City of Dallas Enterprise Reference Architecture | High Level Reference Diagram – V04 00

DATA SERVICES

Structured Data
- Business Intelligence
- Data Analytics
- Data Visualization
- Data Distribution
- Data Storage
- Enterprise GIS Service

Unstructured Data
- Business Intelligence
- Data Analytics
- Data Visualization
- Data Distribution
- Data Storage

Data Governance
- Master Data Management
- Data Quality
- Data Standards
- Data Security
- Data Operations

DIGITAL SERVICES

Web/Portal Services

Customer Service Platform**
- Collaboration
- Chatbot
- CRM
- Search
- Messaging
- Natural Language
- Email
- Video
- Customer Profile

Enterprise Service Platform
- Business to Business
- Business to Mobile
- Peer to Peer

Digital Channels

End Points
- IoT Devices
- Portable Devices
- Fixed Devices

Application Services

Interfaces
- SOAP
- REST
- XML

Application Lifecycle
- Design
- Framework

Integration Middleware
- Security
- Messaging
- Coordination

**For example but not limited to these services

ENTERPRISE TECHNOLOGY INFRASTRUCTURE SERVICES

Network Services
- Network Segmentation
- Network Availability

Network Build
- LAN
- WAN

On-Prem/Colocation Infrastructure

Desktop Virtualization
- Local
- Remote

Application Virtualization
- Client Application Streaming
- Server Application Streaming

Network Virtualization
- Network Space Virtualization

Server Virtualization
- Virtual Machine (Host based)
- OS Virtualization
- TPM Virtualization
- Session Based

Storage Virtualization
- Block Based Virtualization
- File-Based Virtualization
- Object-Based Virtualization

Cloud Infrastructure

Storage Virtualization
- Block Based Virtualization
- File-Based Virtualization
- Object-Based Virtualization

Network Virtualization
- Network Space Virtualization

Server Virtualization
- Virtual Machine (Host based)
- OS Virtualization
- TPM Virtualization
- Session Based

Cloud Service
- Cloud Deployment Model
- Portability and Interoperability
- Cloud Provider DataCenter Architecture & Design
- Cloud Business Continuity and Disaster Recovery

Enterprise Information Security Services

IDENTIFY
- Business Environment
- Governance
- Risk Mgmt Strategy
- Risk Assessment
- Asset Management

PROTECT
- Access Control
- Awareness Training
- Information Protection Process and Procedures
- Maintenance
- Data Security

DETECT
- Anomalies and Events
- Security Monitoring
- Detection Processes

RESPOND
- Response Planning
- Communications
- Analysis
- Mitigation
- Improvements

RECOVER
- Recovery Planning
- Communications
- Improvements

IT Service Management

Service Strategy
- Service Strategy
- Service Portfolio Management
- Demand Mananagement
- Business Relationship Management

Service Design
- Service Level Management
- IT Service Continuity
  - Disaster Recovery
  - Patch Mgmt

Service Transition
- Change Management
- Release & Deployment Management
- Service Validation & Testing
  - Quality Assurance
- Improvement Strategy

Service Operation and Support
- Access Management
- Request Fulfillment
- Incident Management
- Problem Management
- Event Management
- Resource Management
- Configuration Management
- Knowledge Management

Technology Optimization & Transformation

Technology Transformation Services
- Technology Strategy Planning Service
- Technology Governance Service

Emerging Technology
- Emerging Technology Best Practices & Guidelines
- Artificial Intelligence & Machine Learning
- IoT
- 5G
- Virtual Agent & Natural Language Understanding

Technology Optimization Services
- Business Relationship Management Service
- Business Requirements Analysis Service

Enterprise Architecture (EA)
- Reference Architecture
- Technology Best Practices & Guidelines
- Technology Roadmap
- Service Catalog
- Architecture Governance
- Standards & Guidelines

Project Management Office (PMO)
- Project Management
- Project Frameworks
- Project Metrics
- Resource Capacity Mgmt
- Remediation

City of Dallas

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