



WofG Architecture Domain Model and Capability Definitions

Within each domain, key capabilities have been identified to represent the functions required to deliver whole of government strategic outcomes.

Citizen Experience

Non-digital Channels	Digital Portal	Interactions Management
Content Management	Personalisation	Identity Management

Business Experience

Channel Management	Digital Operations	Service Management	Service Determination
Single View of Business	Identity Management	Business Advisory	Customer Communication

Staff Experience

Digital Workplace	Communication & Collab
Automation	

Government Service Delivery

Payments	Eligibility and Entitlements	Grants Management	3rd Party Management	Permissions	Claims/Case Management
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Integration

Agency API Gateway	WofG Integration Standards
WofG Secure Data Exchange	Orchestration and Choreography

Shared Data and Insights

Data Infrastructure	Data Stewardship	Data Curation	Data Usage Licences	Operational Analytics
Business Intelligence and Analytics				
Metadata and Semantics Standards				
Advanced Analytics				
Open Datasets				

Emerging Technology

Innovation Process

Opportunity Identification	Operationalisation
Concept Development	

Priority Technologies

Quantum Computing	Artificial Intelligence	Blockchain
Internet of Things	Machine Learning	

Security

Physical Security	System Security	Endpoint Security
Cyber Security	Data Security	
Authentication and Authorisation		

Business Reference

Financial Management	Facility & Assets Management	Workforce Management	Fraud and Risk Management	Knowledge Management	Procurement and Sourcing	Legal and Policy	Communications
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Technology Reference

IT Service Management	Infrastructure	Strategy and Planning	IT Risk Management	Software Engineering and DevOps
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Agency Capabilities

Agency specific capabilities that are critical to the delivery of government outcomes, however may offer only limited opportunity for cross-agency reuse

Domain	Capability	Definition
Citizen Experience	Identity Management	The ability to identify individuals.
	Content Management	The ability to manage web hosting and content.
	Digital Portal	The ability to manage a digital point of entry for individuals to government services.
	Interactions Management	The ability to manage interactions with individuals and maintain an overview of all contacts ensuring a seamless experience between channels.
	Non-digital Channels	The ability to manage non-digital access to government services for individuals.
	Personalisation	The ability to manage tailored experiences for government customers based on their preferences and an understanding of their needs.
Business Experience	Business Advisory	The ability to provide targeted advice to or from Government pertaining to obligations, status, opportunity and context for a specific industry.
	Channel Management	The ability to manage, operate, and integrate dynamic channel choice through which the public and industry can access Government information and services.
	Customer Communication	The ability to manage all communications from and to the public and industry through the appropriate channel.
	Digital Operations	The ability to manage capabilities that enable and capture information provided through digital interactions.
	Identity Management	The ability to establish, manage and authenticate the identity of an entity.
	Service Determination	The ability to determine the service required to satisfy the desired outcome.
	Service Management	The ability to manage the integrated delivery of Government services.
	Single View of Business	The ability to concentrate all government information pertinent to a specific business entity for the purposes or streamlined service delivery.
Staff Experience	Automation	The ability to automate an otherwise manual process enacted either by government or a non-government entity.
	Communication and Collaboration	The ability to manage Email, Calendar, Messaging, VC, Room Booking, Document Sharing and other staff collaboration enablers.
	Digital Workplace	The ability to supply and manage staff productivity enablers including fixed and mobile devices, standard operating environments, Telephony and remote access.
Government Service Delivery	3rd Party Management	The ability to manage non-government parties and partners who are involved in delivery of services on behalf of government to individuals and businesses.
	Case Management	The ability to manage the process of event driven assessment, planning, implementation, coordination, monitoring, evaluation to meet the needs of individuals or business.
	Eligibility and Entitlements	The ability to determine eligibility and entitlements for government services according to the individual circumstances of an individual or business.
	Grants Management	The ability to publish, administer and managed community and business grant opportunities.
	Payments	The ability to manage government payments, both incoming and outgoing to individuals and business.
	Permissions	The ability to determine and manage the granting to individuals and business of Government awarded credentials, authorities or status.

