

# The Open Group

*“Managing, Enabling and Operating the city, 1 process at a time.”*

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**Applications Manager: Projects and Solution Delivery**



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# EKURHULENI METROPOLITAN MUNICIPALITY

Total Population = 3 200 000

Residential Customers = 583 000

Indigent = 211 420

Total Households = 900 000

Business = 21 000

Industrial/Commercial = 13 000

Institutional = 44 000

Other 4 200



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# CITY PROCESS MODEL

## MANAGE THE CITY

### Strategic Direction

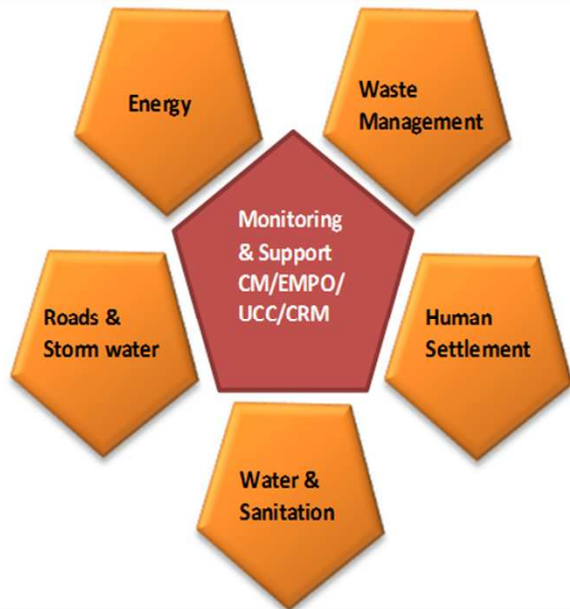
Strategy and Corporate Planning

City Planning

Economic Development

## CITY OPERATIONS

### Infrastructure Delivery



### Social Delivery



### Information Communications Technology

## CITY ENABLERS

### Internal Support

Finance

Human Resources

Corporate Legal

Executive Secretarial Services

Risk Management

Internal Audit

Facility & Real Estate Management

Communications & Brand Management

Fleet

# MANAGE THE CITY

Processes modelled = 16 Main Processes

54 Sub-processes

- City Planning (Rezoning)
- Economic Development (Investment Desk)



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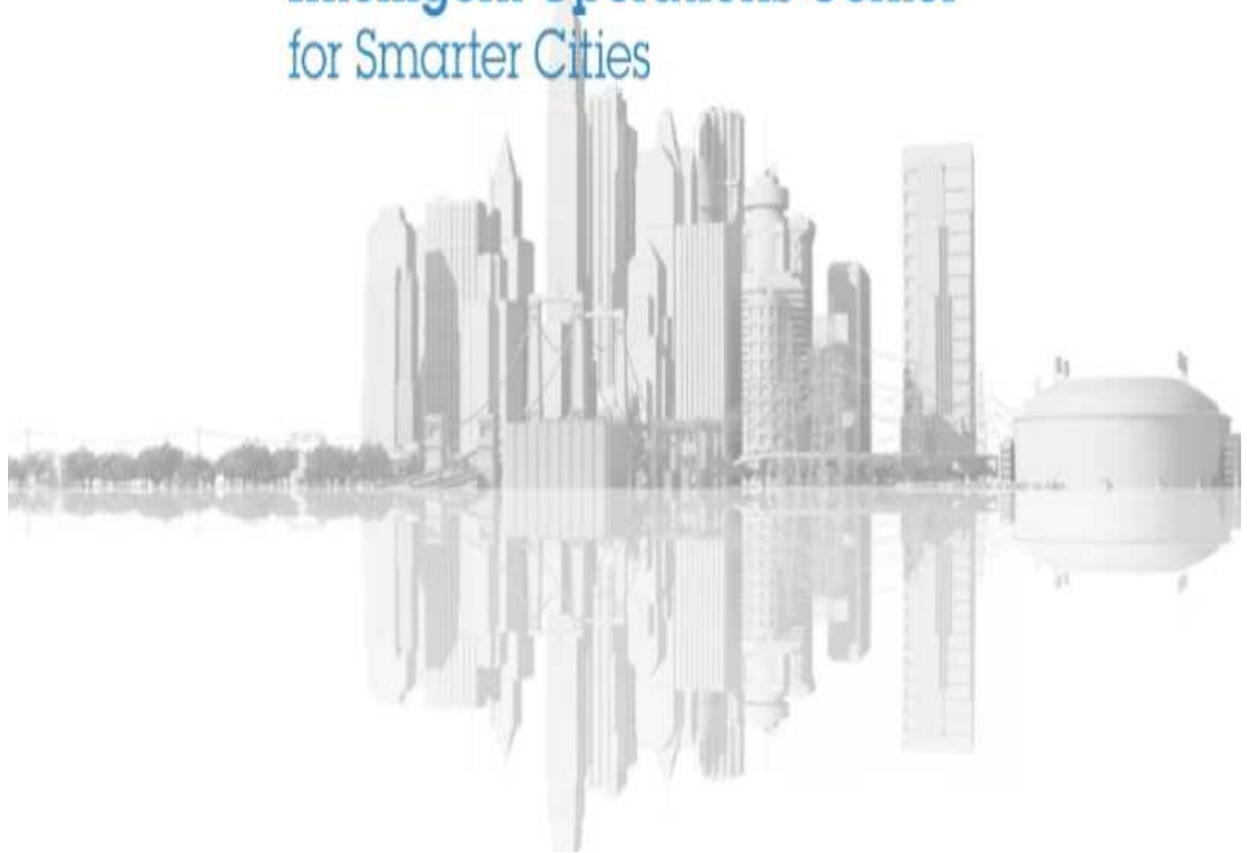
# CITY OPERATIONS

