Business Architecture

Business Architecture defines the Government's business strategy, the governance model, the business functions and key business processes. Business Architecture focuses on the business operations and business analysis and related networks that link these aspects of the enterprise together, this helps in describing the business value of subsequent architecture work to key stakeholders, and the return on investment to those stakeholders from supporting and participating in the subsequent work

In the context of Whole of Government, Business Architecture plays a key role in describing the way the Government of Bangladesh is currently operating and the way it would operate in the near future. It is a common phenomenon, especially in the Government context to build a system, and enforce adoption from users. The IT workforce is often pressurized to show quick results from their IT investments, so the natural inclination is to push systems into implementation without fully answering the fundamental question – "Why is the system getting built in the first place?

Business Architecture, provides the necessary framework to move away from the thinking to more organized planning – initiating from strategy, goals, through process to designing a business aligned system

Business Architecture Principles

The principles listed below are key guidelines for the design or implementation of various components of business architecture for the Government of Bangladesh. These principles are listed to achieve the following objectives:

- **Enable architecture review**: Any new system development would require architecture review, business architecture principles would provide the necessary review parameters as far as functional design and scope of application is concerned
- **Provide a guidance mechanism**: to process analyst, system analyst team, on what are the criteria that defines the best the ICT design
- **Enable ease of strategy and plan for ICT**: Business architecture depicts the strategic need with more clarity and ease, and help bridge the necessary gap between business and IT through effective business planning
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Name	BP1: Citizen Centric Approach
Description	Service Delivery across all channels for all sections of the society Rural and economically backward citizen with low/no network: • IVR based system • Unstructured Supplementary Service Data based Services • SMS based service Rural citizen with low/limited network • Web based portal – SOA and API based architecture • Light weight mobile Applications • Social Media Channel • Mobile Messenger Urban citizens: • Social Media Channel • Mobile Messenger • Web based portal Gesture recognition based mobile applications for physically handicapped citizens
Scope	• All G2C,G2B and G2G services

Implementation Steps	1. Design Omni channel architecture for systems 2. Understand ICT Network reach 3. Implement system as per strategy
Benefit	• Business services for all citizens – anytime and anywhere

