

Version: 0.1

Status: Initial Draft

# EA Service Catalogue

Enterprise Architecture and Interoperability Framework

Government of Grenada

12/20/24

## Document metadata

S. No.	Data Elements	Values
1	Title	Grenada Enterprise Architecture Service Catalogue
2	Title Alternative	GEA SC
3	Document Identifier	GEA.SC.001
4	Document Version, Month, Year of Release	Version 0.1, December 2024
5	Present Status (Draft / Released / Deprecated)	Draft
6	Publisher	Department of ICT, Government of Grenada
7	Date of Publishing	To be updated
8	Type of Standard Document (Standard / Policy / Technical / Specification / Best Practice / Guideline / Framework / Procedure)	Catalog
9	Enforcement Category (Mandatory / Recommended)	Recommended
10	Creator	DTA, Government of Grenada
11	Contributor	Names of participating MDAs and industry body
12	Brief Description	This document focusses on the EA services proposed under GEA
13	Target Audience	Business teams (MDAs)
14	Owner of Approved Standard	Office of Prime Minister
15	Subject	Enterprise Architecture
16	Subject Category	Institutional Mechanism
17	Coverage: Spatial	Grenada
18	Format	PDF (PDF/A at the time of release of the final standard)
19	Language	English
20	Copyrights	Government of Grenada

## Table of Contents

1	EA Service List .....	3
2	Detailed Service catalogue .....	4
2.1	Public sector digital roadmap support.....	4
2.2	Grenada EA Framework review .....	5
2.3	Grenada EA capability maturity assessment .....	6
2.4	Grenada EA repository access .....	7
2.5	Grenada EA compliance review .....	8
2.6	IT portfolio review.....	8
2.7	Grenada EA Training and Capacity development.....	9

# 1 EA Service List

#	Service	Description
1	Public Sector Digital Roadmap Support	<ul style="list-style-type: none"> <li>Guiding government agencies in adopting new technologies and digital strategies to improve public service delivery and operational efficiency</li> </ul>
2	Grenada EA Framework management	<ul style="list-style-type: none"> <li>Developing and maintaining enterprise architecture frameworks tailored to GoG needs and evolving digital agenda of the government</li> </ul>
3	Grenada EA maturity assessment	<ul style="list-style-type: none"> <li>Evaluating the current state of enterprise architecture practices within MDAs and recommending improvements to enhance efficiency and service delivery (level 1 and 2 of maturity model)</li> </ul>
4	Grenada EA repository access	<ul style="list-style-type: none"> <li>Provisioning of access to the shared EA repository for public officers and associated partners</li> </ul>
5	Grenada EA compliance review	<ul style="list-style-type: none"> <li>Evaluating the current state / future state design for digital initiatives undertaken by MDAs against the Grenada EA principles and architecture domain development guidelines (level 3 of maturity model)</li> </ul>
6	IT portfolio review	<ul style="list-style-type: none"> <li>Assessment of current state baselines IT inventory against the list of services and digital roadmap for the government / MDA basis of the EA principles and guidelines to provide specific recommendations on the choice of digital capabilities and IT platforms</li> </ul>
7	Grenada EA Training and Capacity development	<ul style="list-style-type: none"> <li>Undertaking periodic EA training and capacity training for public officers and local technology partners of GoG</li> </ul>

## 2 Detailed Service catalogue

### 2.1 Public sector digital roadmap support

Public sector digital roadmap support	
Service summary	
Description	The service aims to support government entities (including MDAs and individual organizations) to develop a high level roadmap for digital transformation.
Target audience	Government entities, MDAs
Service channels	EA repository and portal ( <i>To be developed</i> )
Service fee	<i>To be determined</i>
Service language	English
Estimated time	3 months
Service details	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits a request to the EA services team (email / service channel)</li> <li>2. EA services team conducts initial briefing workshop for alignment and support expectations</li> <li>3. Terms of reference is drafted and agreed upon between stakeholders (Entity – EA services team)</li> <li>4. Baseline inventory and other services and systems documents shared by entity</li> <li>5. Initial eGovernment Maturity assessment undertaken by EA services team in coordination with government entity and IT partner / vendor (if applicable)</li> <li>6. Target state blueprint with initiatives established</li> <li>7. Initiative prioritization exercise conducted with organisation</li> <li>8. Digital transformation roadmap established and finalised with organization leadership</li> <li>9. Governance operating model</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>• Request for architecture and roadmap support</li> <li>• Digital vision for organization</li> <li>• Inventory of services and systems</li> <li>• Organizational structure</li> <li>• Existing system contracts (if any)</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>• Support from organization</li> <li>• Nomination of a dedicated digital transformation officer to support EA service team</li> <li>• Availability of documentation on inventory</li> </ul>

