ICT Project Category Definitions

ICT Reporting Standard V2.1

Each ICT-enabled project will enhance a business capability. Please use the list below to determine what business capability your ICT-enabled project will deliver to.

The categories and definitions have been sourced from *the Australian Government Architecture Framework v3.0* (archived).

Improving Customer Services

1. **Customer Relationship Management**: Capabilities are applied to plan, schedule and control the activities between the customer and the enterprise, both before and after a product or service is offered.

2. **Customer Preferences**: Capabilities that allow an organisation's customers to change a user interface and the way that data is displayed.

3. **Customer Initiated Assistance**: IT capabilities that allow customers to proactively seek assistance and service from an organisation.

Improving Business Process Automation

4. **Tracking and Workflow**: Capabilities that provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.

5. **Routing and Scheduling**: Capabilities that provide automatic directing and assignment or allocation of time for a particular action or event.

Improving Business Management

6. **Management of Process**: Capabilities that regulate the activities surrounding the business cycle of an organisation.

7. **Organisational Management**: Capabilities that support both collaboration and communication within an organisation.

8. **Investment Management**: Capabilities that manage the financial assets and capital of an organisation.

9. **Supply Chain Management**: Capabilities that allow an organisation to plan, schedule and control a supply chain and the sequence of organisations and functions that mine, make or assemble materials and products from manufacturer to wholesaler to retailer to consumer.

Improving Digital Asset Management

10. **Content Management**: Capabilities that manage the storage, maintenance and retrieval of documents and Information of a system or website.

11. **Document Management**: Capabilities that control the capture and maintenance of an organisation's documents and files.

12. **Knowledge Management**: Capabilities that identify, gather and transform documents, reports and other sources into meaningful information.

13. **Records Management:** Capabilities that store, protect, archive, classify and retire documents and information.
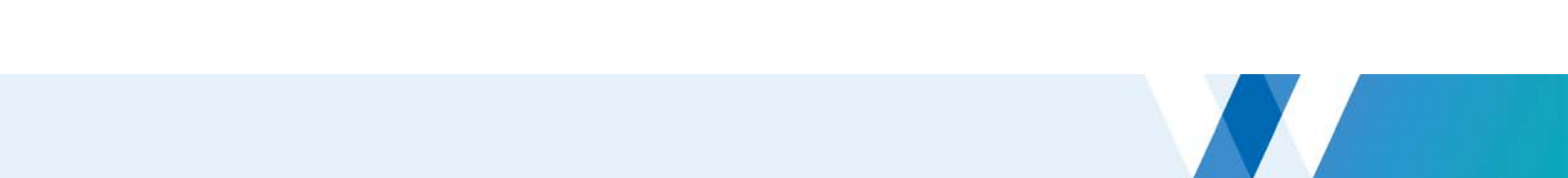
Improving Business Analytical Services

14. **Analysis and Statistics**: Capabilities that allow examination of business issues, problems and their solutions.

15. **Visualisation**: Capabilities that convert data into graphical or picture form.

16. **Knowledge Discovery**: Capabilities within facilitate the identification of useful information from data.

17. **Business Intelligence**: Capabilities that provide information that relates to the history, current status or future projections of an organisation.

18. **Reporting**: Capabilities that organise data into useful information.

Improving Back Office Services

19. **Data Management**: Capabilities that provide for the usage, processing and general administration of unstructured information.

20. **Human Resources**: Capabilities that provide for the recruitment and management of personnel.

21. **Financial Management**: Capabilities that provide the accounting practices and procedures that allow for the handling of revenues, funding and expenditures.

22. **Assets/Materials Management:** Capabilities that support the acquisition, oversight and tracking of an organisation's assets.

23. **Development and Integration**: Capabilities that provide communication between hardware/software applications and the activities associated with deployment of software applications.

24. **Human Capital/Workforce Management**: Capabilities that provide for the planning and supervision of an organisation's personnel.

Improving Support Services

25. **Security Management**: Capabilities that protect an organisation's information and information systems.