Processes modelled = 14 Main Processes

83 Sub-processes

- Unified Command Centre
- Health and Social Development (Indigent)
- CRM (Workforce Management)
- Energy (Operational Maintenance)

Intelligent Operations Center  
for Smarter Cities



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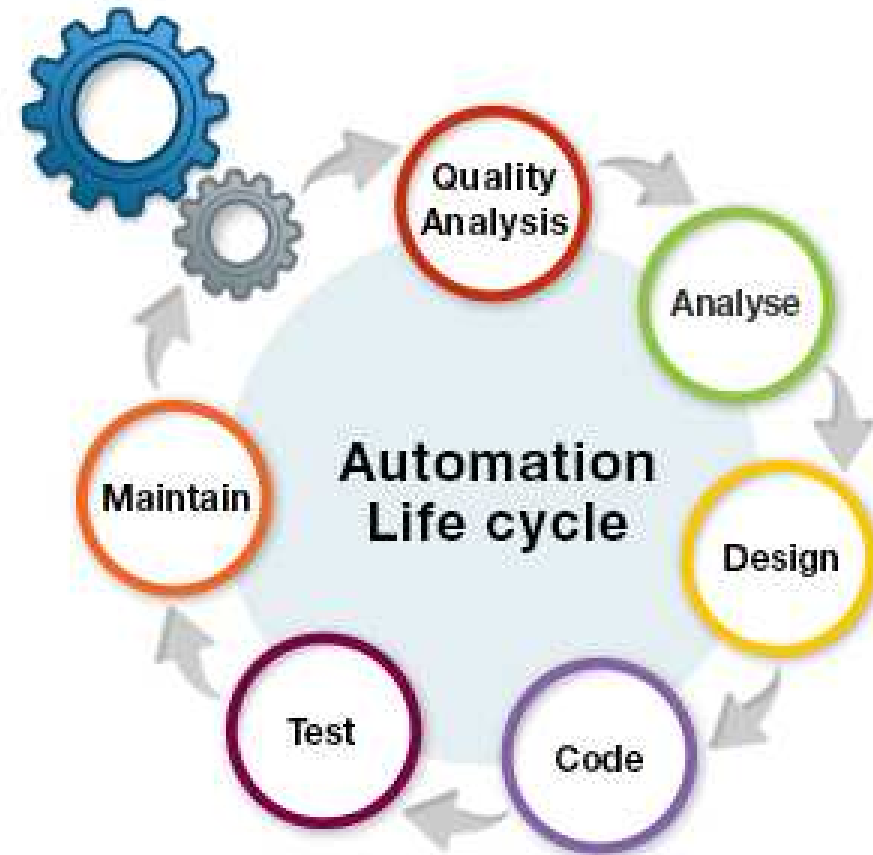
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# AUTOMATION

Processes Automated and/or Enhanced = 10

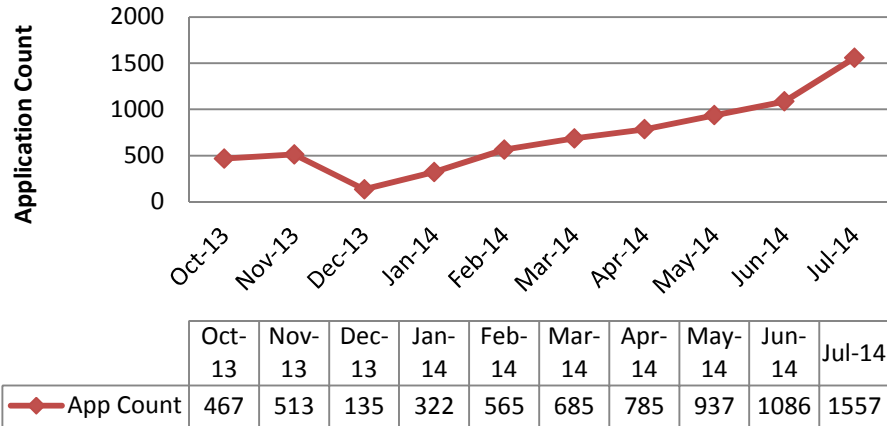
- Indigent Management (Registration / Deregistration)
- Application for Rezoning
- Application for Building Plan
- Application Round Collection (Waste Management)



