DRAFT - IT Project

Evolving Service Delivery Framework (ESDF)  
Operational Overview

Version:

0.1

## Purpose

This document describes a coherent, extensible system for organising artefacts, documents, decisions, and models across the entire service lifecycle of a digital system. SELF provides a consistent structure from the earliest strategic conception through to operational delivery, continuous improvement, and eventual decommissioning.

It is intended for use by any organisation that must manage complex, long-lived services, and is designed to integrate naturally with government agency practices, investment processes, and operational accountability requirements. The sequential organisation framework addresses the longstanding problem of fragmentation caused by unstructured documentation and inconsistent handovers between phases, supporting services being deliberately enabled and sustained, not just delivered.

## Synopsis

Many digital service deliveries lack organisation that persist from early strategic sensing through to long-term operational maintenance and eventual closure. Artefacts are often misplaced, recreated, or abandoned entirely, causing wasted effort, strategic drift, and operational risk.  
The frameworkprovides a structured, durable, and extensible numbering model that reflects the full service lifecycle. It enables improved continuity, governance oversight, traceability, and seamless handovers between teams, projects, and operational phases over the life of the service. Although general in design, it fully supports agency environments where formal accountability, investment justification, and ongoing assurance are required.

## Contents

[Purpose 1](#_Toc195791704)

[Synopsis 1](#_Toc195791705)

[Contents 2](#_Toc195791706)

[Introduction 3](#_Toc195791707)

[Background of this work 3](#_Toc195791708)

[Context 3](#_Toc195791709)

[Background of issue 3](#_Toc195791710)

[Problem Statement 3](#_Toc195791711)

[H3 4](#_Toc195791712)

[H4 4](#_Toc195791713)

[Appendices 5](#_Toc195791714)

[Appendix A - Document Information 5](#_Toc195791715)

[Versions 5](#_Toc195791716)

[Images 5](#_Toc195791717)

[Tables 5](#_Toc195791718)

[References 5](#_Toc195791719)

[Review Distribution 5](#_Toc195791720)

[Audience 5](#_Toc195791721)

[Structure 5](#_Toc195791722)

[Diagrams 6](#_Toc195791723)

[Acronyms 6](#_Toc195791724)

[Terms 6](#_Toc195791725)

# Introduction

This document provides structure and terminology that can be used directly or by reference in related work. It introduces concepts progressively, allowing readers to dip into relevant sections or follow a complete path from foundational principles to worked examples.

It is designed to assist both technical and non-technical audiences. Where appropriate, definitions and models are intended to be reused without needing to be re-explained in future documents. The appendices include cross-references, terminology, and supporting material.

## 

Appendices

Appendix A - Document Information

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### Versions

* 1. Initial Draft

### Images

[Figure 1: TODO Image 2](#_Toc144995112)

### Tables

[Table 1: TODO Table 3](#_Toc145048484)

[Table 2: TODO Table 2 3](#_Toc145048485)

### References

**There are no sources in the current document.**

### Review Distribution

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### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Structure

Where possible, the document structure is guided by either ISO-\* standards or best practice.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.

### Acronyms

API

: [Application Programming Interface](#Term_ApplicationProgrammingInterface).

DDD

: Domain Driven Design

GUI

: [Graphical User Interface](#Term_ApplicationProgrammingInterface). A form of [UI](#Acronym_UI).

ICT

: acronym for Information & Communication Technology, the domain of defining Information elements and using technology to automate their communication between entities. [IT](#Acronym_IT) is a subset of ICT.

IT

: acronym for Information, using Technology to automate and facilitate its management.

UI

: User Interface. Contrast with [API](#Acronym_API).

### Terms

Refer to the project’s Glossary.

Application Programming Interface

: an Interface provided for other systems to invoke (as opposed to User Interfaces).

Capability

: a capability is what an organisation or system must be able to achieve to meet its goals. Each capability belongs to a domain and is realised through one or more functions that, together, deliver the intended outcome within that area of concern.

Domain

: a domain is a defined area of knowledge, responsibility, or activity within an organisation or system. It groups related capabilities, entities, and functions that collectively serve a common purpose. Each capability belongs to a domain, and each function operates within one.

Entity

: an entity is a core object of interest within a domain, usually representing a person, place, thing, or event that holds information and can change over time, such as a Student, School, or Enrolment.

Function

: a function is a specific task or operation performed by a system, process, or person. Functions work together to enable a capability to be carried out. Each function operates within a domain and supports the delivery of one or more capabilities.

Person

: a physical person, who has one or more Personas. Not necessarily a system User.

Persona

: a facet that a Person presents to a Group of some kind.

Quality

: a quality is a measurable or observable attribute of a system or outcome that indicates how well it meets expectations. Examples include reliability, usability, and performance. Refer to the ISO-25000 SQuaRE series of standards.

User

: a human user of a system via its UIs.

User Interface

: a system interface intended for use by system users. Most computer system UIs are Graphics User Interfaces ([GUI](#Acronym_GUI)) or Text/Console User Interfaces (TUI).