



Innovation & IT

Business Architecture in Action

TRAINING

Connecting the dots between objectives,
capability and transformation in
Government



Facilitated by
NIGEL SCHMALKUCHE
Managing Director Principal Consultant
Strategic Architects

Online

Day 1: Tuesday, February 13, 2024

Day 2: Tuesday, February 20, 2024



PUBLIC
SECTOR
NETWORK



Certified

Corporation



Overview

2024 is set to be another big year for IT in Government, with agencies and departments focusing on boosting and maintaining momentum of modernisation initiatives. Driven to improve accessibility to digital services; achieve greater seamlessness of online interactions for both employees and external stakeholders (citizens, visitors, businesses and residents); and to propel future initiatives.

As an IT Transformation agent on the ground, overseeing and leading the system upgrades and overhaul you may be faced with, under documented processes, capabilities and systems; ambiguous governance and accountability; unclear goals and complex interactions.

The Business Architecture in Action course developed for time poor IT Managers who are looking to make sense of disparate systems and ambiguous governance through business capability planning and business architecture principles. This course provides an agnostic view of business architecture frameworks and models that you can implement to your projects to achieve alignment of solutions, strategic alignment and capability.

This course has been designed for Government business executives to apply Business Architecture principles to progressing your digital transformation agenda and minimise ambiguity. It will provide you to the tools and models to drive capability-based planning, create business anchor models, assess value chains, and understand the roles and responsibilities of key stakeholders.

Who Should Attend

This course is designed for managers, leads and analysts in charge of transforming the government including:

- Corporate Services, IT & ICT and Project Management
- People and HR Services, Finance & Accounts Payable and Digital & Business Transformation
- Project Manager and Leads driving the implementation of ERP, CRM and other software upgrades

Why Attend

- Learn how to apply Business Architecture to deliver complex transformational change in Government
- Understand how to align capability, value, business to drive successful projects that uplift efficiency and deliver better services
- Benchmark your capability and technology with your local government peers
- Gain an insight into eliminating project ambiguity and change fatigue with fit-for-purpose modelling

Learning Outcomes

- Establish a project governance by creating a Business Anchor model that outlines the roles and responsibilities of key stakeholders
- Apply Capability Planning and Analysis to identify and prioritise major gaps
- Identify existing resources and how to optimise them to progress transformation
- Apply Business Architecture Models to be the glue that drives sustainable digital transformation
- Eliminate project ambiguity by outlining and communicating the role responsibilities of key stakeholders

Meet Your Facilitator



Facilitated by
NIGEL SCHMALKUCHE
Managing Director Principal Consultant
Strategic Architects

Nigel Schmalkuche is a business and ICT professional with 25 years' experience in guiding government and private organisations through digital business transformation particularly in the fields of housing and public works, police and emergency services, elections, health, utilities and financial institutions.

He has held the positions of Director, Manager, Chief Architect, and Principal Consultant providing strategy and architecture leadership across cloud, AI, data, and technology enablement programs of work.

Nigel has a keen talent for connecting the dots between technology, capability and strategy. And he has applied this to develop and embed enterprise architecture practices; shaped strategic roadmaps, upskilled key stakeholders; designed solutions to navigate complex challenges to drive transformational change.

He is a TOGAF 9.2 Certified Enterprise Architect with 17 years' experience in implementing enterprise architecture to achieve business outcomes. In addition he has authored two books, Data to Insight and AI and Data Strategy and is currently working on a third!

Who is this course for:

- Manager/ Leads/ Analysts: Corporate Services
- Manager/ Leads/ Analysts: IT and ICT
- Manager/ Leads/ Analysts: Project Management
- Manager/ Leads/ Analysts: Finance and Accounts Payable
- Manager/ Leads/ Analyst: People and HR Services
- Manager/ Lead: Digital Transformation, Business Transformation
- Project Manager and Leads driving the implementation of ERP, CRM and other software upgrades

Come Prepared With

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Your specific challenges you have that you'd like to solve



Module 1: Business Architecture in Government

10:30am PSN Welcome & Introduction

10:45am Icebreaker and Meet & Greet

11:00am Understanding Business Architecture in context of Government

- An introduction to Business Architecture and how it can be applied to drive complex transformation in local government
 - Identifying the success factor and shortcomings for Business Architecture
 - Exploring Business Architecture frameworks
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11:45am Business Models to Unlock your Transformation Strategy: Identifying the Problem

- Evaluating the biggest challenges and common pitfalls you upgrading digital platforms and driving transformational change
 - Uncovering and articulating the Real Problem: Process, Capability, Technology or Mindsets?
 - Mapping out the key activities, resources and capabilities that are critical to solving your problem and progressing your digital uplift journey
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12:30pm Break

Module 2: Business Models

1:00pm Capability Mapping to Identify the Gaps and Make the Most of the Resources you Have

- Discussing Value Chains and understanding how to apply this to your own organisation
 - Addressing the gaps: Which capabilities need improvement
 - Optimising your existing resources to further your transformation agenda
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1:45pm Capability Mapping in Action: Break out Activity

The participants will be asked to build a value chain for their own organisation and/or project using the principles and frameworks learned earlier in the day. At the end of the session you will have identified the gaps and prioritised capability improvement. Plus you will identify the existing resources that can be optimised to drive your strategy ahead.

2:30pm Closing remarks from the Trainer and end of Day 1

Module Three: Digital Business Transformation

10:30am Welcome and Recap

10:45am Establishing a Business Anchor Model for Your Council based on your Transformation Agenda

- Understanding the roles and responsibilities of your key stakeholders across the organisation
 - Creating a Business Anchor Model based on responsibilities, capabilities and resources
 - What makes an effective Business Anchor Model: The dos and don'ts
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11:30am Group Activity: Create a Business Anchor Model

The participants will be asked to build a Business Anchor Model for their own organisation and/or project using the principles learned earlier. At the end of the session you will have set up a big “enterprise view” of the key stakeholders that you can then use to address any ambiguity, use as a credible practical artefact to build engagement and secure executive buy-in.

12:30pm Break

Module Four: Business Architecture be the Glue of Business Transformation

12:45pm Effectively Manage Live Projects and to Re-align Projects

- Applying the model to measure the live transformations and its impact on other projects
 - Using insights to re-orient and re-align projects as they progress and the business needs evolve
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1:30pm Group Activity: Build an In-Flight Model

The participants will be asked to build an In-Flight Model for their own organisation and/or project using the principles learned earlier. At the end of the session you will have set up an Inflight View that can be applied to measure progress and re-align as the business needs change.

2:30pm Closing Remarks from Trainer and End of Day 2