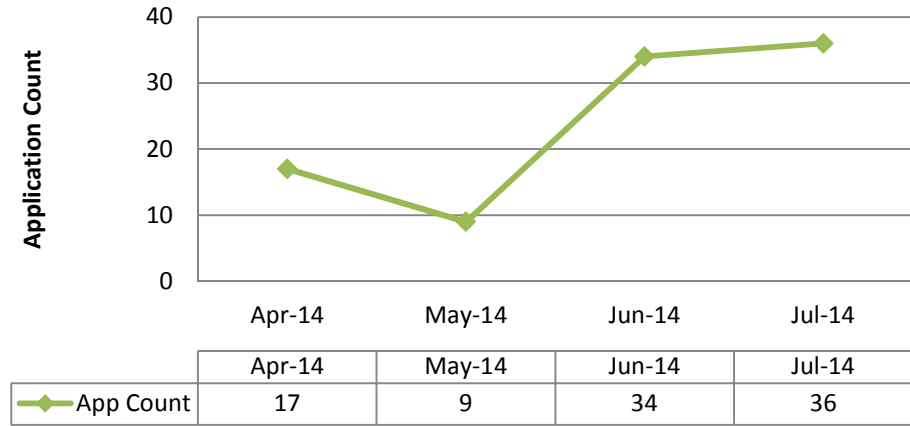


# AUTOMATION

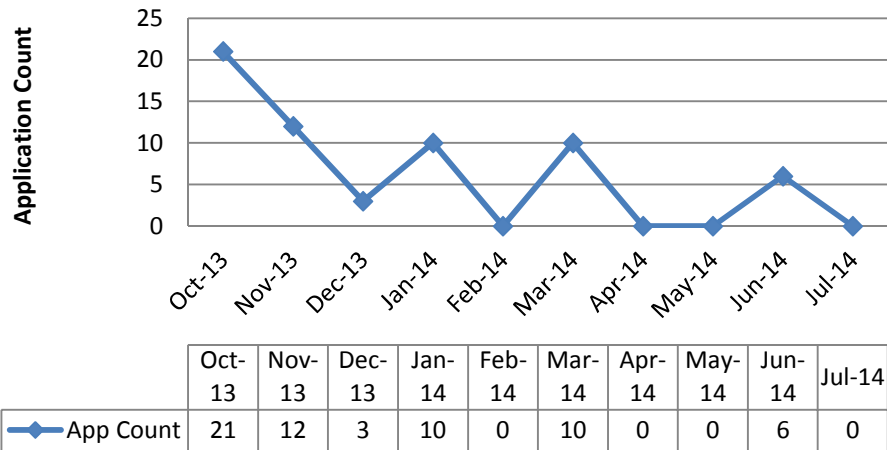
## Indigent App Count



## Rezoning App Count



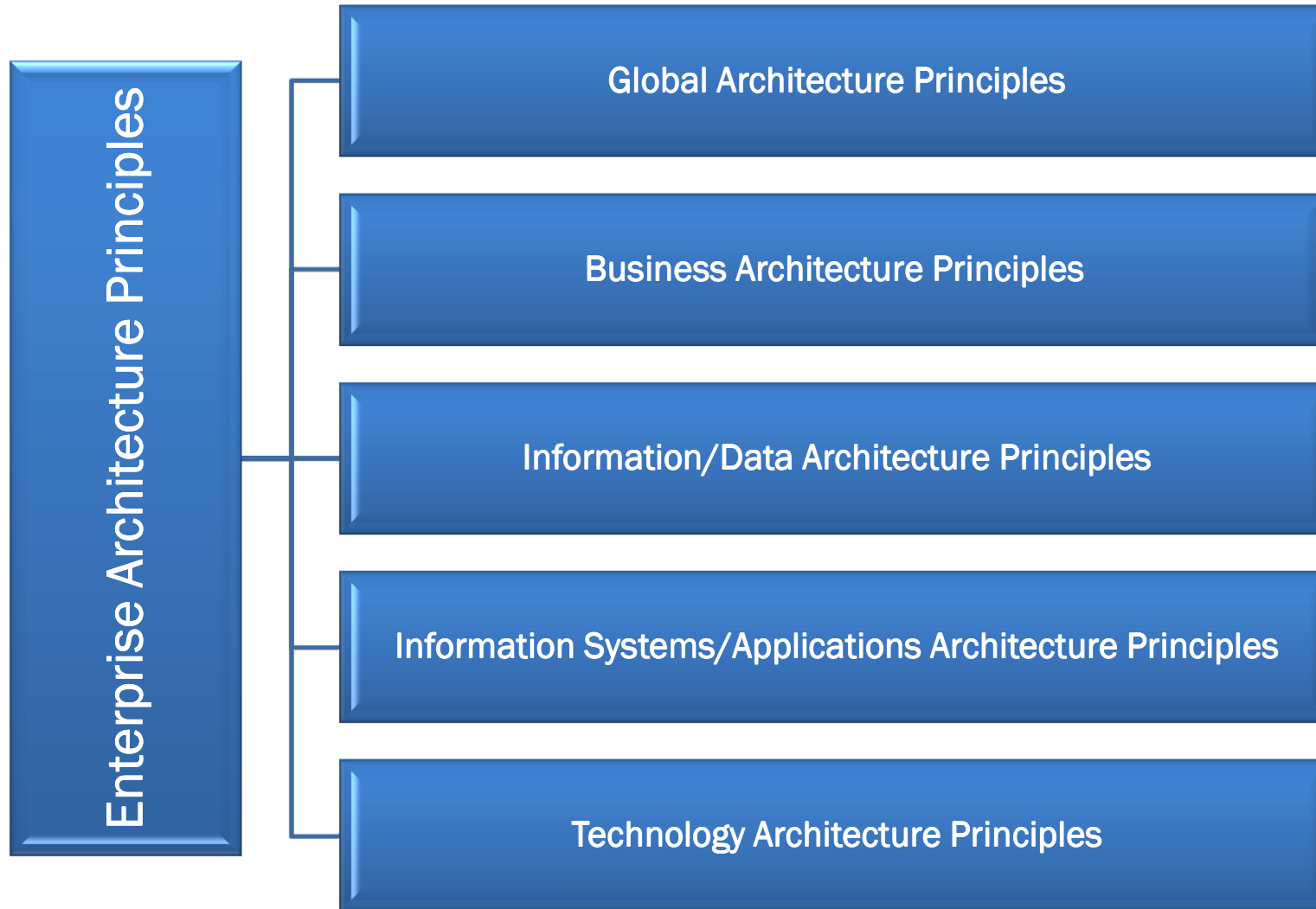
## Building Plan App Count



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# EMM Enterprise Architecture Principles



