



Federal Enterprise Architecture Survey Results: Progress, Impact, and Next Steps

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Federal agencies are making significant progress in adopting the Office of Management and Budget 2004 Federal Enterprise Architecture (FEA) roadmap, but say that completing the adoption will require additional resources for staffing and training. This news comes from an independent survey of federal decision makers conducted in August 2006 by Market Connections, Inc. and commissioned by Cisco Systems.

TANGIBLE VALUE FOR ACHIEVING AGENCY CHARTERS

One reason for the good progress to date is that agency managers can readily see the business value of FEA, which directly helps them meet their charters for improved citizen service delivery, increased staff productivity, and decreased operational expense. The notion is that when services like security, mobility, and information sharing are embedded into the enterprise architecture, these attributes can become a natural part of the agency's day-to-day business processes. For example, consider the Transportation Security Administration (TSA), whose workforce is widely distributed. An FEA implementation, with built-in security and mobility capabilities, further enables baggage screeners to work from home (or at off-site telework centers), improving the speed and effectiveness of passenger screening by accelerating workflow and improving productivity.

Another example is the Customs and Border Patrol, staffed by mobile field agents whose effectiveness depends on collaboration and information sharing. The embedded security and mobility services in the FEA can accelerate field agents' response to border-incurion incidents and improve decision-making by providing the right information, at the right time, in the right format, on location through a securely attached handheld device.

In the survey, federal business managers identified the following as the top issue that they expect the FEA to address:

- Network security (25 percent)
- Shared services (21 percent)
- Cross-agency information sharing and collaboration (19 percent)
- Continuity of Operations (COOP) (15 percent)

IT managers agreed that network security and cross-agency information and collaboration are top benefits of an FEA, also mentioning enterprise management and real-time network management.

PAVING THE WAY FOR GOVERNMENT TRANSFORMATION

Of the requirements for adopting FEA, agencies have made the best progress in consolidating their IT infrastructures, a task that 82 percent of respondents said was in process or completed. This is good news because a consolidated infrastructure lays the foundation for government transformation by enabling the efficient sharing of services and information among agencies and between government and citizens.

NEXT STEPS: PUBLIC-PRIVATE PARTNERSHIP

Although FEA adoption is proceeding, much work remains to be done. For example, the vast majority of agencies surveyed indicated that they have not yet begun or completed the process of documenting citizen-government interactions and mapping investments to FEA reference models.

What can be done to accelerate FEA adoption? Agencies say the biggest barriers to adoption are funding, managing security during the transition, and staffing and training. More than half plan to seek that help from the private sector, specifically for worldwide best-practice sharing, complete end-to-end plans, workshops and training, and on-site network assessments.

Private-sector organizations can help agencies accelerate adoption of FEA by providing tools and transition services, including the training that agencies need to maximize their business benefits. An example of a public-sector resource is Cisco Connected Government, a framework of services and tools that facilitate IT infrastructure consolidation, information sharing, and collaboration across agency, partner, and public boundaries. Agencies can adopt FEA more quickly and with less risk by availing themselves of the Cisco Connected Government reference architecture, project planning roadmap, services from Cisco and its partners, and workshops on how to develop and execute the plan and train staff. One service helps with investment justification, as required on the OMB Exhibit 300. Investment justification involves expressing the expected outcomes of the FEA in terms of the agency's own performance metrics. For the TSA, for example, the performance enhancement from the FEA might be the number of travelers per minute who can be screened, or employee productivity as expressed by per-passenger or per-bag screening. For Customs and Border Patrol, the performance enhancement might be the miles of border that each agent patrols from x to y , or the number of border-incursion investigations that a single agent can manage.

To find out how Cisco can help your agency develop a business case to justify the FEA investment, contact your account manager to schedule a Cisco SONAsphere workshop. During the workshop Cisco will work with you and your IT staff to analyze a business or technology challenge, synthesize a solution architecture, and develop a proof of concept demonstrating the feasibility of the proposed solution.

To find out about the Cisco services-oriented architectural framework for FEA, visit www.cisco.com/web/strategy/docs/gov/CG_SONA.pps.

For more information on the Market Connections survey, visit www.cisco.com/web/strategy/docs/gov/EA_Survey.pdf.

To learn more about information sharing and how it is being used by coalition forces, visit www.cisco.com/web/strategy/docs/gov/WhitePaperUS.pdf and www.cisco.com/web/strategy/docs/gov/COI_WP.pdf.



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