Queensland Government Enterprise Architecture

Queensland Government Application classification framework

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*Queensland Government Application classification framework*

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Information security

This document has been security classified using the Queensland Government Information Security Classification Framework (QGISCF) as PUBLIC and will be managed according to the requirements of the QGISCF.

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# Introduction

This document provides a short narrative describing each of the ICT application domains defined within the Queensland Government Application classification framework.

The *Application classification framework* defines the Queensland Government's generic classification scheme in terms of systems or functions required to meet organisational requirements.

It should be noted that not all ICT application domains are applicable to all departments within the Queensland Government. Determination of applicable domains is performed via ICT planning.

## Purpose

A Queensland Government Enterprise Architecture (QGEA) guideline provides information for Queensland Government agencies on the recommended practices for a given topic area. Guidelines are generally for information only and agencies are not required to comply. They are intended to help agencies understand the appropriate approach to addressing a particular issue or doing a particular task.

The purpose of this document is to provide a reference source defining the Queensland Government’s application domains in the form of the Queensland Government *Application classification framework*.

The goal of the *Application classification framework* is to allow for a common viewpoint and understanding of the application domains across the Queensland Government. This in turns aids standardisation as various stakeholders come to understand the possibilities for leveraging related domain activities in other departments.

## Audience

This document is primarily intended for agency staff involved in ICT planning or technology architecture related activity. This may include:

* chief information officers (CIOs)
* information standard or policy officers
* records managers
* library managers
* ICT managers
* ICT architects (enterprise, information, application, technology and solution).

## Scope

This framework provides a taxonomy for categorising software applications. It should not be used to categorise business processes although the software applications would naturally be supporting business processes in the organisation.

The domains are primarily defined by how software vendors choose to bundle and target their offerings to business and government.

A key aspect of this application framework is that the domains are all about what the software does, i.e. its function rather than where it is applied. For example a help desk system may very well be used to track requests from internal customers or external customers. These are very different business processes but require similar software functionality to support them.

The application software domains exclude infrastructure software where infrastructure is anything that is broad based or commodity in nature. One distinction is that application domains cover vertically focussed software whilst the technology domains cover horizontal infrastructure software (and hardware). Another distinction is that application domains relate to particular business processes whereas technology domains are either essential infrastructure or general productivity. As an example a product such as SAP fits within the application domains because it would typically only be provided for finance, asset, or procurement staff. As a counter-example a product such as Microsoft Office would be a technology domain infrastructure element since it would typically be ‘standard issue’ productivity tool for all white collar staff.

Specific business rules to assist with the identification of applications include:

* customised or in-house developed user front-ends that can be differentiated from the back-end platforms are considered to be applications
* off-the-shelf or in-house developed software that include embedded business process or are mandated by the organisation to perform a specific business function (e.g. project management) are considered to be applications
* components that include embedded in house developed macros and Visual Basic for Applications (VBA) for the purpose of deployment to a user base are applications.

Technology domains are defined in the Queensland Government Technology classification framework overview document.

## Document layout

This document is presented using the Queensland Government Application classification framework. This framework is represents ICT application domains at three levels of detail. Level 1 domains are the topmost and define a coarse segmentation of application functionality. Each of the level 1 domains is further segmented into a number of level 2 domains which define a more focussed set of application functionality. Some level 2 domains are divided up into finer classifications where appropriate to reflect specific application offerings (level 3 domains). It should be noted that further level 3 sub-domains may be defined in future revisions of the framework.

# Queensland Government Application classification framework

The following diagram is the current version of the Queensland Government Application classification framework.

In order to accommodate all potential readers of this document, the Queensland Government view is illustrated. This document is structured within these groupings (left to right, top to bottom).



