Joining up delivery to Service Personnel and Veterans

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Is Service Personnel Administration different ?

- Tempting to see standard HR solutions as the answers
- Not (internally) popular view and (we consider) not accurate,
  - Highly politicised
  - Highly diverse
  - Large legislative load (esp historical)
  - "HR to a foxhole"
  - Knowing where the people are day to day, and their position and competence

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The Current challenge is…

- Legacy systems, legislation (and thinking)
- Large Scale admin system rollout is a success, but still with major challenges
- *Broadening* and *Deepening* the capability
- Changing the mindset from process to outcome (where outcome is in the experience of the end user)

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Our Joint Approach

- Remember the exploitation, not the purity of approach
- Use the enablers (MoDAF, RIVA, Existing Governance, current operating model)
- Focus on decisions,
- Shared understanding and one version of the truth
- EA is something you do & learning is a vital part of it.

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Seeing Architecture as the Means to the ends

- It's about solving complex problems that involve intricate collections of things and that have real sophistication, like;
  - de-risking large and costly programmes
  - planning / running an operational campaigns
  - balancing a portfolios of systems and processes
  - creating common understanding around major business change
- It is not a game of "who has the cleverest architecture" but is about exploitation of appropriate methods to deliver sound decisions.

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Understanding the needs

- Proof of Concept to understand the required information
- Time boxed but important area
- Brought the architecture to life
- Opened up some areas and closed others

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EMT Wider Programme

Phase 1 - SPVA
Strategic Alignment
Proof of Concept

Demonstrate Potential

Joint Approach

Phase 2 - Model the SPVA

Phase 3 - Issues Investigation and Refinement

Capture & Connect the Building Blocks

Upkeep & Support to Strategic Improvement

Create a Strategic View of the Agency Programme

Phase 5 - Strategic Programme

Scope the capability of the Future Agency

Phase 7 - Future Service Delivery / Future Contract Programme

Bring these components together with an assessment tool to conduct and assess trade-off

Stage 6 - Build Agency Control Room

FC Initial Gate

Oct - Nov 08

Dec - Mar 09

Apr - Nov 09

Together we are…

- applying architecture methods to real problems that deliver benefit; creating pull from the business not push from the architects,
- talking the language of the business, not the system,
- inspiring an approach that scales, connects and grows the enterprise.

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Strategic Intent - What we strive to do

Dynamic delivery of high quality, comprehensive and responsive through-life personnel services to the serving and veterans' communities

Mission - What we must do

Deliver reliable, trusted and efficient personnel services to the serving and veterans' communities
Underpinned by the following key principles:

•Customer Focus - understanding and responding to their needs;
•Efficiency - cohesion, coherence and optimal use of technology;
•Business Excellence - continually seeking improvement;
•Employer of Choice - well trained, valued and fully engaged staff.