Domain	Capability	Definition
Integration	Agency API Gateway	The ability to manage an Agency's interface between internal and external digital partners.
	Orchestration and Choreography	The ability to sequence multiple services across agencies to offer a consolidated service.
	WofG Integration Standards	The ability to manage the definition of the message exchange protocols and processes for secure data exchange and interoperability between agencies.
	WofG Secure Data Exchange	The ability to ensure secure data exchange between agencies.
Shared Data and Insights	Advanced Analytics	The ability to manage solutions that utilize some aspect of artificial intelligence to enhance the human endeavour in government.
	Business Intelligence and Analytics	The ability to manage information analytics conducted to improve government decision making and understanding.
	Operational Analytics	The ability to provide real-time analytics to improve service delivery outcomes.
	Data Curation	The ability to manage the quality, currency, provenance and metadata of government data.
	Data Infrastructure	The ability to manage WofG Infrastructure for hosting open and shared datasets
	Data Stewardship	The ability to be responsible for quality of the data, for every dataset in the Commonwealth.
	Data Usage Licence	The ability to manage agreements between parties around the agreed provision and use of a dataset
	Metadata & Semantics Standards	The ability to manage rich descriptions of the metadata of data to enable understanding of context of the data for future use.
Security	Open Datasets	The ability to make Australia's publicly available data findable, explorable and reusable.
	Authentication & Authorisation	The ability to manage appropriate approved access to government resources and services.
	Cyber Security	The ability to manage the application of technologies, processes and controls to protect government digital assets and services.
	Data Security	The ability to manage the security of government data at rest and in transit.
	Endpoint Security	The ability to manage the security of government end-user devices.
	Physical Security	The ability to manage the security of government physical assets.
Business Reference	System Security	The ability to manage the security of government digital systems from harm, theft or unauthorised use.
	Communications Management	The ability to manage messaging including public affairs, government relations, media communications, issue management, corporate and social responsibility, information dissemination and strategic communications advice.
	Facility & Asset Management	The ability to manage federal government assets.
	Financial Management	The ability to manage the financial position of government agencies.
	Fraud and Risk Management	The ability to manage government enterprise risk.
	Knowledge Management	The ability to manage identifying, capturing, evaluation and effective access of government information.
	Legal & Policy	The ability to manage legal activities and obligations for government.
	Procurement and Sourcing	The ability to manage a competitive bidding process and suppliers.
Workforce Management	The ability to manage the workforce according to workflow demands and capacity planning forecasts.	

Domain	Capability	Definition
Technology Reference	Infrastructure	The ability to manage the hosting of Digital services to support government business.
	IT Risk Management	The ability to apply risk management methods to information technology in order to manage IT risk
	IT Service Management	The ability to design, build, deliver, operate and control information technology services offered to customers
	Software Engineering & DevOps	The ability to enable the Digital Product lifecycle.
	Strategy & Planning	The ability to manage ICT strategy to Product Portfolio.
Emerging Technology	Opportunity Identification	The ability to identify and prioritise where emerging technologies can fulfil or improve WofG capabilities, either through new research and development, or via further investment in existing non-WofG solutions
	Concept Development	The ability to develop and validate WofG solutions based on emerging technologies
	Operationalisation	The ability to scale and optimise WofG solutions based on emerging technologies
	Artificial Intelligence	A collection of technologies that can be used to solve problems autonomously and perform tasks to achieve defined objectives, in some cases without the explicit guidance from a human being.
	Machine Learning	The analysis of raw datasets using specialised computers and software
	Quantum Computing	Storing and processing information by manipulating the behaviour of individual atoms, ions, electrons or photons
	Internet of Things	The network of physical objects that are able to connect to the Internet
Blockchain	A software solution that allows data to be verified and stored in a distributed network, thereby reducing single points of failure, mitigating fraud, and enabling the automated execution of agreements via smart contracts	