Figure 1: Queensland Government Application classification framework diagram

# A-1 Generic service delivery

Generic service delivery includes those aspects of service delivery that are of a more generic nature and are likely to occur across many if not all agencies. In the sub-domains of generic service delivery it is possible that there are commercial off-the-shelf products that may meet the needs of departments. Moreover, a product that services one department in any one of the sub-domains may well also be suitable to service other departments with little or no change.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| Authorities, licenses, permits and awards | This domain comprises all applications supporting the management of authorities, licences and permits for the full lifecycle of the authority. This includes creation of the authority, update of the authority, renewal of the authority, revocation or cancellation of the authority. Examples include: Drivers Licence, Weapons Licence, Fishing Licence, etc.  The distinguishing feature of each of these (authorities, licences, permits and awards) is that they are attached to a person or an organisation. Compare this to registrations and inspections with relate to objects or premises.  It also includes applications that support the granting and management of Awards. Examples include: Whole of Government Awards including Premiers Awards, Official State Awards and Medals, Internal Agency Awards, Awards to communities and Individuals, Academic Awards | A-1.1 |
| Accreditation | This domain includes all applications supporting the process of accrediting individuals or organisations as qualified to deliver a particular service or conduct a type of business. Applications in this domain will typically maintain details of the accreditation, manage the life of the accreditation, maintain details of any assessments or inspections that may have occurred to evaluate the accreditation, and so on. | A-1.2 |
| Registrations and inspections | This domain comprises all applications supporting the management of registration processes. It includes registration, renewal, transfer, deregistration, cancellation, and managing the registration details. It also includes any associated inspections required to establish or maintain a registration.  The distinguishing feature of each of these (registrations and inspections) is that they are attached to objects or premises. Compare this to authorities, licences, permits and awards with relate to a person or an organisation | A-1.3 |
| Scheduling and booking | This domain covers applications that support providing scheduling and timetabling services to customers and taking bookings for services or other resources. The domain does not include enrolments but may have functionality to deal with wait listing and the associated notifications. | A-1.4 |
| Information submission | This domain includes applications that support the submission of information to departments. For example, applications that allow forms to be lodged electronically, applications that allow members of the public to register their interest, applications that allow partner organisations to provide status reports, and so on. Applications that manage the collection of data and responses to surveys would be included in this domain. | A-1.5 |
| Information provision | This domain includes applications that are general information provision applications. For example, applications that provide updates on statistics that a department maintains, applications that provide policy information in response to a customer query and, customised or in-house developed front-ends to datasets such as geographical and spatial content. | A-1.6 |
| Subsidies, grants, benefits and assistance | This domain covers all applications supporting the management and distribution of grants, benefits, subsidies and financial assistance. These applications will typically have reporting components and will commonly be linked, either directly or indirectly to financial management systems. | A-1.7 |
| Infringement management | This domain comprises all applications supporting the detection, tracking, and resolution of infringements. Infringements may result in fines, demerit points and law court appearances. | A-1.8 |
| Investigations management | This domain covers all applications supporting the investigation of an individual, an organisation, or an event. Applications in this domain will typically also include the ability to track all parts of the investigation across a prolonged series of interactions with multiple individuals, organisations, or locations. For example, police investigations of crimes, worker’s compensation investigations, etc. | A-1.9 |
| Case management | This domain covers all applications supporting a prolonged series of interactions with a client, or an organisation on an issue or set of issues. For example, areas such as community, child safety, health, justice and industrial relations would have applications in this domain. | A-1.10 |
| Library management | This domain includes all applications supporting the management of resources in a library situation. Applications in this domain will typically include catalogue management, loan management, acquisition management, and so on. | A-1.11 |
| Event management | This domain includes all applications supporting the management of major events such as major sporting events, heads of Government meetings, major conferences and exhibitions, etc. Applications in this domain may include all aspects of an event such as, scheduling, marketing, ticketing, coordination of services, security, transport, etc. | A-1.12 |
| Computer-aided dispatch | This domain includes all applications supporting the dispatch of people to deliver a service or respond to a request. Applications in this domain will typically include logging of calls, location of resources, etc. Examples would exist primarily in emergency response departments but may also exist in departments like Public Works for the dispatch of tradespersons. | A-1.13 |
| Computer-based training | This domain includes applications that deliver, manage, or administer computer-based training. This will also include any computer-based assessment capabilities. | A1.14 |