So what does it look like and where are we going…

THE QUEEN'S AWARDS FOR ENTERPRISE: INNOVATION 2004

SPVA Enterprise Management - Building Blocks

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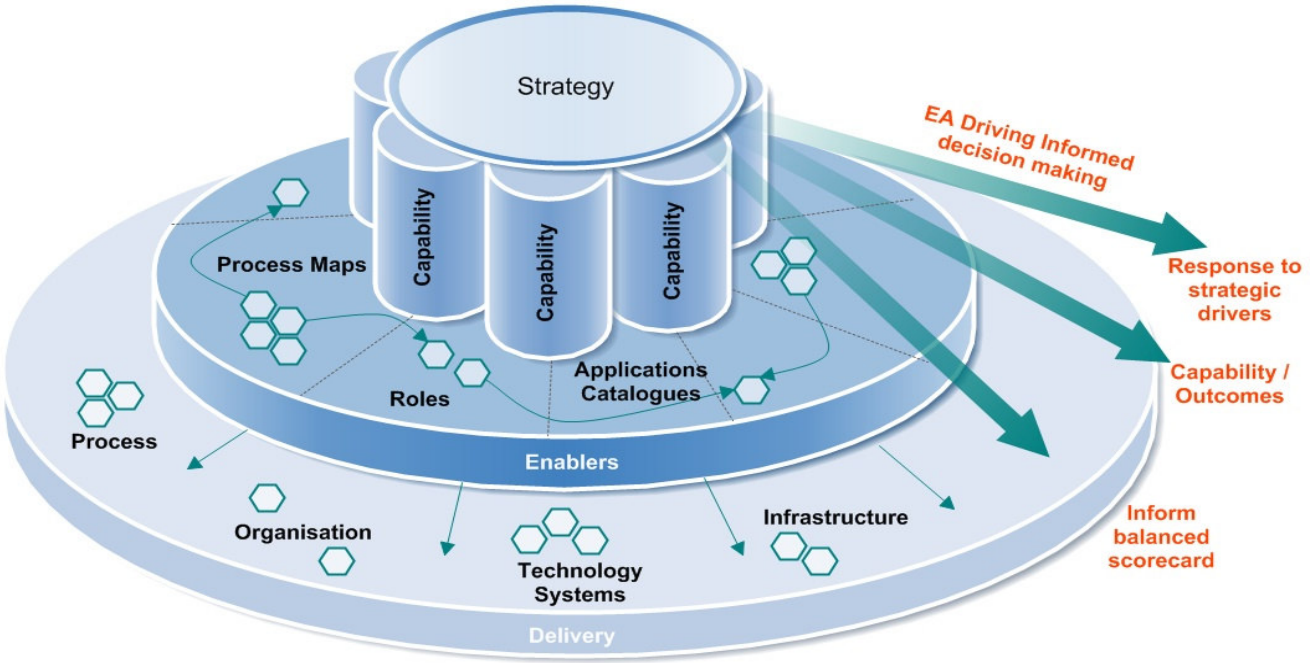
The Strategy is informed by the organisation, process and technology. The Enterprise Architecture helps to capture, define and exploit knowledge around the development of the Strategy and it's key enablers to drive the response.



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1 Enterprise Management Vision

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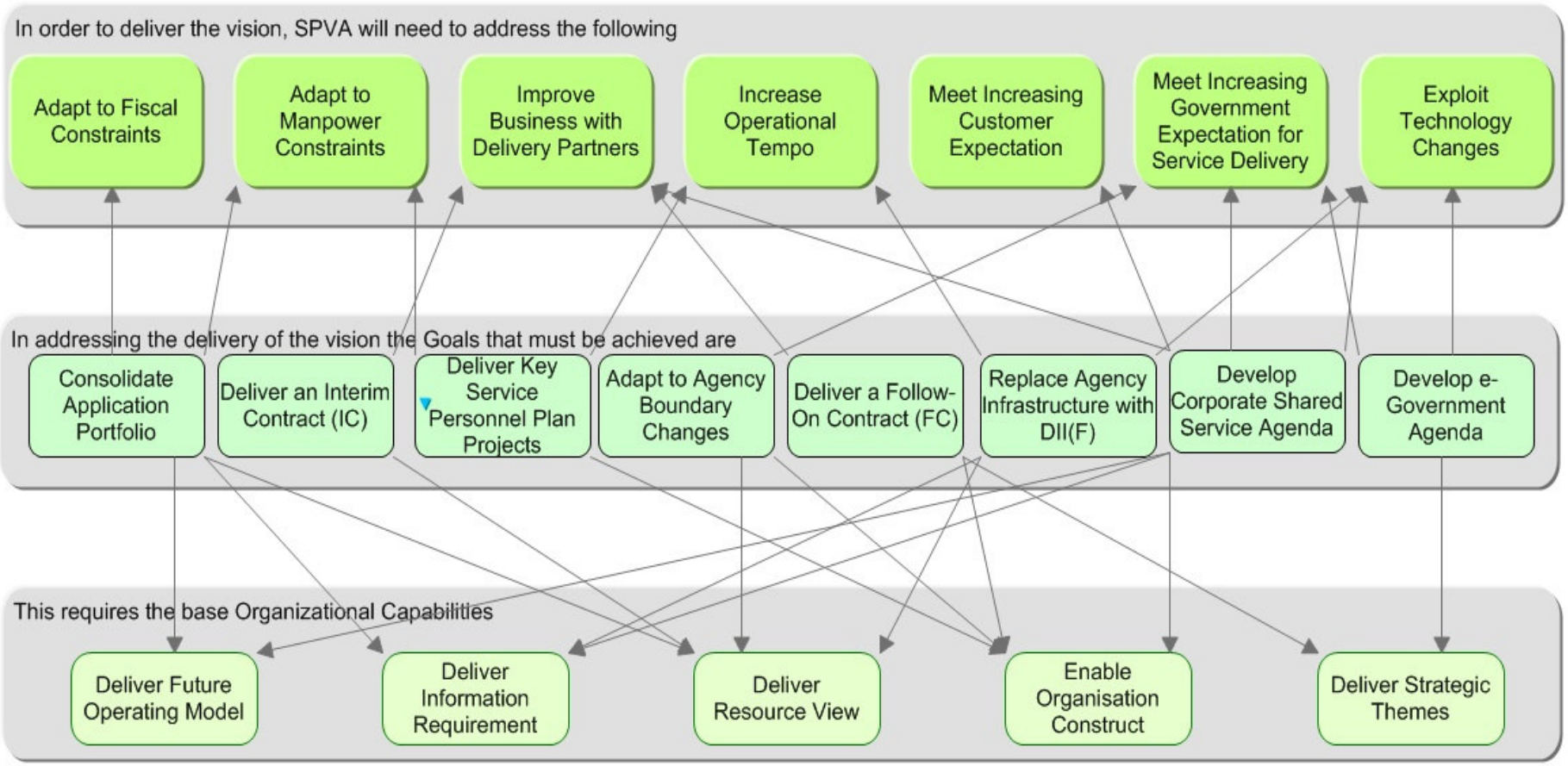
Enterprise Planning is to deliver a single strategic direction to be effectively spread and understood across the whole Agency. This is considered to be an enabler for effective performance management.