26. **Collaboration**: Capabilities that allow for the simultaneous communication and sharing of content, schedules, messages and ideas within an organisation.

27. **Search**: Capabilities that provide for the probing and lookup of specific data from a data source.

28. **Communication**: Capabilities that transmit data, messages and information in multiple formats and protocols.

29. **Systems Management**: Capabilities that support the administration and upkeep of an organisation's technology assets, including the hardware, software, infrastructure, licences and service components that comprise those assets.

30. **Forms Management**: Capabilities that support the creation, modification and usage of physical or electronic documents used to capture information within the business cycle.

Improving Customer Services

1. Customer Relationship Management: Capabilities are applied to plan, schedule and control the activities between the customer and the enterprise, both before and after a product or service is offered.

Service Component	Defines the set of capabilities that
Call Centre Management	Handle telephone sales and/or service to the end customer
Customer Analytics	Allow for the analysis of an organisation's customers, as well as the scoring of third-party information as it relates to an organisation's customers
Sales and Marketing	Facilitate the promotion of a product or service and capture of new business
Product Management	Facilitate the creation and maintenance of products and services
Brand Management	Support the application of a trade name to a product or service as well as developing an awareness for the name
Customer/Account Management	Support the retention and delivery of a service or product to an organisation's clients
Contact and Profile Management	Provide a comprehensive view of all customer interactions, including calls, e-mail, correspondence and meetings; also provides for the maintenance of a customer's account, business and personal information
Partner Relationship Management	Provide a framework to promote the effective collaboration between an organisation and its business partners, particularly members of the distribution chain (e.g. channel and alliance partners, resellers, agents, brokers and dealers) and other third parties that support operations and service delivery to an organisation's customers; includes performance evaluation of partners, if necessary
Customer Feedback	Is used to collect, analyse and handle comments and feedback from an organisation's customers
Surveys	Are used to collect useful information from an organisation's customers

2. Customer Preferences: Capabilities that allow an organisation's customers to change a user interface and the way that data is displayed.

Service Component	Defines the set of capabilities that
Personalisation	Change a user interface and how data is displayed
Subscriptions	Allow a customer to join a forum, listserv, or mailing list
Alerts and Notifications	Allow a customer to be contacted in relation to a subscription or service of interest

3. **Customer Initiated Assistance:** IT capabilities that allow customers to proactively seek assistance and service from an organisation.

Service Component	Defines the set of capabilities that
Online Help	Provide an electronic interface to customer assistance
Online Tutorials	Provide an electronic interface to educate and assist customers
Self-Service	Allow an organisation's customers to sign up for a particular service at their own initiative
Reservations/Registration	Allow electronic enrolment and confirmations for services
Multi-Lingual Support	Allow access to data and information in multiple languages
Assistance Request	Support the approach from a customer for support
Scheduling	Define the set of capabilities that support the plan for performing work or service to meet the needs of an organisation's customers

Improving Business Process Automation

4. **Tracking and Workflow:** Capabilities that provide automatic monitoring and routing of documents to the users responsible for working on them to support each step of the business cycle.

Service Component	Defines the set of capabilities that
Process Tracking	Allow the monitoring of activities within the business cycle
Case Management	Manage the life cycle of a claim or investigation within an organisation to include creating, routing, tracing, assignment and closing of a case as well as collaboration among case handlers
Conflict Resolution	Support the conclusion of contention or differences within the business cycle

5. **Routing and Scheduling:** Capabilities that provide automatic directing and assignment or allocation of time for a particular action or event.

Service Component	Defines the set of capabilities that
Inbound Correspondence Management	Manage externally initiated communication between an organisation and its stakeholders
Outbound Correspondence Management	Manage internally initiated communication between an organisation and its stakeholders

Improving Business Management

6. **Management of Process:** Capabilities that regulate the activities surrounding the business cycle of an organisation.