	<ul style="list-style-type: none"> <li>• Mandate from leadership to initiate digital transformation journey</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>

## 2.2 Grenada EA Framework review

Grenada EA framework review	
<b>Service summary</b>	
Description	This service is requested for when a government entity requires the update of the core components (architecture domain including the standards, principles, reference model) or deviation from the recommended architecture development method for a specific digital initiative.
Target audience	Project teams
Service channels	EA repository and portal ( <i>To be developed</i> )
Service fee	<i>To be determined</i>
Service language	English
Estimated time	1 month
<b>Service details</b>	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits a request to the EA services team (email / service channel)</li> <li>2. EA services team conducts initial briefing workshop for alignment and support expectations</li> <li>3. Detailed suggestions or feedback submitted by entity representative with due leadership approval</li> <li>4. EA services team initiates a briefing for Grenada enterprise architecture review board</li> <li>5. Basis of feedback from governance review meeting, appropriate changes are initiated</li> <li>6. EA services team initiates communication to the entity project team and wider information dissemination to GoG entities</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>• Request for EA framework review <ul style="list-style-type: none"> <li>○ Architecture domain</li> <li>○ Architecture development methodology</li> <li>○ Others</li> </ul> </li> <li>• Existing documentation on enterprise architecture activity undertaken by entity</li> </ul>

Dependencies	<ul style="list-style-type: none"> <li>• Adoption of Grenada EA</li> <li>• Availability of initial draft documents for EA work within entity</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>

## 2.3 Grenada EA capability maturity assessment

Grenada EA capability maturity assessment	
<b>Service summary</b>	
Description	This service is requested for when a MDA initiates a budget request which includes a digital initiative. It is proposed to include this mandate as a part of the EA policy that implies the execution of EA capability assessment for a MDA requiring government or external agency funding for executing digital initiative.
Target audience	MoF or MDA
Service channels	eGovernment Maturity Model (Level 2)
Service fee	<i>To be determined</i>
Service language	English
Estimated time	2 weeks
<b>Service details</b>	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits budget / funding request to MOF</li> <li>2. MOF reviews for any digital initiative within the scope of funding requirements <ol style="list-style-type: none"> <li>a. If any, the request is forwarded to EA services team to conduct a capability assessment and submit the result with MoF</li> </ol> </li> <li>3. Entity submits a request to the EA services team (email / service channel)</li> <li>4. EA service team initiates a briefing session and shares date for conducting the assessment with the entity concerned</li> <li>5. EA service team engages with the key stakeholders (including senior leadership and IT team) to conduct focussed interview</li> <li>6. Basis of inputs, EA capability assessment result (draft) is shared and aligned with the MDA</li> <li>7. Final result is reviewed with the EA governance team and shared officially with MoF</li> </ol>

Input Documents	<ul style="list-style-type: none"> <li>Request for EA capability assessment by MoF</li> <li>Funding requirements document including details of system proposed (including architecture)</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>Funding requirements submitted to MoF</li> <li>MoF request for initiation of EA capability assessment</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>