# A-2 Line of business service delivery

This domain encompasses the range of application types that support the ‘core businesses’ of Queensland Government departments that are not represented in the generic service delivery domain. As such it is a diverse domain where commercial software products are often less likely to be available and therefore applications are more likely to be sourced from other jurisdictions or custom developed.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| Learning | This domain comprises all applications supporting planning, developing, delivering and assessing of learning activities | A-2.1 |
| Student enrolment and results | This domain includes applications that manage the enrolment of students in a course of study and the management of the results of any assessments they undertake as a result of the enrolment. This may or may not include the aggregation of the results to determine if they qualify for an award. | A-2.1.1 |
| Timetabling | This domain includes applications that manage the scheduling and timetabling associated with the allocation of classes, instructors, students and venues | A-2.1.2 |
| Curriculum development and management | This domain includes applications that assist in the development and management of curriculum in a course of study | A-2.1.3 |
| Public safety and emergency response | This domain comprises all applications supporting preparedness and response to emergencies. | A-2.2 |
| Search and rescue | This domain includes applications that assist in the planning, coordination and management of search and rescue operations. | A-2.2.1 |
| Disaster management | This domain encompasses those applications that support the management of natural and unnatural disaster events. | A-2.2.2 |
| Emergency response management | This domain includes applications that assist in the management, coordination and operation of emergency staff and facilities in the event of an emergency situation such as aircraft crashes, bridge or building collapses, hostage situations, etc. | A-2.2.3 |
| Law and justice | This domain includes applications that support lines of business in the law and justice sector. This has a strong relationship to the Operational Policing domain. | A-2.3 |
| Incident management | This domain includes applications that assist in the recording and management of incidents. | A-2.3.1 |
| Forensic services | This domain includes applications for the management of forensic services associated with police investigations. Examples of forensic services include fingerprints, DNA, composite imaging, and photographic services. | A-2.3.2 |
| Property and exhibit management | This domain includes applications for the management and control of seized property and evidence exhibits. | A-2.3.3 |
| Traffic management | This domain includes applications for the management of traffic and the operation and processing of traffic camera outputs. | A-2.3.4 |
| Corrections and detentions management | This domain includes applications that support the running of jails, police watch-houses and similar detention facilities. | A-2.3.5 |
| Covert operations management | This domain includes applications that assist in the management, coordination and operation of covert policing operations. | A-2.3.6 |
| Intelligence | This domain includes applications that support the collection and analysis of intelligence information, including the geo-coding and mapping of events, and tools to support decision making around resource allocation and deployment and planning of specific operations. | A-2.3.7 |
| Compliance and enforcement | This domain includes applications that deal with investigations for compliance and/or enforcement, including prosecution of alleged offenders (identified as result of an investigation process) as well as applications that relate to liabilities and claims management in the form of compensation resulting from civil actions. | A-2.3.8 |
| Environment and resource | This domain comprises all applications supporting the management of the environment and natural resources such as land holdings. The particular focus of applications within this domain is the overall lifecycle of the natural resource. | A-2.4 |
| Medical and paramedical | This domain comprises all applications supporting medical and paramedical activities. | A-2.5 |
| Infrastructure and housing | This domain comprises all applications supporting the development and provision of infrastructure. Examples include the construction of roads, parks, sporting facilities and buildings including housing. | A-2.6 |
| Transportation | This domain comprises all applications supporting transportation activities including licensing and registration of vehicles and vessels, and their operators. | A-2.7 |
| Jobs and work | This domain includes applications that support access by the public to work opportunities and work assistance offered by Government. | A-2.8 |
| Business and industry | This domain comprises all applications that facilitate access by the business community and industry groups to Government services as well as licensing and registration of business activities within Queensland. | A-2.9 |
| Parks and recreation | This domain comprises all applications supporting the management of access to parks and recreation facilities. The particular focus of applications within this domain includes for example quota systems to ensure that a balance between citizen’s desire/right to utilise facilities are balanced against the need to preserve the facility from overuse. | A-2.10 |
| Agriculture | This domain comprises all applications supporting the provision of products and services to the farming sector. This includes all aspects of farming including animal husbandry and cropping. | A-2.11 |
| Taxes and revenue | This domain comprises all applications supporting the imposing and collecting of taxes and related revenue streams. | A-2.12 |
| Leisure | This domain includes all applications that support Government endorsed or managed cultural and leisure events offered to the community through both public and major private venues | A-2.13 |
| Community and welfare | This domain includes applications that support the provision of support, aid and assistance to persons in need in the community. | A-2.14 |
| Utilities | This domain includes applications that support the provision of and access by the community to Government managed utilities such as power and water. | A-2.15 |