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5 SPVA High Level Process Models

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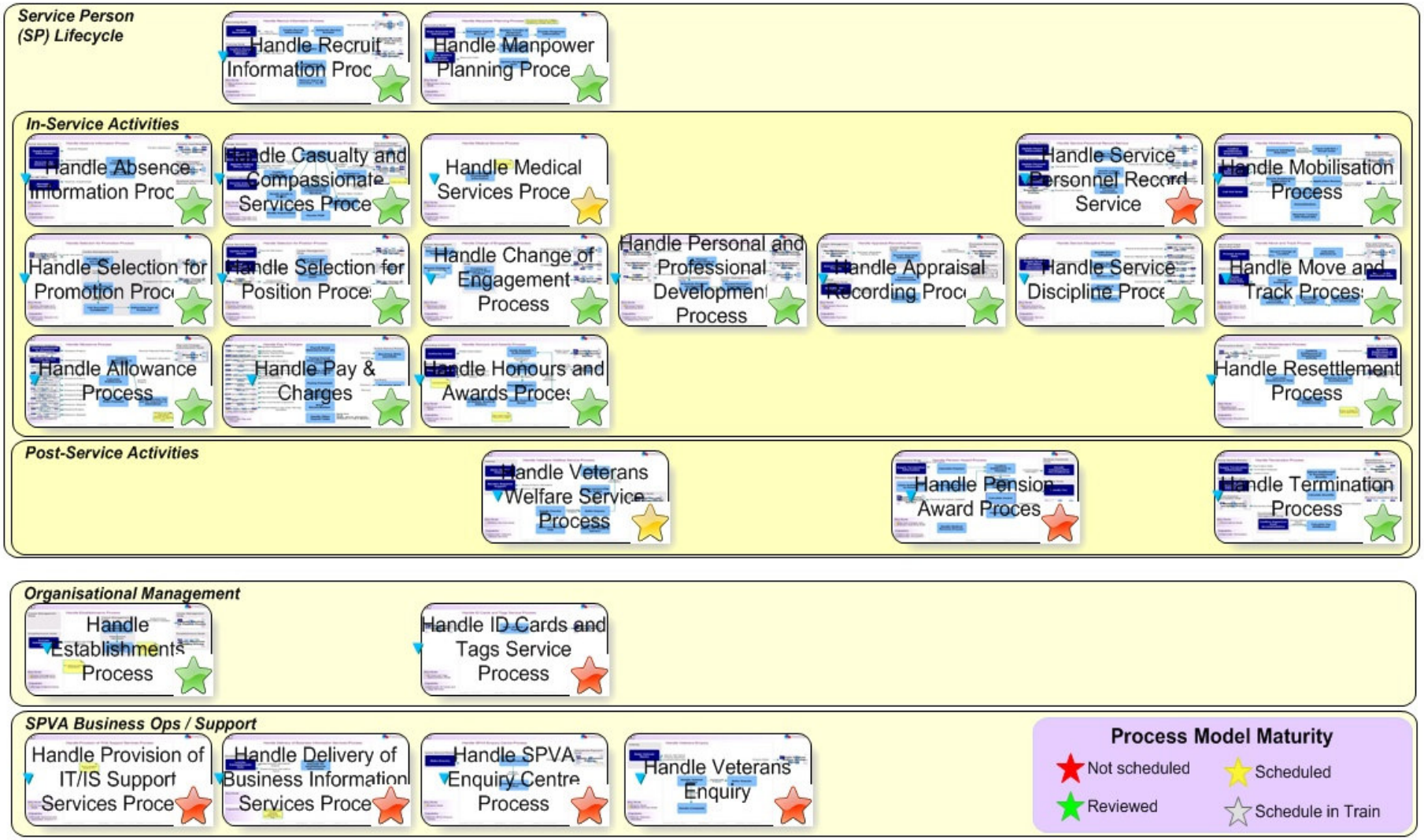
This graphic shows the high level (and logical rather than actual) processes used to deliver the Agency Capability to the service person through life, the key here is how the various parts of the agency depend on one another as well as with other agencies. Currently not all processes have been modelled and reviewed. As the Strategy team develop their articulation of the processes this graphic will be further developed.