## 2.4 Grenada EA repository access

Grenada EA repository access	
<b>Service summary</b>	
Description	This service is requested by MDA / Project team / DTA to provide access to team / member.
Target audience	MDA / Project Team / DTA
Service channels	<i>To be developed</i>
Service fee	<i>To be determined</i>
Service language	English
Estimated time	2 days
<b>Service details</b>	
Steps	<ol style="list-style-type: none"> <li>Entity submits a formal request to add a team member to the EA repository including : <ol style="list-style-type: none"> <li>Name and contact details (email and phone)</li> <li>Repository access – project specific or general Grenada EA framework folder</li> <li>Reason for access</li> <li>Approval from senior leadership</li> <li>Time duration</li> </ol> </li> <li>EA services team verifies the contact details and appropriate folders to provide access</li> <li>Once access is provisioned, communication is shared with the individual and requesting entity</li> <li>Default time duration is 3 months with an option to regularise to a 1 year period.</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>Request for providing access to individual</li> <li>Approval from senior leadership</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>



Contact Email	<i>To be provided</i>
---------------	-----------------------

## 2.5 Grenada EA compliance review

Grenada EA compliance review	
Service summary	
Description	This service is requested by Project team for an ongoing architecture or solutions project which requires external review
Target audience	MDA / Project Team
Service channels	<i>To be developed</i>
Service fee	<i>To be determined</i>
Service language	English
Estimated time	1 month
Service details	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits a formal request to conduct an EA compliance review for an ongoing project (architecture design or solutions implementation)</li> <li>2. EA services team requests for additional documentation including contracts as applicable</li> <li>3. EA services team requests meetings with business, architecture and solutions team to initiate discussions</li> <li>4. Basis of discussions, compliance sheet is updated and shared with project team for comments and feedback.</li> <li>5. Post feedback the compliance sheet is updated and shared with EA governance team for approval</li> <li>6. Final report with recommendations and suggestions is shared with project team.</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>• Request to conduct compliance review</li> <li>• Approval from senior leadership</li> <li>• Existing contracts</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>• Availability of business, architecture and technology teams for discussions</li> <li>• Contracts document for compliance baseline</li> </ul>
Service contact	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>

## 2.6 IT portfolio review

IT portfolio review	
Service summary	

Description	This service is requested by MDA prior to initiating a digital transformation journey to review the existing IT portfolio for their organization
Target audience	MDA
Service channels	<i>To be developed</i>
Service fee	<i>To be determined</i>
Service language	English
Estimated time	2 months
<b>Service details</b>	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits a formal request to conduct a IT portfolio review</li> <li>2. EA services team requests for additional documentation including inventory and ongoing contracts as applicable</li> <li>3. EA services team requests meetings with business, architecture and solutions team to initiate discussions</li> <li>4. Basis of discussions, business and technology view (baseline state) is developed by the EA services team</li> <li>5. Alignment with target state vision and business requirements is conducted to identify gaps in IT portfolio.</li> <li>6. Appropriate recommendations are developed and shared with MDA for feedback.</li> <li>7. After receiving feedback the review is updated and shared with EA governance team for approval</li> <li>8. Final report with recommendations and suggestions is shared with project team.</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>• Request to conduct IT portfolio review</li> <li>• Approval from senior leadership</li> <li>• Existing contracts</li> <li>• Baseline inventory of systems and services</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>• Availability of business, architecture and technology teams for discussions</li> <li>• Contracts document for compliance baseline</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>

## 2.7 Grenada EA Training and Capacity development

Grenada EA training and capacity development
<b>Service summary</b>

Description	This service is requested by MDAs to conduct training for their project teams on the Grenada EA framework, core concepts and requirements
Target audience	MDA (for project teams) Project team (for IT vendor / partners)
Service channels	<i>To be developed</i>
Service fee	<i>To be determined</i>
Service language	English
Estimated time	1 week
<b>Service details</b>	
Steps	<ol style="list-style-type: none"> <li>1. Entity submits a formal request to conduct a training citing requirements for training</li> <li>2. EA services team engages with the requesting agency to understand the training scope and specific requirements</li> <li>3. EA services team prepares or configures the training materials for the audience requirements and conducts a training</li> <li>4. Audience shares feedback for the training and suggestions for improvements</li> </ol>
Input Documents	<ul style="list-style-type: none"> <li>• Request to conduct EA training</li> <li>• Approval from senior leadership</li> <li>• Intended audience details</li> </ul>
Dependencies	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
<b>Service contact</b>	
Website URL	<i>To be developed</i>
Contact number	<i>To be provided</i>
Contact Email	<i>To be provided</i>