# A-3 Customer relationship management

This domain encompasses all applications supporting customer interaction spanning pre-sales, sales, and post-sales.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| Sales | The Sales domain incorporates applications that support the management and operation of the sales function in departments. | A-3.1 |
| Client account management | This domain includes applications for the management of client account information and the associated financial records. | A-3.1.1 |
| Sales automation | This domain includes applications for the automation of the sales process. Applications in this domain typically support a mobile sales force and allow remote access to inventory catalogues and remote order submission, tracking and processing | A-3.1.2 |
| Partner relationship management | This domain includes applications for the management of partner organisations and the tracking and management of all of the interactions with those partners. | A-3.1.3 |
| Merchandising and retailing | This domain includes applications for the managing of merchandising and retail sales operations. | A-3.1.4 |
| Marketing and advocacy | This domain includes applications that deal with the marketing and advocacy activities of a department. Advocacy includes promotional programs run by government to influence the public’s behaviour, for example, Don’t drink and drive. | A-3.2 |
| Product development and marketing | This domain includes applications for product development, promotion, distribution, and planning. | A-3.2.1 |
| Customer marketing | This domain includes applications for customer prospecting, segmentation and campaigns. | A-3.2.2 |
| Analytics | This domain includes applications for measuring and reporting on marketing efforts, determining market/product/customer profitability, predictive modelling, and product/market/customer optimisation. | A-3.2.3 |
| Brand management | This domain includes applications for trade promotions, product development management and market research. | A-3.2.4 |
| Customer service and support | The Customer Service and Support domain encompasses applications that service and support the customer both before and after the customer's purchase of a product or service. | A-3.3 |
| Customer service | This domain includes applications for non-product based customer service and includes functions to cater for customer complaints regarding product or service delivery, problems with shipment, billing, etc. | A-3.3.1 |
| Customer support | This domain includes applications for product based customer support and includes functions such as product usage support, implementation and problem identification/diagnosis and resolution, and managing onsite support staff. | A-3.3.2 |
| Call centre/ Help desk | This domain includes applications for managing multiple channels of interaction with internal or external customers for the purpose of providing advice to enquiries and recording problems and complaints. Call centres and help desks typically include at least a telephone channel. | A-3.3.3 |
| Complaints management | This domain includes applications for managing complaints from internal or external sources. | A-3.3.4 |

# A-4 Science, research and engineering

This domain encompasses application functionality that directly supports scientific and engineering processes.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| 1. Design and engineering | 1. This domain includes computer-aided tools used by architects, plant engineers, civil engineers, draftspersons, analysts and technicians. These tools are for common design applications such as conceptual design, industrial design, structural and thermal analysis, detail design, and electromechanical design. It includes designing buildings and industrial plants. | 1. A-4.1 |
| 1. Computer-aided design | 1. This domain includes applications that provide direct support for design activities. A typical example is a CAD package like AutoCAD. | 1. A-4.1.1 |
| 1. Research | 1. This domain includes applications that support research processes. | 1. A-4.2 |
| 1. Statistical tools | 1. This domain includes applications for the storage and manipulation of statistical data typically associated with analytical research activities including analysis of survey data. | 1. A-4.2.1 |
| 1. Laboratory systems | 1. This domain includes applications used to analyse materials, samples and data in a laboratory environment in a medical, science or engineering capacity. | 1. A-4.2.2 |
| 1. modelling and simulation | 1. This domain covers applications that support modelling and simulation activities such as transport network modelling that allow the construction and execution of models through simulation of real world environments and events. | 1. A-4.3 |

# A-5 Supply chain management

This domain covers application functionality to support all aspects of sourcing goods, services and information used or consumed in the production of the organisation’s outputs, or used to support the day-to-day operation of the organisation.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| 1. Supply chain planning | 1. This domain covers application functionality that supports the optimisation of the flow of goods, services and information from supplier to customer. | 1. A-5.1 |
| 1. Sourcing and procurement | 1. This domain covers application functionality that supports the efficient supply of goods and services across enterprise boundaries incorporating the tendering and evaluations of external partners/suppliers in the supply chain. | 1. A-5.2 |
| 1. Contract management | 1. This domain focuses on the entire contract lifecycle, including requirements planning, procurement, negotiation, collaboration, performance and compliance management, documentation (contracts, meeting minutes, discussions), variations and events (such as contract renewal or termination). | 1. A-5.3 |
| 1. Inventory management | 1. This domain covers those applications that manage inventory and all the associated activities such as receiving and shipping. | 1. A-5.4 |
| 1. Fleet management | 1. This domain covers applications used to plan and manage fleet. | 1. A-5.5 |
| 1. International trade | 1. This domain covers applications that are tailored for cross-border, cross-currency, and cross-language business interactions. Particular examples are trade documentation generation and transmission and regulatory compliance validation. | 1. A-5.6 |