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Handle Pension Award Process

Terminations Node

Supply Termination Information

Termination Information

Calculate Pension

Confirm Entitlement to Pension

Pension Scheme

Determine Compensation Element (if Applicable)

Calculate Award

Award Pension

Medical Casework Node

Handle Compensation Circumstances

Compensation Information

Revenue Node

Handle Tax

Payment Details

Handle Pay & Charges

Payment Details

Pension Applicant

Claim Entitlement to Pension

Determine Pension Scheme

Handle Service Personnel Record Service

Personal Information: Updated

Handle Medical Services Process

Key Node

Pay and Charges Adm…

Pension Awarding Node

Capability

Administer Compensa…

Administer Occupation…

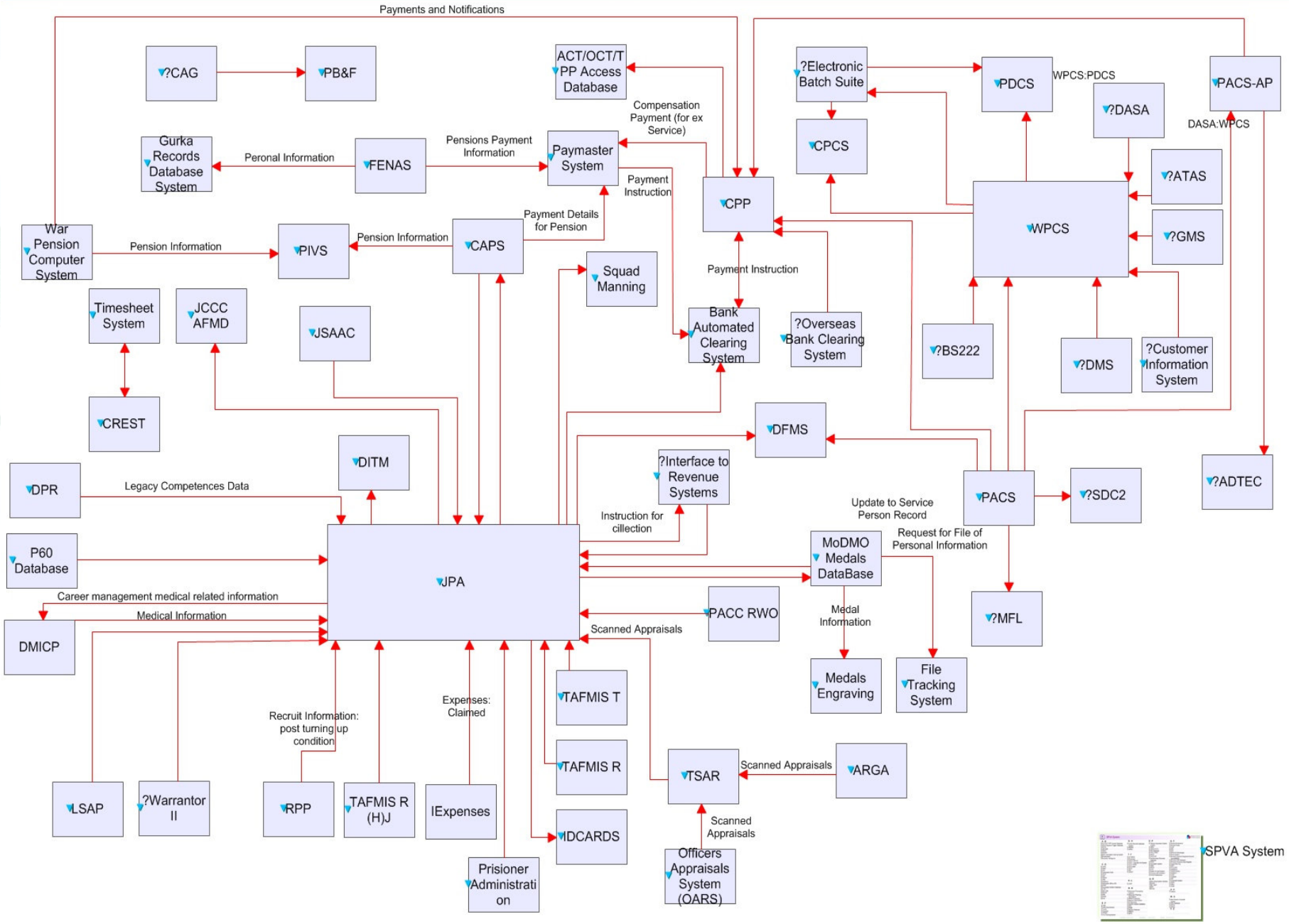
Diagnostics

Handle Pension Award Process - Activity Data Sheet

Handle Pension Award Process - Observations Data Sheet

Created: 09/10/2008 **Modified:** 13/03/2009 **Owner:** Shared User

Current System Interactions



Pensions Configuration (Current)

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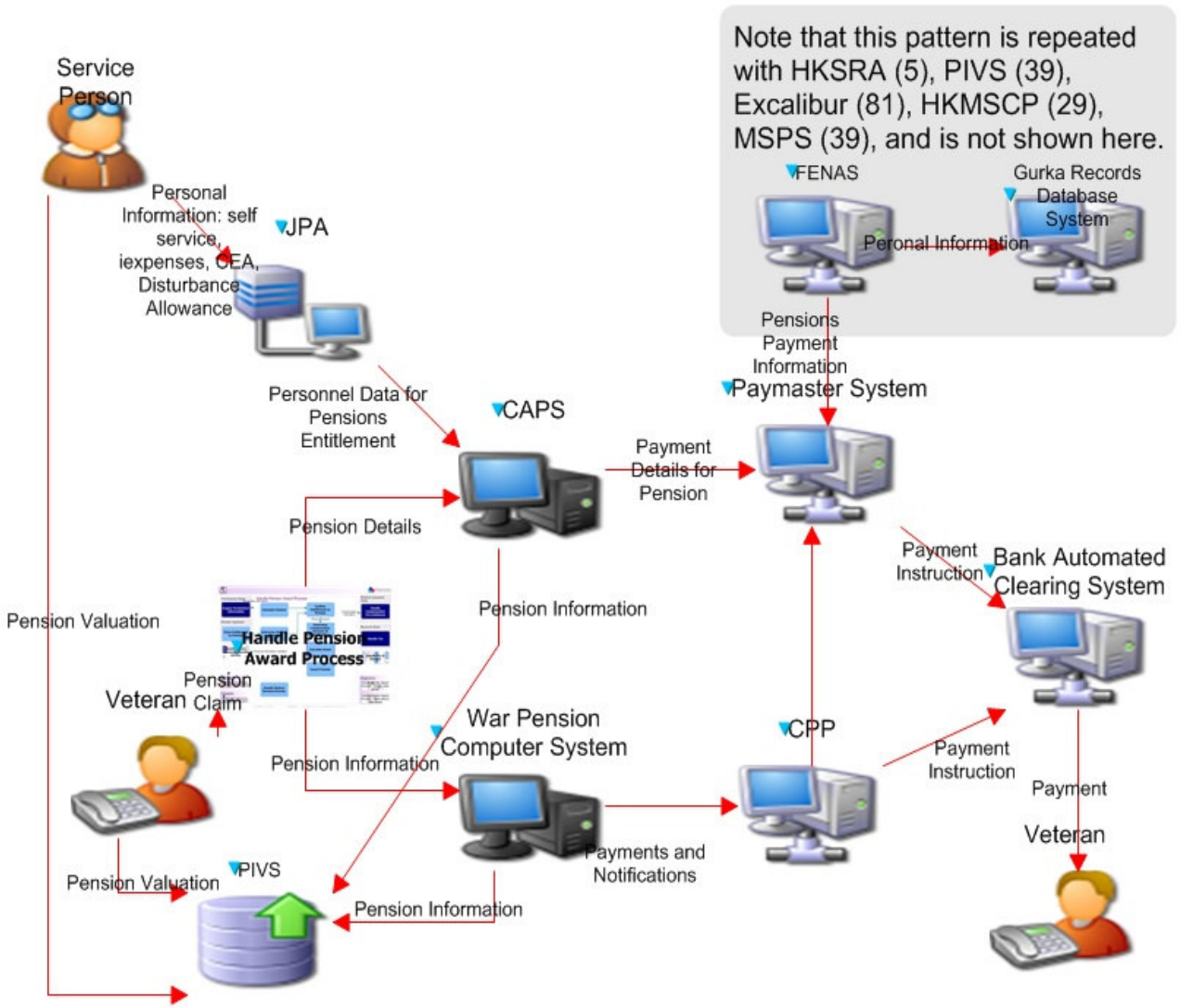