Service Component	Defines the set of capabilities that
Change Management	Control the process for updates or modifications to the existing documents, software or business processes of an organisation
Configuration Management	Control the hardware and software environments, as well as documents of an organisation
Requirements Management	Gather, analyse and fulfil the needs and prerequisites of an organisation's efforts
Program/Project Management	Manage and control a particular effort of an organisation
Governance/Policy Management	Influence and determine decisions, actions, business rules and other matters within an organisation
Quality Management	Help determine the level that a product or service satisfies certain requirements
Business Rule Management	Manage the enterprise processes that support an organisation and its policies
Risk Management	Support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal; includes risk assessment and risk mitigation

7. **Organisational Management:** Capabilities that support both collaboration and communication within an organisation.

Service Component	Defines the set of capabilities that
Workgroup/Groupware	Support multiple users working on related tasks
Network Management	Monitor and maintain a communications network in order to diagnose problems, gather statistics and provide general usage

8. **Investment Management:** Capabilities that manage the financial assets and capital of an organisation.

Service Component	Defines the set of capabilities that
Strategic Planning and Management	Support the determination of long-term goals and the identification of the best approach for achieving those goals
Portfolio Management	Support the administration of a group of investments held by an organisation
Performance Management	Measure the effectiveness of an organisation's financial assets and capital

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9. **Supply Chain Management:** Capabilities that allow an organisation to plan, schedule and control a supply chain and the sequence of organisations and functions that mine, make or assemble materials and products from manufacturer to wholesaler to retailer to consumer.

Service Component	Defines the set of capabilities that
Procurement	Support the ordering and purchasing of products and services
Sourcing Management	Support the supply of goods or services as well as the tracking and analysis of costs for these goods
Inventory Management	Provide for the balancing of customer service levels with inventory investment
Catalogue Management	Support the listing of available products or services that an organisation offers
Ordering/Purchasing	Allow the placement of request for a product
Invoice/Requisition Tracking and Approval	Support the identification of where a shipment or delivery is within the business cycle
Storefront/Shopping Cart	Support the online equivalent of the supermarket cart, where orders and merchandise are placed
Warehouse Management	Provide for the storage and movement of materials within a warehouse, including these processes: material receipt, order picking, packaging, labelling and shipping
Returns Management	Collect, analyse and resolve product returns or service cancellations
Logistics and Transportation	Provide for efficient freight and traffic management

Improving Digital Asset Management

10. <u>Content Management</u>: Capabilities that manage the storage, maintenance and retrieval of documents and Information of a system or website.

Service Component	Defines the set of capabilities that
Content Authoring	Allow for the creation of tutorials, CBT courseware, websites, CD-ROMs and other interactive programs
Content Review and Approval	Allow for the approval of interactive programs
Tagging and Aggregation	Support the identification of specific content within a larger set of content for collection and summarisation
Content Publishing and Delivery	Allow for the propagation of interactive programs
Syndication Management	Control and regulate an organisation's brand

11. <u>**Document Management**</u>: Capabilities that control the capture and maintenance of an organisation's documents and files.

Service Component	Defines the set of capabilities that
Document Imaging and OCR	Support the scanning of documents
Document Referencing	Support the redirection to other documents and information for related content
Document Revisions	Support the versioning and editing of content and documents
Library/Storage	Support document and data warehousing and archiving
Document Review and Approval	Support the editing and commendation of documents before releasing them
Document Conversion	Support the changing of files from one type of format to another
Indexing	Support the rapid retrieval of documents through a structured numbering construct
Classification	Support the categorisation of documents

12. Knowledge Management: Capabilities that identify, gather and transform documents, reports and other sources into meaningful information.