# A-6 Enterprise resource planning

This level 1 domain includes domains that support the day-to-day back-office operation of the organisation.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| 1. Manufacturing | 1. The Manufacturing domain covers applications that automate production management. | 1. A-6.1 |
| 1. Enterprise asset management | The Asset Management domain provides support for assets through their entire lifecycle from procurement through maintenance to disposal as well as providing mechanisms to track and monitor asset performance. Asset Management goes far beyond the concept of an up-to-date asset register. Whilst the asset register is the core of any asset management system, the processes and procedures involved in optimising use of assets is of critical importance.   1. Asset management should be considered to include applications for exhibit and collection management such as museums, and art galleries. | 1. A-6.2 |
| 1. Maintenance management | This domain covers application functionality for work and materials management for fault repair, regular preventative maintenance and service activities. It is applicable to manufacturing, utilities, facilities, transportation, etc. where assets and equipment subject to wear, failure, or repair is utilised. | 1. A-6.3 |
| 1. Human capital management | The Human Capital Management domain is a suite of applications designed to meet the HR function of an enterprise. The HR system stores employee information, automates business processes, and generates reports for management.  Human Resource Management includes areas such as employee benefits, personnel administration, contingent workforce management, time and attendance, organizational development, performance management, compensation planning and strategy, workforce analytics, and payroll. | 1. A-6.4 |
| 1. Recruitment | This domain includes applications for the planning, management and execution of recruitment and selection activities | 1. A-6.4.1 |
| 1. Employee administration | This domain includes applications for the administration of employee records. | 1. A-6.4.2 |
| 1. Rostering | This domain includes applications for the creation, administration and management of employee rosters. | 1. A-6.4.3 |
| 1. Time and attendance | This domain includes applications for the recording, tracking and management of employee working time. It includes applications for dealing with time dissection and the allocation of effort against projects and programs. | 1. A-6.4.4 |
| 1. Workforce analytics | This domain includes applications for the analysis of the workforce make-up, distributions and requirements. | 1. A-6.4.5 |
| 1. Organisational development | This domain includes applications for the management of staff development activities. | 1. A-6.4.6 |
| 1. Payroll | This domain includes applications for the management of employee payroll processing. | 1. A-6.4.7 |
| 1. Performance management | This domain includes applications for measuring, recording and managing employee performance. | 1. A-6.4.8 |
| 1. Compensation planning and strategy | This domain includes applications for managing how employees are compensated for their work and strategies associated with obtaining and retaining an appropriate workforce through remuneration. | 1. A-6.4.9 |
| 1. Contingent workforce management | This domain includes applications for managing those parts of the workforce that are not part of the establishment but are hired and retrenched according to work demands. | 1. A-6.4.10 |
| 1. Skills management | This domain includes applications for recording who is a JP, who speaks what languages, who has specific skills etc. | 1. A-6.4.11 |
| 1. Occupational health and safety management | This domain includes applications for Occupational Health and Safety recordkeeping including injury, illness, and first aid tracking as well as assessments of worker exposure to hazards. | 1. A-6.4.12 |
| 1. Financial management | The Financial Management domain encompasses those applications that can support the financial processes of an organisation.  The main functions of the Financial Management domain include:   * General Ledger * Budgeting * Costing * Receipting * Payments | 1. A-6.5 |
| 1. General ledger | This domain includes applications that support the organisation’s chart of accounts, and journal entry functionality including the automated posting of general ledger entries. | 1. A-6.5.1 |
| 1. Budgeting | This domain includes application with functionality to assist with creating budgets, estimating financial expenditure as well as the allocation of financial resources to appropriate program/project initiatives. | 1. A-6.5.2 |
| 1. Costing | Costing applications are those applications that support cost centre accounting as well as activity based costing activities | 1. A-6.5.3 |
| 1. Receipting | Receipting applications include applications that support the sales and other revenue receipting functions including invoicing and the recording of payments from customers as well as the monitoring and management of outstanding debts. | 1. A-6.5.4 |
| 1. Payments | Payment applications include applications that support the payment of monies to vendors including the monitoring and management of the organisation’s outstanding liabilities to vendors. | 1. A-6.5.5 |

# A-7 Organisational Optimisation

This level 1 domain encompasses functionality that helps the business fine-tune or evolve their operations to achieve an improved satisfaction of their business objectives.