Supporting Information

Capability

Administer Occupational Pension Services

End User

Service Person
Veteran

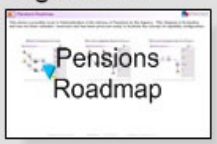
SPVA Owner

AD Pensions B2

Issues

Duplication of Payment Mechanisms

Diagnostics



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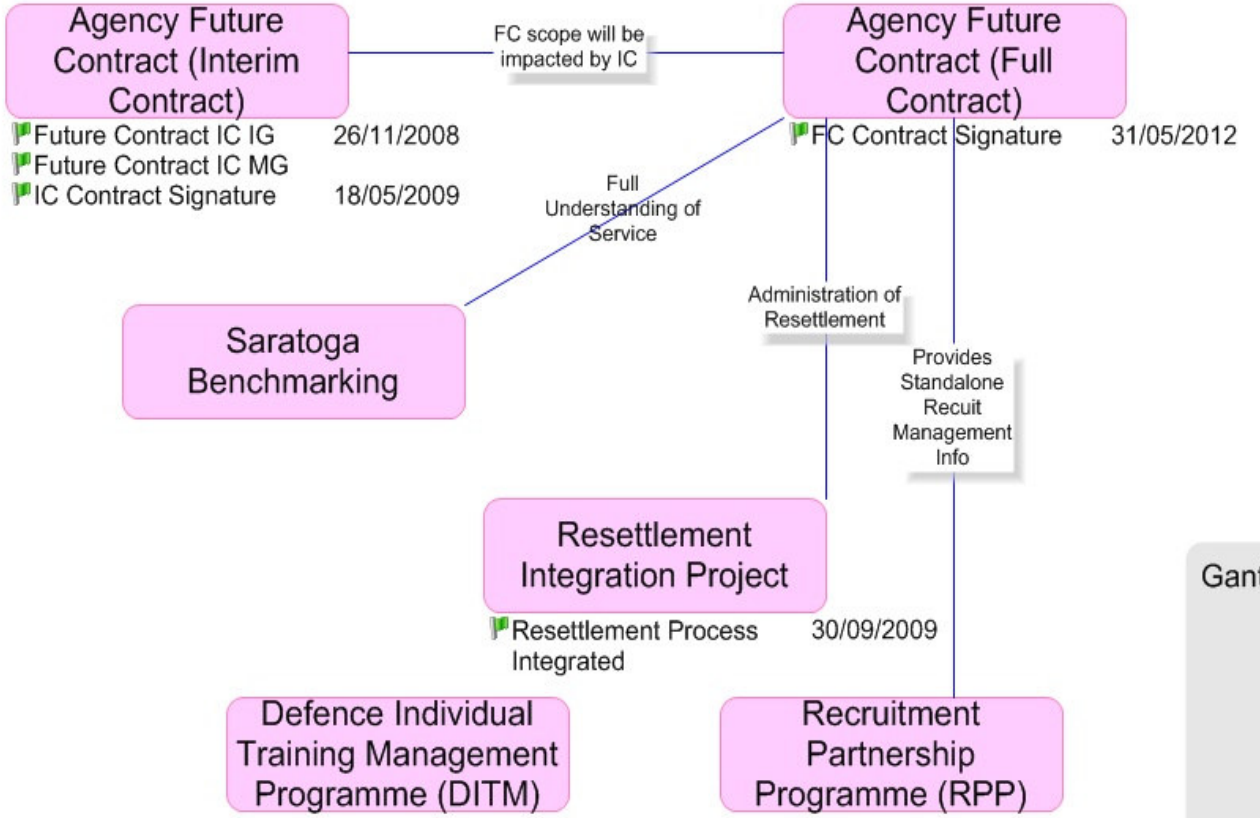
Strategic Timeline View

Milestones represent significant events or dates in a schedule, such as the date the building phase of a project is complete and can highlight dates when evaluate of the various projects is required. This view allows connection across the Agency of the inter dependencies between differing projects linked to time, the projects are represented logically and the timeline view is also available.