Service Component	Defines the set of capabilities that
Information Retrieval	Allow access to data and information for use by an organisation and its stakeholders
Information Mapping/Taxonomy	Support the creation and maintenance of relationships between data entities, naming standards and categorisation
Information Sharing	Support the use of documents and data in a multi-user environment for use by an organisation and its stakeholders
Categorisation	Allow classification of data and information into specific layers or types to support an organisation
Knowledge Engineering	Support the translation of knowledge from an expert into the knowledge base of an expert system
Knowledge Capture	Facilitate collection of data and information
Knowledge Distribution and Delivery	Support the transfer of knowledge to the end customer
Smart Documents	Support the interaction of information and process (business logic) rules between users of the document (i.e. the logic and use of the document is embedded within the document itself and is managed within the document parameters)

13. Records Management: Capabilities that store, protect, archive, classify and retire documents and information.

Service Component	Defines the set of capabilities that
Record Linking / Association	Support the correlation between logical data and information sets
Document Retirement	Support the termination or cancellation of documents and artefacts used by an organisation and its stakeholders
Digital Rights Management	Support the claim and ownership of intellectual capital and artefacts belonging to an organisation

Improving Business Analytical Services

14. Analysis and Statistics: Capabilities that allow examination of business issues, problems and their solutions.

Service Component	Defines the set of capabilities that
Mathematical	Support the formulation and mathematical analysis of probabilistic models for random phenomena and the development and investigation of methods and principles for statistical inference
Structural/Thermal	Support the use of data flow and data modelling diagrams for applying systematic analysis of data
Radiological	Support the use of radiation and x-ray technologies for analysis and scientific examination
Forensics	Support the analysis of physical elements using science and technology for investigative and legal purposes

15. Visualisation: Capabilities that convert data into graphical or picture form.

Service Component	Defines the set of capabilities that
Graphing/Charting	Support the presentation of information in the form of diagrams or tables
Imagery	Support the creation of film or electronic images from pictures or paper forms
Multimedia	Support the representation of information in more than one form to include text, audio, graphics, animated graphics and full motion video
Mapping / Geospatial / Elevation / GPS	Provide for the representation of position information through the use of attributes such as elevation and latitude and longitude coordinates
CAD	Stands for Computer Aided Design and supports the design of products with computers

16. Knowledge Discovery: Capabilities within facilitate the identification of useful information from data.

Service Component	Defines the set of capabilities that
Data Mining	Provide for the efficient discovery of non-obvious, valuable patterns and relationships within a large collection of data
Modelling	Develop descriptions to adequately explain relevant data for the purpose of prediction, pattern detection, exploration or general organisation of data
Simulation	Utilise models to mimic real-world processes

17. **Business Intelligence:** Capabilities that provide information that relates to the history, current status or future projections of an organisation.

Service Component	Defines the set of capabilities that
Demand Forecasting / Management	Facilitate the prediction of sufficient production to meet an organisation's sales of a product or service
Balanced Scorecard	Support the listing and analysis of both positive and negative impacts associated with a decision
Decision Support and Planning	Support the analysis of information and predict the impact of decisions before they are made

18. **Reporting:** Capabilities that organise data into useful information.

Service Component	Defines the set of capabilities that
Ad Hoc	Support the use of dynamic reports on an as-needed basis
Standardised/Canned	Support the use of pre-conceived or pre-written reports
Online Analytical Processing (OLAP)	Supports the analysis of information that has been summarised into multidimensional views and hierarchies

Improving Back Office Services

19. **Data Management:** Capabilities that provide for the usage, processing and general administration of unstructured information.

Service Component	Defines the set of capabilities that
Data Exchange	Support the interchange of information between multiple systems or applications; includes verification that transmitted data was received unaltered
Data Mart	Support a subset of a data warehouse for a single department or function within an organisation
Data Warehouse	Support the archiving and storage of large volumes of data
Metadata Management	Support the maintenance and administration of data that describes data
Data Cleansing	Support the removal of incorrect or unnecessary characters and data from a data source
Extraction and Transformation	Support the manipulation and change of data
Loading and Archiving	Support the population of a data source with external data
Data Recovery	Support the restoration and stabilisation of data sets to a consistent, desired state
Data Classification	Allow the classification of data