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# CITY PROCESS MODEL

## MANAGE THE CITY

### Strategic Direction

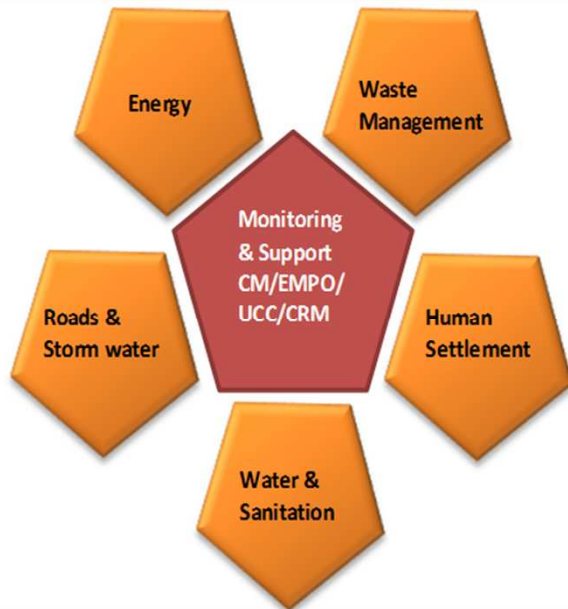
Strategy and Corporate Planning

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## CITY OPERATIONS

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### Information Communications Technology