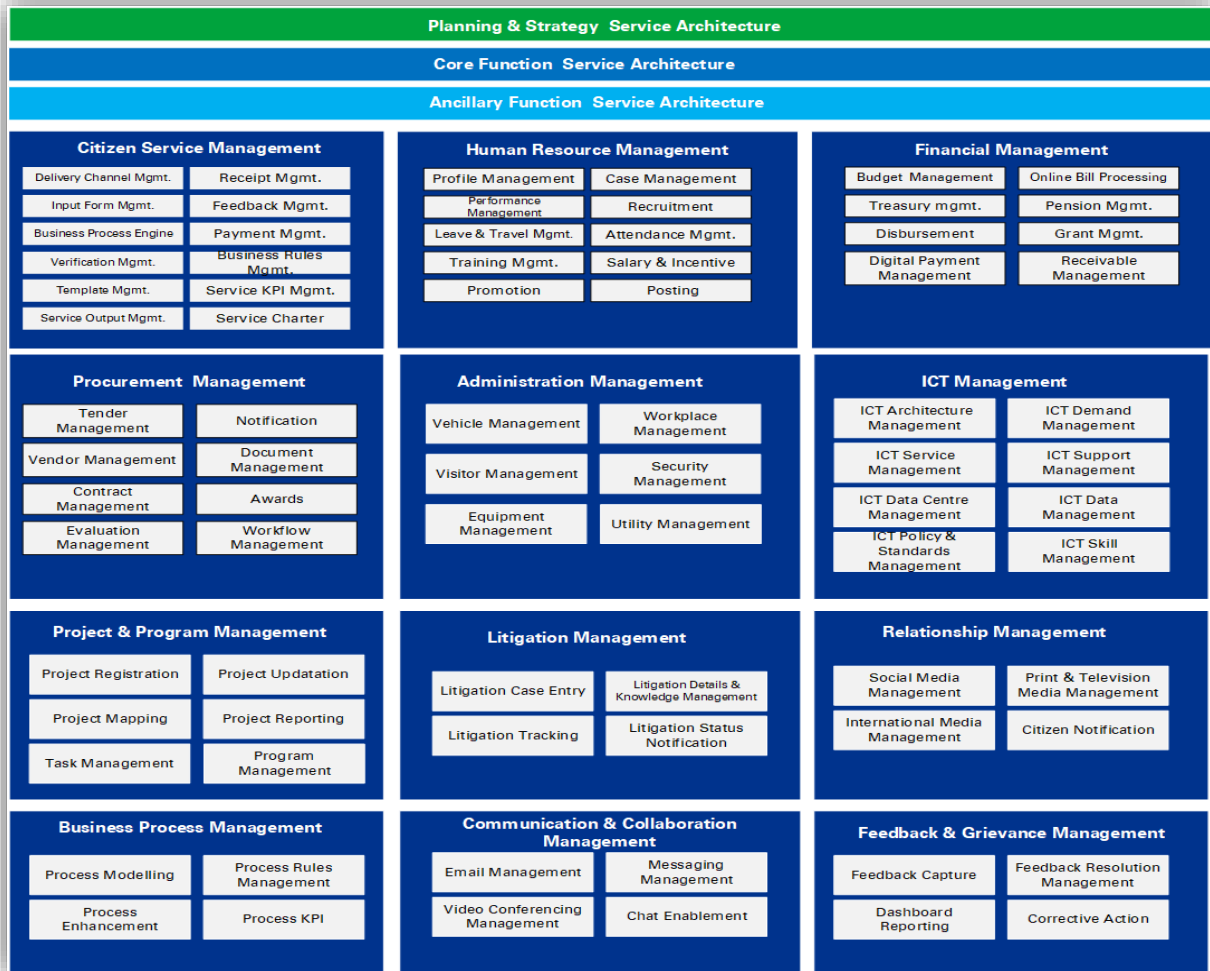| Name	BP2: Use of Unique Identifier to identify citizens, business
Description	Use of unique identifier to identify, authenticate and connect with stakeholders: • Citizen – NID • Business – BIN • Employee – Government ID • Things – Procurement ID • GIS- Geo ID
Scope	• All G2C,G2B and G2G services
Implementation Steps	1. Develop Data Models for detailed impact analysis 2. Enhance, re-design systems to include unique identification
Benefit	• Citizen 360 profiling • Business profiling and providing integrated services • Ease of identification

Name	BP3: Use of Common/Shared Services
Description	For common/shared business functions, common applications would be used.
Scope	• All common/shared business functions
Implementation Steps	1. Draft and finalize common/shared functions 2. Conduct BPR at process level 3. Design system supporting the functions 4. Ensure adoption of the systems
Benefit	• Lower cost • Standardization of process across ministries • High degree of collaboration among ministries

Name	BP4: Business Capability Aligned System Design
Description	System design based on business capability, following service oriented architecture
Scope	• All internal IT systems, mobile apps, this may not be applicable to citizen facing portals
Implementation Steps	1. Draft Business Capability Model 2. Finalize and publish business capability model 3. Design system aligned to business capability model
Benefit	• Business – IT alignment

- Re-use of systems

Name	BP5 : Business Process Re-engineering
Description	Existing processes are re-engineered to eliminate non-value-adds and to make the services citizen-centric / business-centric.
Scope	• All business processes planned for automation/ improvements
Implementation Steps	1. Draft Business Process Model 2. Identify redundant process step 3. Conduct legal compliance review for redundant step elimination 4. Design new process model 5. Monitor process KPI to understand improvements
Benefit	• Efficiency gain • Ease of use