| 1. **Domain** | 1. **Description** | 1. **Number** |
| --- | --- | --- |
| 1. Enterprise business intelligence | The Enterprise Business Intelligence domain provides functionality to enterprise executives to retrieve the information to support strategic decision-making processes, and to operational managers to support tactical decision-making.  The Enterprise Business Intelligence domain provides access to critical business performance indicators. It also provides the applications and environment to support timely, fact-based decision making that drives strategic planning, business analysis and performance monitoring to deliver increased business process efficiencies and improved customer service.  The information provided to enterprise executives is usually summarised key information presented in an easy to view format such as a dashboard.   1. The information provided to operational managers fits within a user-centred process that includes accessing, exploring and analysing data and developing insights and understanding, which leads to improved and informed decision-making | 1. A-7.1 |
| 1. Executive/ management information systems | 1. This domain includes applications for providing executive and management information systems which provide rolled up analytical views of the organisation to assist with strategic and tactical decision making. This domain includes financial and performance governance components that advise the organisation of its attainment, or otherwise, of the planned objectives | 1. A-7.1.1 |
| 1. Enterprise performance management | 1. This domain includes applications that assist the enterprise to define desired outcomes, set performance standards, link budget and other resources to performance and report results | 1. A-7.1.2 |
| 1. Project portfolio management | This domain encompasses traditional project management tools that aim to manage single projects from an ‘on time, on budget’ perspective and also includes a complementary set of technologies and functions that enable collaborative access by multiple users to multiple projects with a single database repository. They also enable a micro view of a single task, a macro view of resources, costs and profitability[[1]](#footnote-2).   1. PPM in textbook terms covers aspects of people development but that is excluded from this domain. People development aspects are covered in the Human Capital Management domain | 1. A-7.2 |
| 1. Portfolio management | This domain includes applications for managing work from a portfolio management perspective rather than as individual projects. | 1. A-7.2.1 |
| 1. Project scheduling | This domain includes applications for managing schedules for projects and programs | 1. A-7.2.2 |
| 1. Project estimation | This domain includes applications for performing estimation tasks in project implementations | 1. A-7.2.3 |
| 1. Project cost management | This domain includes applications for managing project expenditure and scope to control costs | 1. A-7.2.4 |
| 1. Knowledge management | The Knowledge Management domain encompasses the applications and processes that enable the skills, knowledge and processes of the organisation's intellectual assets to be captured, retained, used effectively, creatively and consistently to improve performance and client satisfaction. Knowledge Management as an application domain also involves aspects of Human Resource Management, various organisational functions and supporting infrastructure. If fully implemented this domain enables maximum benefits by acknowledging Intellectual Property (IP) as assets. | 1. A-7.3 |
| 1. Documents records management | **Document Management** is the process of managing documents throughout their lifecycle, from inception, through creation, review, storage and dissemination all the way to their destruction, where a document is defined very widely to include those stored electronically or on paper. Alternatively, **document management** is the process of retrieving, sharing, tracking, revising, and distributing documents and the information they contain. It includes such features as security, version control, and check-in/check-out. Hummingbird Enterprise DM is an example of a document management system.  A **records management** system supports the declaration and management of records throughout their life cycle from creation to destruction, including access and security. Records management can be seen as a subset of document management, being concerned with specific types of documents, that is, those officially recognized as being records, as such, for example, for legal or auditing purposes. For example, the TRIM software provides a records management capability | 1. A-7.4 |
| 1. Planning and governance | This domain includes applications for the management and support of the planning processes that occur in departments as well as supporting those functions that are essential to good governance | 1. A-7.5 |
| 1. Risk and issue management | This domain includes applications for recording and managing risks and issues in an organisation. This includes all kinds of risks and issues from project level through to business and department level | 1. A-7.5.1 |
| 1. Quality management | This domain includes applications for monitoring, measuring, recording and managing quality. This includes all quality issues across the organisation from the quality of documents through the quality of processes and practices to the quality of the service delivered to the customer | 1. A-7.5.2 |
| 1. Policy research and development | This domain includes applications for the management and support of the policy development processes that occur in departments as well as the research processes that support the development of policy. | 1. A-7.5.3 |
| 1. Organisational strategic planning | This domain includes applications for the management and preparation of organisational strategic and business plans | 1. A-7.5.4 |
| 1. Machinery of government planning and execution | This domain includes applications for the planning, management, execution and monitoring of Machinery of Government changes | 1. A-7.5.5 |

1. Based on Gartner May 2003 definition [↑](#footnote-ref-2)