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### Internal Support

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Risk Management

Internal Audit

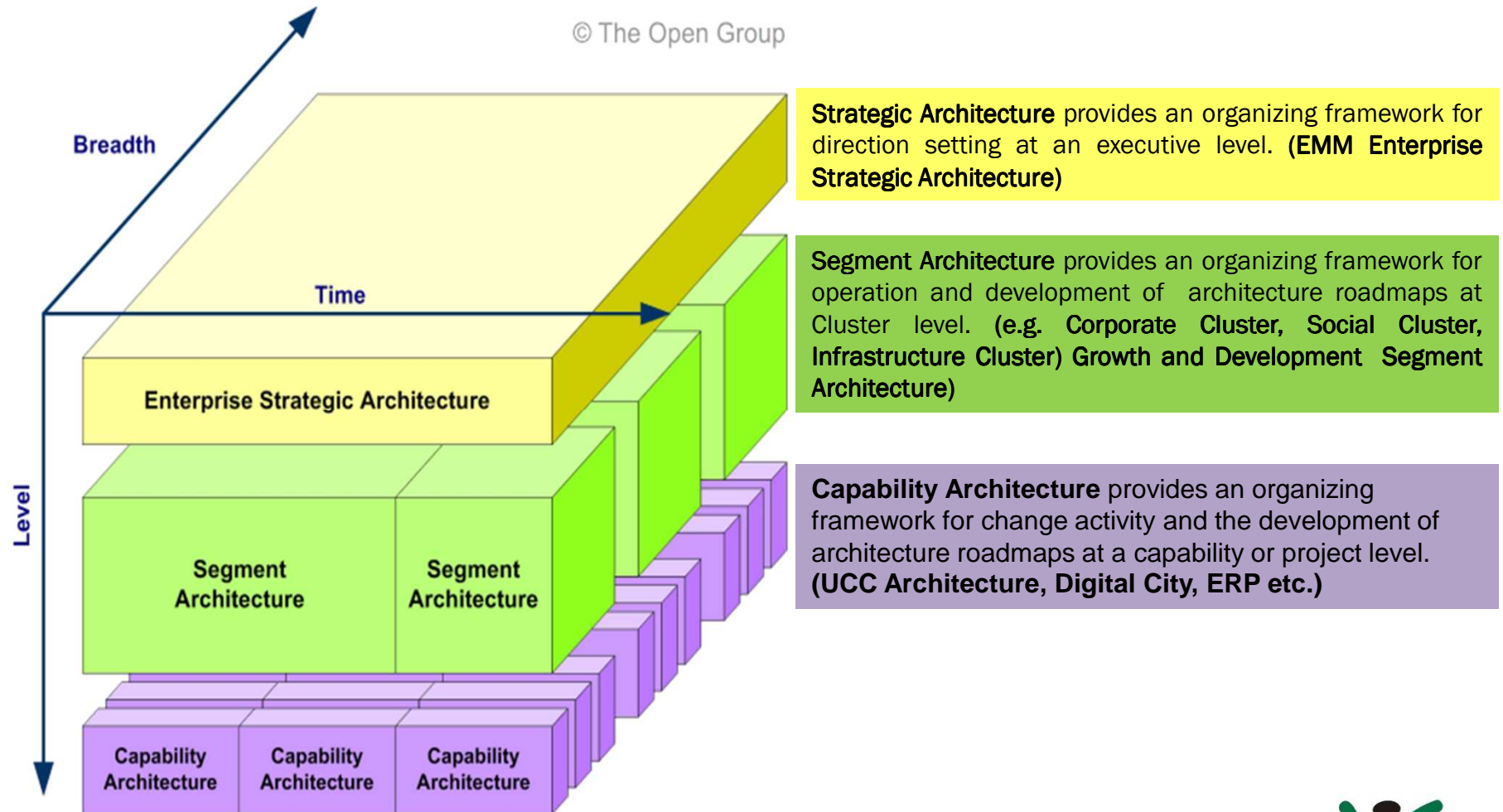
Facility & Real Estate Management