20. Human Resources: Capabilities that provide for the recruitment and management of personnel.

Service Component	Defines the set of capabilities that
Recruiting	Support the identification and hiring of employees for an organisation
Resume Management	Support the maintenance and administration of an employee's professional or work experience and qualifications
Career Development and Retention	Support the monitoring of performance as well as the professional growth, advancement and retention of an organisation's employees
Time Reporting	Support the submission, approval and adjustment of an employee's hours
Awards Management	Support the recognition of achievement among employees of an organisation
Benefit Management	Support the enrolment and participation in an organisation's compensation and benefits programs
Retirement Management	Support the payment of benefits to retirees
Personnel Administration	Support the matching between an organisation's employees and potential opportunities as well as the modification, addition and general upkeep of an organisation's employee-specific information
Education/Training	Support the active building of employee competencies, to include the range of training from professional development to general awareness training
Health and Safety	Support the security and physical well-being of an organisation's employees
Travel Management	Support the transit and mobility of an organisation's employees for business purposes

21. Financial Management: Capabilities that provide the accounting practices and procedures that allow for the handling of revenues, funding and expenditures.

Service Component	Defines the set of capabilities that
Billing and Accounting	Support the charging, collection and reporting of an organisation's accounts
Credit/Charge	Support the use of credit cards or electronic funds transfers for payment and collection of products or services
Expense Management	Support the management and reimbursement of costs paid by employees or an organisation
Payroll	Involve the administration and determination of employees' compensation
Payment/Settlement	Support the process of accounts payable
Debt Collection	Support the process of accounts receivable

Service Component	Defines the set of capabilities that
Revenue Management	Support the allocation and re-investment of earned net credit or capital within an organisation
Internal Controls	Support the methods and procedures used by the organisation to safeguard its assets, produce accurate accounting data and reports, contribute to efficient operations, and encourage staff to adhere to management policies and mission requirements
Auditing	Support the examination and verification of records for accuracy
Activity-Based Management	Support a defined, specific set of finance-related tasks for a given objective
Currency Translation	Support the calculations and difference between multiple mediums of exchange

22. **Assets/Materials Management:** Capabilities that support the acquisition, oversight and tracking of an organisation's assets.

Service Component	Defines the set of capabilities that
Property/Asset Management	Support the identification, planning and allocation of an organisation's physical capital and resources
Asset Cataloguing/Identification	Support the listing and specification of available assets
Asset Transfer, Allocation and Maintenance	Support the movement, assignment, and replacement of assets
Facilities Management	Support the construction, management and maintenance of facilities for an organisation
Computers/Automation Management	Support the identification, upgrade, allocation and replacement of physical devices, including servers and desktops, used to facilitate production and process-driven activities

23. **Development and Integration:** Capabilities that provide communication between hardware/software applications and the activities associated with deployment of software applications.

Service Component	Defines the set of capabilities that
Legacy Integration	Support the communication between newer generation hardware/software applications and the previous major generation of hardware/software applications
Enterprise Application Integration	Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules
Data Integration	Support the organisation of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system
Instrumentation and Testing	Support the validation of application or system capabilities and requirements

Service Component	Defines the set of capabilities that
Software Development	Support the creation of both graphical and process application or system software

24. **Human Capital/Workforce Management:** Capabilities that provide for the planning and supervision of an organisation's personnel.

Service Component	Defines the set of capabilities that
Resource Planning and Allocation	Support the determination of strategic direction, the identification and establishment of programs and processes and the allocation of resources (capital and labour) among those programs and processes
Skills Management	Support the proficiency of employees in the delivery of an organisation's products or services
Workforce Directory/Locator	Support the listing of employees and their whereabouts
Team/Organisation Management	Support the hierarchy structure and identification of employees within the various sub-groups of an organisation
Contingent Workforce Management	Support the continuity of operations for an organisation's business through the identification of alternative organisation personnel
Workforce Acquisition/Optimisation	Support the hiring and re-structuring of employees and their roles within an organisation

Improving Support Services

25. **Security Management:** Capabilities that protect an organisation's information and information systems.