Gant Chart

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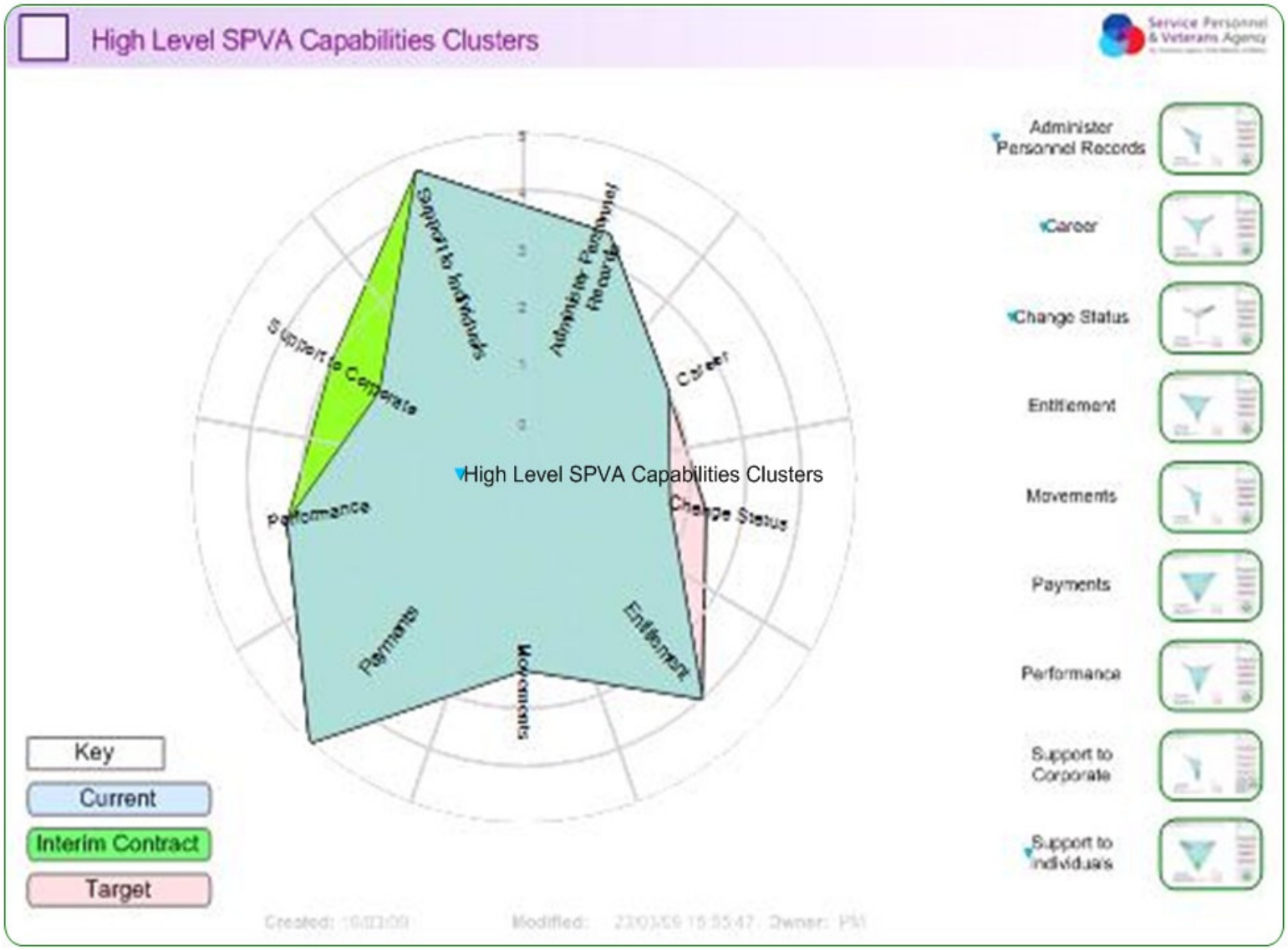