Communications & Brand Management

Fleet

# EMM Levels of Enterprise Architecture

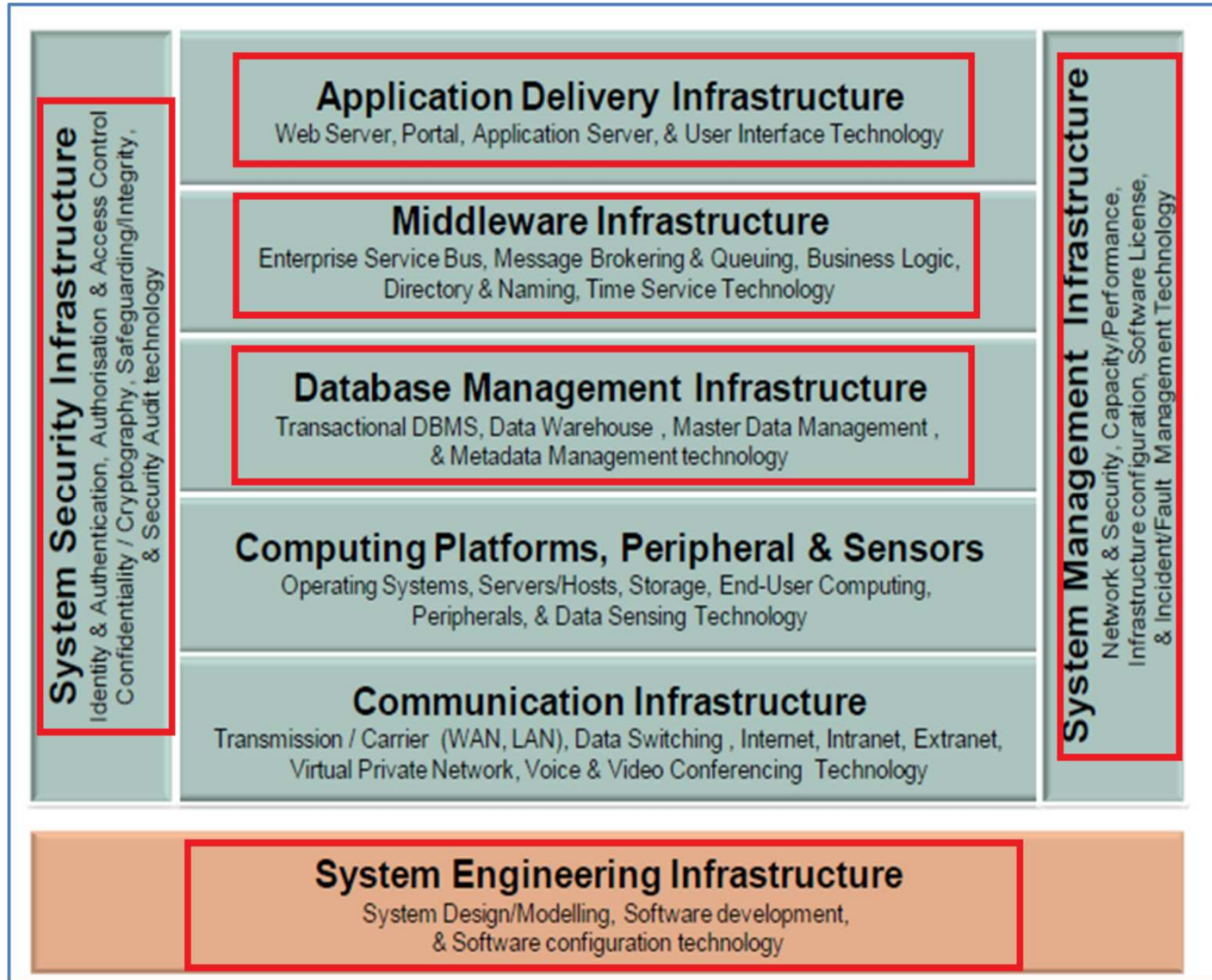
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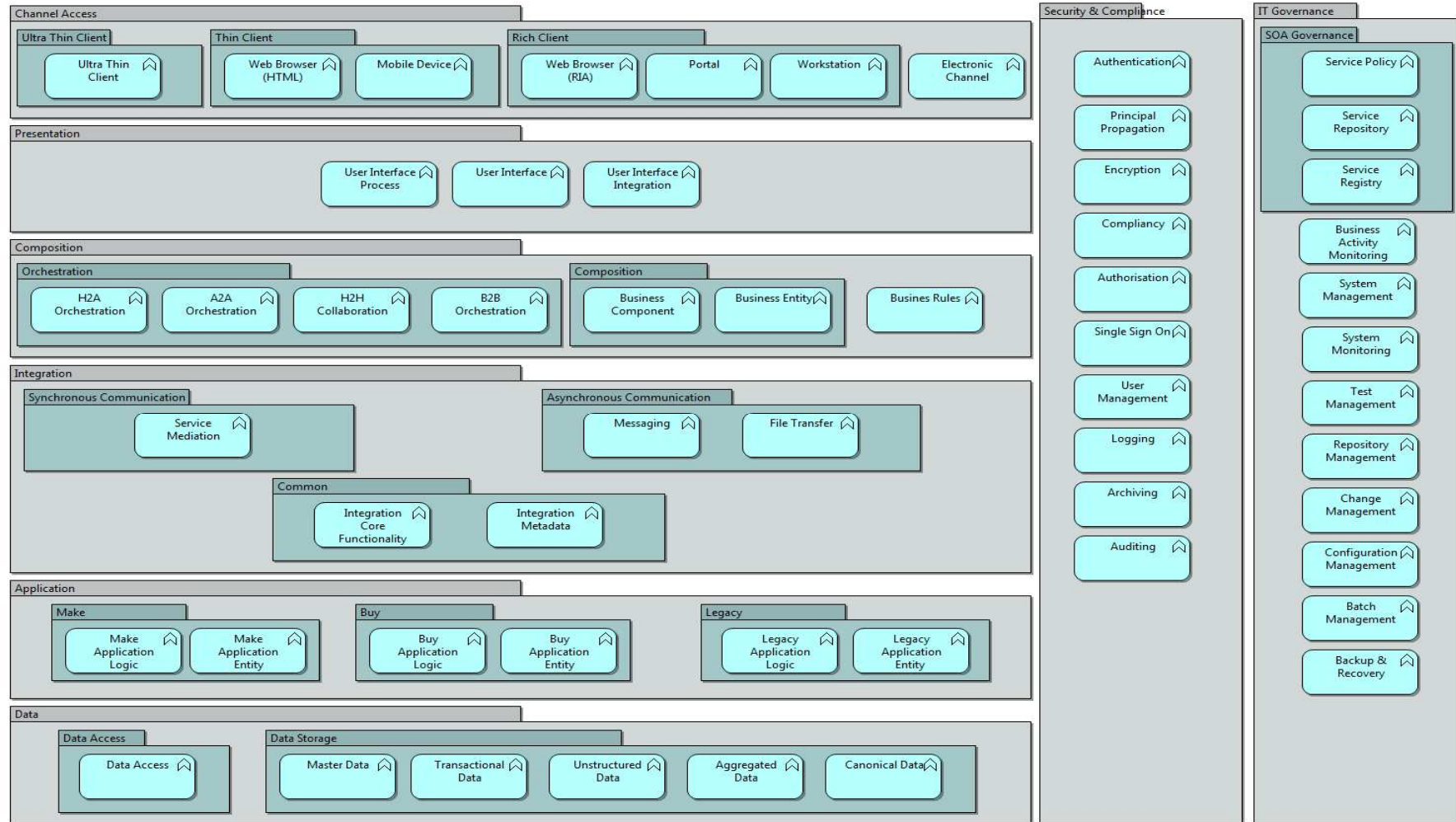
# Foundation Architecture