Service Component	Defines the set of capabilities that
Identification and Authentication	Support obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
Access Control	Support the management of permissions for logging onto a computer, application, service or network; includes user management and role/privilege management
Cryptography	Support the use and management of ciphers, including encryption and decryption processes, to ensure confidentiality and integrity of data
Digital Signature Management	Support the use and management of electronic signatures to support authentication and data integrity; includes Public Key Infrastructure (PKI)
Intrusion Prevention	Include penetration testing and other measures to prevent unauthorised access to a government information system
Intrusion Detection	Support the detection of unauthorised access to a government information system
Incident Response	Provide active response and remediation to a security incident that has allowed unauthorised access to a government information system

Service Component	Defines the set of capabilities that
Audit Trail Capture and Analysis	Support the identification and monitoring of activities within an application, system, or network
Certification and Accreditation	Support the certification and accreditation of Australian Government information systems
ISM Management and Reporting	Support management and reporting of compliance with the Australian Government Information Security Manual (ISM: formerly ASCI 33)
Virus Protection	Provide anti-virus service to prevent, detect and remediate infection of government computing assets

26. **Collaboration:** Capabilities that allow for the simultaneous communication and sharing of content, schedules, messages and ideas within an organisation.

Service Component	Defines the set of capabilities that
E-mail	Support the transmission of memos and messages over a network
Threaded Discussions	Support the running log of remarks and opinions about a given topic or subject. Examples include: blogs, bulletin boards and twitter.
Document Library	Support the grouping and archiving of files and records on a server
Shared Calendaring	Allow an entire team as well as individuals to view, add and modify each other's schedules, meetings and activities
Task Management	Support a specific undertaking or function assigned to an employee
Social networking	Support the ability to share content and build relationships.

27. **Search:** Capabilities that provide for the probing and lookup of specific data from a data source.

Service Component	Defines the set of capabilities that
Query	Support retrieval of records that satisfy specific query selection criteria
Precision/Recall Ranking	Support selection and retrieval of records ranked to optimise precision against recall
Classification	Support selection and retrieval of records organised by shared characteristics in content or context
Pattern Matching	Support retrieval of records generated from a data source by imputing characteristics based on patterns in the content or context

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28. **Communication:** Capabilities that transmit data, messages and information in multiple formats and protocols.

Service Component	Defines the set of capabilities that
Real Time/Chat	Support the conferencing capability between two or more users on a local area network or the Internet
Instant Messaging	Support keyboard conferencing over a Local Area Network or the Internet between two or more people
Audio Conferencing	Support audio communication sessions among people who are geographically dispersed
Video Conferencing	Support video communication sessions among people who are geographically dispersed
Event/News Management	Monitor servers, workstations and network devices for routine and non-routine events
Community Management	Support the administration of online groups that share common interests
Computer/Telephony Integration	Support the connectivity between server hardware, software and telecommunications equipment into a single logical system
Voice Communications	Provide telephony or other voice communications

29. **Systems Management:** Capabilities that support the administration and upkeep of an organisation's technology assets, including the hardware, software, infrastructure, licences and service components that comprise those assets.

Service Component	Defines the set of capabilities that
Licence Management	Support the purchase, upgrade and tracking of legal usage contracts for system software and applications
Remote Systems Control	Support the monitoring, administration and usage of applications and enterprise systems from locations outside of the immediate system environment
System Resource Monitoring	Support the balance and allocation of memory, usage, disk space and performance on computers and their applications
Software Distribution	Support the propagation, installation and upgrade of written computer programs, applications and service components
Issue Tracking	Receive and track user-reported issues and problems in using IT systems, including help desk calls

30. Forms Management: Capabilities that support the creation, modification and usage of physical or electronic documents used to capture information within the business cycle.

Service Component	Defines the set of capabilities that
Forms Creation	Support the design and generation of electronic or physical forms and templates for use within the business cycle by an organisation and its stakeholders
Forms Modification	Support the maintenance of electronic or physical forms, templates and their respective elements and fields