Future State Business Architecture

Planning & Strategy Service Architecture
Core Function Service Architecture
Ancillary Function Service Architecture

Citizen Service Management

Delivery Channel Mgmt.	Receipt Mgmt.
Input Form Mgmt.	Feedback Mgmt.
Business Process Engine	Payment Mgmt.
Verification Mgmt.	Business Rules Mgmt.
Template Mgmt.	Service KPI Mgmt.
Service Output Mgmt.	Service Charter

Human Resource Management

Profile Management	Case Management
Performance Management	Recruitment
Leave & Travel Mgmt.	Attendance Mgmt.
Training Mgmt.	Salary & Incentive
Promotion	Posting

Financial Management

Budget Management	Online Bill Processing
Treasury mgmt.	Pension Mgmt.
Disbursement	Grant Mgmt.
Digital Payment Management	Receivable Management

Procurement Management

Tender Management	Notification
Vendor Management	Document Management
Contract Management	Awards
Evaluation Management	Workflow Management

Administration Management

Vehicle Management	Workplace Management
Visitor Management	Security Management
Equipment Management	Utility Management

ICT Management

ICT Architecture Management	ICT Demand Management
ICT Service Management	ICT Support Management
ICT Data Centre Management	ICT Data Management
ICT Policy & Standards Management	ICT Skill Management

Project & Program Management

Project Registration	Project Updatation
Project Mapping	Project Reporting
Task Management	Program Management

Litigation Management

Litigation Case Entry	Litigation Details & Knowledge Management
Litigation Tracking	Litigation Status Notification

Relationship Management

Social Media Management	Print & Television Media Management
International Media Management	Citizen Notification

Business Process Management

Process Modelling	Process Rules Management
Process Enhancement	Process KPI

Communication & Collaboration Management

Email Management	Messaging Management
Video Conferencing Management	Chat Enablement

Feedback & Grievance Management

Feedback Capture	Feedback Resolution Management
Dashboard Reporting	Corrective Action

Government of Bangladesh currently has 58 ministries and about 400 directorates. ICT effort is mostly disparate across the Government's landscape and systems are designed specific to each ministry sometimes directorates. A business architecture model would help unravel the common business capability used across the Government and help reduce duplicity and enhance standardization

Government of Bangladesh Business Architecture Model, would comprise about these common business functions established at an abstraction level, to help leadership understand the commonality without dwelling into the details of the process within those capabilities

It is recommended that the ministries develop their own business architecture following the National Enterprise Architecture Framework to design the ICT ecosystem for their day-day operations. The common/shared business functions represents the processes that are run in every ministries with little or no difference, these processes have high degree of commonality, and if integrated can work in a better way towards effectiveness and efficiency

A detailed explanation of each of these common/shared business functions has been described below

Common Function	Sub-Function	Description
Citizen Service Management	Delivery Channel Mgmt.	Manage various citizen services and its delivery across planned channels
	Receipt Mgmt.	Manage service acknowledgement, payment acknowledgement receipts
	Input Form Mgmt.	Manage various user forms for service application
	Feedback Mgmt.	Manage service feedback acceptance and storage
	Business Process Engine	Manage service business process
	Payment Mgmt.	Manage payment from citizen against applied services
	Verification Mgmt.	Manages verification of service input and other data for services
	Business Rules Mgmt.	Manage business rules at various process stages for services
	Template Mgmt.	Manage service output templates
	Service KPI Mgmt.	Manage service KPI recording and reporting
	Service Output Mgmt.	Manage service outputs to citizens
	Service Charter	Manage citizen service charter, comprising of service lists and required details
Human Resource Management	Profile Management	Manage employee profile, login and details
	Case Management	Manage litigation cases registered against the employees
	Performance Management	Manage employee performance recording and management
	Recruitment	Manage recruitment of all employees
	Leave & Travel Mgmt.	Manage leave and travel of employees
	Attendance Mgmt.	Manage attendance recording and reporting for employees