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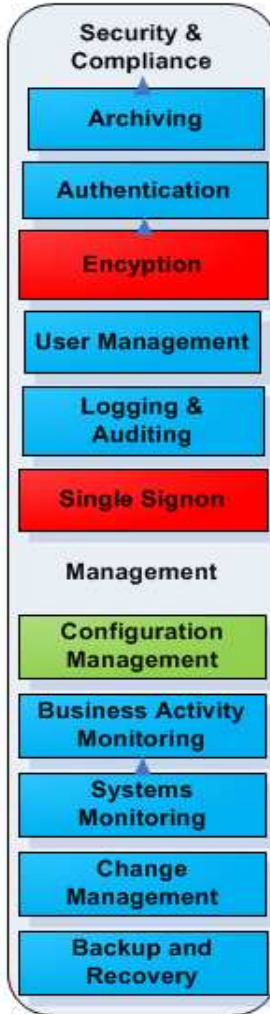
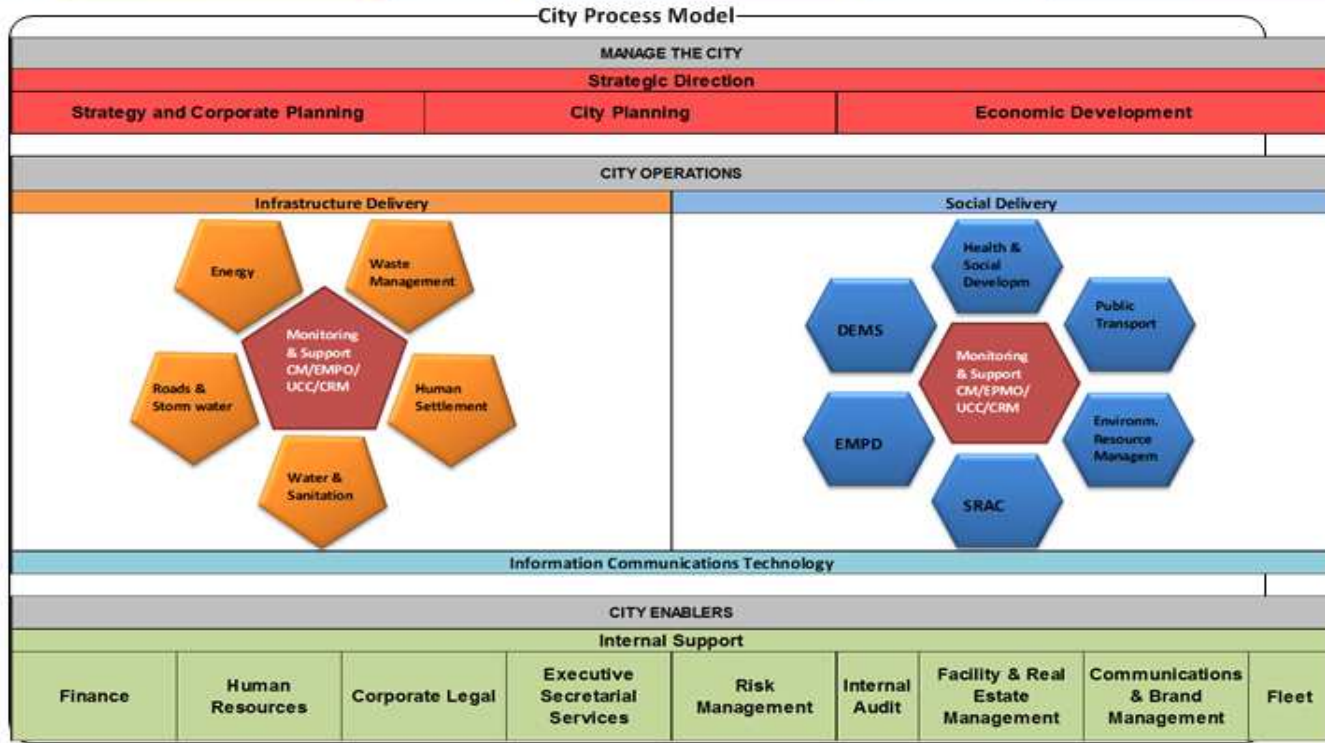
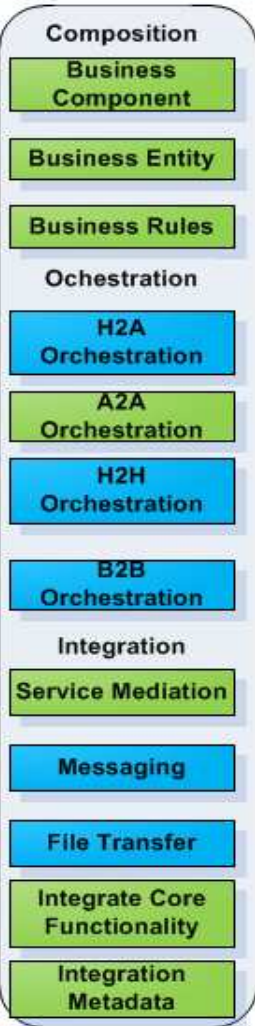
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Reference : Government Wide Enterprise Architecture (GWEA)

