

Service Architecture Mapping

Client Interface	<p>The touchpoints where services are delivered to clients, such as call centre, counter, web, mobile, email, etc. The interactions at those touchpoints, and the sequence of those interactions from trigger to resolution. The complete service experience.</p>	<ul style="list-style-type: none">• What is the journey?• What are the outcomes?• What is the perception?
Internal Operations	<p>The activities, processes, and procedures used internally within the organization to deliver services. Interactions between staff and between different areas of government. The infrastructure and systems that support these activities.</p>	<ul style="list-style-type: none">• Values that recognize real client needs?• Capability to meet those needs?• Autonomy to exercise that capability in the way that people need?
Policy and Strategy	<p>The guiding principles that shape decision-making and priorities and enable or constrain service actions and responses. The decision DNA of the organization.</p>	<ul style="list-style-type: none">• Cost / Benefit & Risk – Do we need a policy?• How aligned are policy outcomes to client outcomes?• What constraints are imposed by the policy?• Is the policy responsive and able to change to meet needs?
Organizational Structure	<p>Staffing, reporting structures, internal incentives and performance management, budgets. The organization of the organization.</p>	<ul style="list-style-type: none">• Do we have the capacity and resources to deliver desired outcomes?• Are incentives and rewards aligned with desired policy and client outcomes? Formal & informal (Call Centre vs. Smokers)• Is the organization reporting structure and talent directed towards outcomes?• Are client outcomes a leadership priority?
Legislation and Regulation	<p>The legal foundation that determines what services are offered. May also direct how such services are delivered or other elements of program or service design. The bedrock that anchors service transformation.</p>	<ul style="list-style-type: none">• Does legislation make design decisions?• What constraints are imposed?• What services are mandated?• How responsive is legislation to changing needs?

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	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Client Journey						
Client Interface						
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