenance of government data. This includes ensuring that where possible and appropriate, Australian Government data is designed to be open and transparent to the public.
	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.
Integration	Interoperability and APIs	Providing a programming interface or common formats within an agency or between agencies and their partners, allowing their services and systems to communicate with each other.
	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.
Business Reference	Asset Management and Logistics	Managing government assets and coordinating the movement and storage of resources used to deliver whole of government outcomes.
	Enterprise Resource Planning	Managing agency back-office services, including financial management, human resources, procurement services and reporting and travel and expense management.
	Information Management	Creating and managing information assets of an agency (including records, information and data) effectively to meet business and accountability requirements.
	Knowledge Management	Management of information and resources within an agency and between agencies to create knowledge.
	Records Management	A set of policies, processes and technologies used to create, capture, manage the destruction or transfer of records within an agency.
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	Definition
Technology Reference	Advanced Data Analytics	The analysis of raw datasets using specialised computers and software.
	Artificial Intelligence	A family of technologies that can bring together computing power, scalability, networking, connected devices and interfaces, and data. AI systems can be programmed to perform specific tasks such as reasoning, planning, natural language processing, computer vision, audio processing, interaction, prediction and more. AI systems can operate with varying levels of autonomy.
	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.
	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.
Cyber Security	Application Security	Securing digital and ICT applications from cyber threats.
	Data Security	Securing data infrastructure and data at rest from cyber threats.
	Network Security	Securing network infrastructure and data in motion from cyber threats.
	Privacy	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.
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.
	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.
	Reuse Operating Model	Principles and templates to support agencies to develop operating models to describe how a platform or service can be reused by other agencies.
	WofG Capability Funding	Principles and templates to support the funding of digital and ICT capabilities that are provided across whole of government.