

# Business Architecture in Action

TRAINING

Connecting the dots between objectives,  
capability and transformation in  
government



Facilitated by  
**STEPHANIE DELGADO**  
CEO & Chief Data Officer  
DataCents Analytics, LLC

Online

Tuesday, September 24 & October 1, 2024



PUBLIC  
SECTOR  
NETWORK



## Overview

In 2024, IT in Government is entering a pivotal phase marked by a concerted effort to improve digital service accessibility and streamline online interactions. As an IT transformation leader within this landscape, you are confronted with challenges ranging from ambiguous governance structures to the complexities of managing fragmented systems. However, amidst these obstacles lies the opportunity for significant progress.

The Business Architecture in Action course has been developed for time-poor technology and transformation leaders (with limited budgets!) 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 in your projects to achieve alignment of solutions, strategic alignment and capability.

This workshop will empower public sector executives to apply Business Architecture principles to progressing your digital transformation agenda and minimize ambiguity. It will provide you with 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:

- Corporate Services
- IT and ICT
- Project Management
- Finance and Accounts Payable
- People and HR Services
- Digital Transformation
- Business Transformation

Project Manager and leads driving the implementation of ERP, CRM and other software upgrades.

## Why Attend

- Explore the application of Business Architecture in driving complex transformational change within Government contexts.
- Learn to align capabilities, value, and business objectives to ensure the success of projects, enhancing efficiency and service delivery.
- Benchmark your organization's capabilities and technology against those of local government peers.
- Gain insights into mitigating project ambiguity and alleviating change fatigue through fit-for-purpose modeling techniques.

## Learning Outcomes

- Establish project governance by developing a Business Anchor model that clearly defines the roles and responsibilities of key stakeholders.
- Identify gaps in existing strategy with capability planning and analysis. Optimize existing resources to advance transformation.
- Drive sustainable digital transformation
- Remove project ambiguity by clearly outlining and communicating the roles and responsibilities of key stakeholders.

## Meet Your Facilitator



Facilitated by  
**STEPHANIE DELGADO**  
CEO & Chief Data Officer  
DataCents Analytics, LLC

**Stephanie Delgado** is an applied economist with over 15 years' experience in state and local government environments, working on operations optimization and digital transformation with budgeting, strategic planning, procurement, public safety, economic development, power utilities, K-12 and higher education environments.

Specializing in data strategy, data valuation, impact estimation and applications of both public and private sector data, Stephanie is a leader in creating value centers from what is usually seen as a liability and a cost center – an organization's data. She has a keen talent for maximizing the value that data can bring to an organization, and she leverages these skills to help organizations manage and govern these assets confidently.

She is the Founder of DataCents Analytics, LLC, as well as a Professor of Data Science for Impact Measurement at Lynn University, Preceptor for Data Initiatives at the Watson Institute, an Advisory Board member of AtliQ, a Thought Leadership Partner with Public Sector Network, and a Contributor to Forbes Ignite.

## 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

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**10:30am** Welcome & Introduction

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**10:45am** Icebreaker and Networking

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**11:00am** Comprehending Business Architecture in Government

- Introduction to Business Architecture and its application in driving complex transformations within local government.
  - Identifying success factors and common pitfalls in Business Architecture.
  - Exploring various Business Architecture frameworks.
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**11:45am** Unlocking Your Transformation Strategy: Identifying the Core Issues

- Evaluating major challenges and common pitfalls in upgrading digital platforms and driving transformational change.
  - Uncovering and articulating the real problem: Process, Capability, Technology, or Mindsets?
  - Mapping key activities, resources, and capabilities critical to solving problems and advancing your digital transformation journey.
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**12:30pm** Break

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## Module 2: Business Models

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**1:00pm** Mapping Capabilities: Identifying Gaps and Optimizing Resources

- Discussing Value Chains and their application within your organization.
  - Addressing capability gaps: Identifying areas needing improvement.
  - Optimizing existing resources to further your transformation agenda.
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**1:45pm** Interactive Session: Capability Mapping in Practice

- Participants will build a value chain for their organization or project using the principles and frameworks learned.
  - By the end of the session, participants will have identified gaps, prioritized capability improvements, and pinpointed existing resources that can be optimized to drive their strategy forward.
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**2:30pm** Trainer's Closing Remarks and End of Day 1

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## Module Three: Leading Digital Business Transformation

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**10:30am** Welcome and Recap

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**10:45am** **Building a Business Anchor Model for Your Council**

- Understanding the roles and responsibilities of key stakeholders across the organization
  - Developing a Business Anchor Model based on responsibilities, capabilities, and resources
  - Best practices for creating an effective Business Anchor Model: Dos and don'ts
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**11:30am** **Group Activity: Create a Business Anchor Model**

Participants will create a Business Anchor Model for their organization or project using the principles learned. By the end of the session, you will have established an “enterprise view” of key stakeholders to address ambiguity, build engagement, and secure executive buy-in.

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**12:30pm** Break

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## Module Four: Integrating Business Architecture in Transformation

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**12:45pm** **Managing and Aligning Live Projects Effectively**

- Applying the model to measure the impact of live transformations on other projects
  - Using insights to re-orient and re-align projects as they progress, and business needs evolve
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**1:30pm** **Practical Exercise: Construct an In-Flight Model**

Participants will build an In-Flight Model for their organization or project using the principles learned. By the end of the session, you will have created an In-Flight View to measure progress and re-align projects as business needs change.

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**2:30pm** **Trainer's Closing Remarks and End of Day 2**

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