# Common Reference Architecture (CORA)

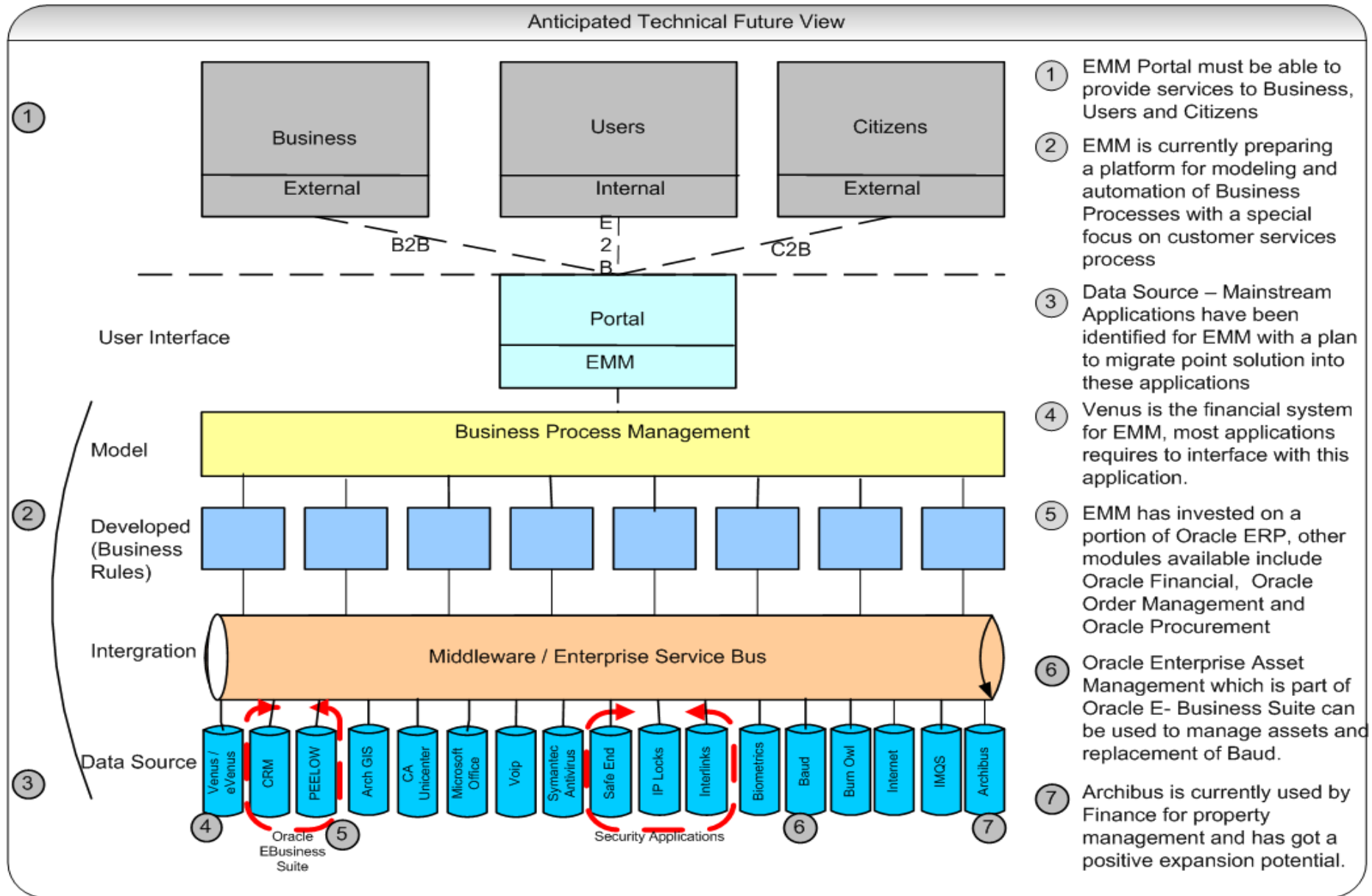


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# ANTICIPATED TECHNICAL FUTURE VIEW





## ANTICIPATED TECHNICAL FUTURE VIEW

### Lessons Learnt

Set an architecture vision.

Stick to it.

An architecture board is not a policing function (**NO BEAUROCRACY**).

Maintain a(SOA) services catalogue.

**THE TOOL IS NOT ARCHITECTURE.**

Customer engagement is key (BPM Forum).

Architecture on Demand.

Develop principles with supportive standards.

Stick to them.

Architecture validation is good but hard to institutionalise (Legacy applications, supply chain, etc.).

Speak the same language.



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# FUTURE

## Online Services



## Real Time Dashboards / Reports



## Mobile Applications



## System Integration

### System Integration



Achieving a plug and play IT application landscape



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