	Training Mgmt.	Manage training calendar, scheduler and notification
	Salary & Incentive	Manage salary, incentive and allowance reporting and payment
	Promotion	Manage employee promotion requests and approval
	Posting	Manage employee posting
Financial Management	Budget Management	Manage budgetary estimates
	Online Bill Processing	Manage bill processing of various ministries through finance
	Treasury mgmt.	Manage treasury for finance and other corresponding ministry
	Pension Mgmt.	Manage pension settlement, allocation and disbursement
	Disbursement	Manage employee salary disbursement
	Grant Mgmt.	Manage grants to ministry for allocated work
	Digital Payment Management	Manage online payment to various stakeholders such as vendors, partners, etc.
	Receivable Management	Manage payment from various stakeholders
Procurement Management	Tender Management	Manage tender listing, notification and other activities
	Notification	Manage notification regarding procurement
	Vendor Management	Manage vendor listing, de-listing and performance management
	Document Management	Manage documents related to procurement
	Contract Management	Manage contract's expiration, renewal and closure
	Awards	Manage procurement, tender awards
	Evaluation Management	Manage proposal, tender evaluation
	Workflow Management	Manage business workflow on procurement
Administration Management	Vehicle Management	Manage vehicle allocation and inventory
	Workplace Management	Manage office space purchase, maintenance and repair
	Visitor Management	Manage visitor entry, invitation and allocation
	Security Management	Manage security of offices, centres, etc.
	Equipment Management	Manage furnishers, equipment, stationary and other perishable materials
	Utility Management	Manage utility procurement, payment and service
ICT Management	ICT Architecture Management	Manage ICT architecture for all ministry

	ICT Demand Management	Manage ICT demand and planning for demand fulfilment
	ICT Service Management	Manage ICT service quality, delivery and process
	ICT Support Management	Manage ICT service and ITES support
	ICT Data Centre Management	Manage ICT data centre for national and ministry level
	ICT Data Management	Manage all IT data – structured, un-structured and semi-structured
	ICT Policy & Standards Management	Manage ICT policy and standards
	ICT Skill Management	Manage ICT skills in collaboration with various authorities
Project & Program Management	Project Registration	Manage project registration for proposed implementation
	Project Updates	Manage project status update
	Project Mapping	Manage project mapping with various policies, schemes and grants
	Project Reporting	Manage project status and other details reporting
	Task Management	Manage project task and resource mapping
	Program Management	Manage multiple projects under same program
Litigation Management	Litigation Case Entry	Manage litigation case registration against employee
	Litigation Details & Knowledge Management	Manage litigation case details and knowledge management of case
	Litigation Tracking	Manage litigation case status and updates
	Litigation Status Notification	Manage notification regarding case hearing, next dates, etc.
Relationship Management	Social Media Management	Manage social media interactions in collaboration with ministry of information
	Print & Television Media Management	Manage print media interactions in collaboration with ministry of information
	International Media Management	Manage international media interactions in collaboration with ministry of information
	Citizen Notification	Manage citizen notifications, promotions of grants and projects
Business Process Management	Process Modelling	Manage internal business process design
	Process Rules Management	Manage process rules and SOP
	Process Enhancement	Manage business process re-engineering and improvement
	Process KPI	Manage process KPI monitoring
Communication & Collaboration Management	Email Management	Manage email profile, delivery, archival and integration
	Messaging Management	Manage intra and inter ministry communication through business messenger tool

	Video Conferencing Management	Manage collaboration through Video Conferencing tool
	Chat Enablement	Manage chat tool for communication
Feedback & Grievance Management	Feedback Capture	Manage feedback capture from various stakeholders
	Feedback Resolution Management	Manage feedback resolution
	Dashboard Reporting	Manage feedback reporting and actions status against each feedback
	Corrective Action	Manage action allocation for feedbacks