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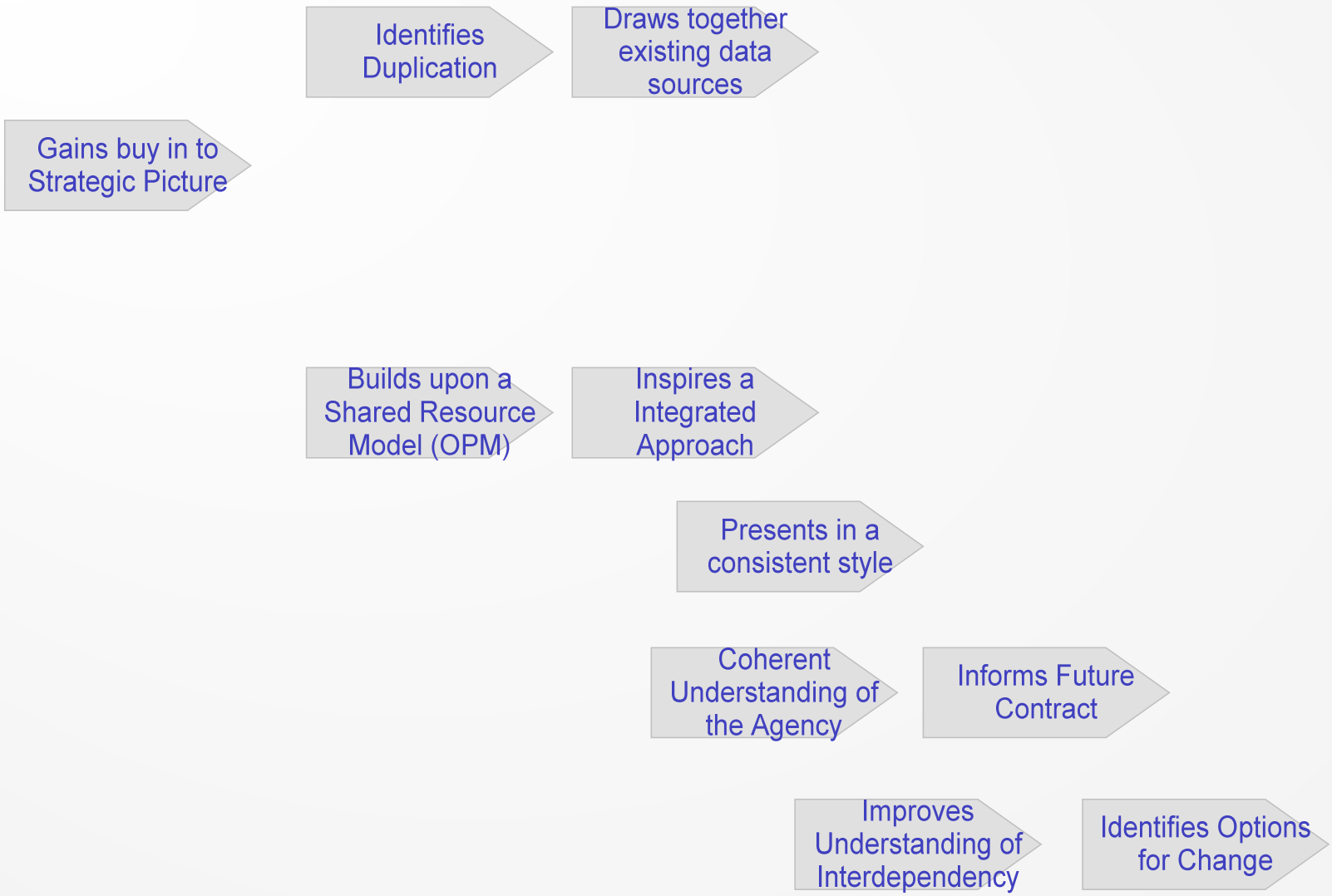
EMT Wider Programme (showing Benefits at point of Maximum Realisation)



Distributing the Architecture

- The architecture is available to the team to work collaboratively
- The repository is selectively published
- Wider engagement ongoing
- Aim to have fully dynamic web based architecture model to confirm ownership

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Summary

- We have many of the building blocks
- It is getting easier to build “the right views” to support shared understanding
- The underlying data is proving highly valuable on re-use
- The approach has credibility
- **The decision making is better informed and more accurate**
- We still have a long way to go

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Questions

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