



DOMAIN

DEFINITION		
<i>Name</i>	Interface	
<i>Description</i>	The Interface domain defines the technologies and standards that customers need in order to interact with state government. The disciplines under this domain deal with how customers interface with technology in a way that is convenient, consistent, usable, and accessible.	
<i>Rationale</i>	Internal and external customers expect convenient, consistent, usable, and accessible interaction with state government. To ensure customer satisfaction, common standards must be embraced.	
<i>Benefits</i>	Interface provides: <ul style="list-style-type: none"> ○ Knowledge transfer and increases resource sharing ○ Seamless navigation of websites ○ Accessibility by any media devices ○ A “one-stop-shop” to all government services ○ Structured content that is clear and concise in a usable presentation. ○ Compliance with all state and federal accessibility requirements. 	
BOUNDARY		
<i>Boundary Limit Statement</i>	This applies to both internal and external customers (e.g. , citizens, state employees, vendors)	
ASSOCIATED DISCIPLINES		
<i>List Disciplines under this Domain.</i>	Branding / Identity, Access, Accessibility	
PRINCIPLES		
Related Enterprise Principles		
Principle	Conflict	Relationship
<i>GP1: Information Technology is an enterprise-wide resource. IT investments will be aligned with the strategic goals of the State of Missouri through planning and architecture processes.</i>	<input type="checkbox"/>	
<i>GP2: State IT systems and Enterprise Architecture will support the State's long-term business, strategies and plans. All development activities will comply with the architecture.</i>	<input type="checkbox"/>	
<i>GP3: The State of Missouri Enterprise Architecture represents a target IT environment for the State. Departments and agencies will converge on the architecture over time, as new applications are built and deployed, and old systems refreshed or retired.</i>	<input type="checkbox"/>	
<i>GP4: All State Information Technology solutions that deliver products and services to stakeholders will comply with the State Enterprise Architecture.</i>	<input type="checkbox"/>	
<i>GP5: Enterprise Architecture is adaptive and must evolve to accommodate changes in business and technology.</i>	<input type="checkbox"/>	
<i>GP6: The CIO, ITAB members, and Domain Chairpersons will provide leadership to the State on the use of technologies to encourage business innovations.</i>	<input type="checkbox"/>	

<i>MP1: Accountability will be established for all IT assets – applications, data and technologies. Accountable individuals will be responsible for the management, administration and usage of these assets.</i>	<input type="checkbox"/>	
<i>MP2: State agencies will adopt an organizational culture that supports architecture.</i>	<input type="checkbox"/>	
<i>TP1: Agencies will develop and implement technology solutions based upon industry standards and proven technologies that are in compliance with the Enterprise Architecture.</i>	<input type="checkbox"/>	
<i>TP2: The state agencies will actively seek opportunities to share and re-use IT assets. Where possible IT organizations will implement common sets of technologies and services.</i>	<input type="checkbox"/>	
<i>TP3: Technology must focus on population demographics and economic issues championed by the policy makers.</i>	<input type="checkbox"/>	
<i>TP4: The State of Missouri will secure critical infrastructure in a way that protects the health, safety, and welfare of the citizens and their interests.</i>	<input type="checkbox"/>	
<i>TP5: The State of Missouri will leverage statewide project and oversight processes as a way of increasing the State's and individual agencies' ability to deliver quality products and services within budget limitations.</i>	<input type="checkbox"/>	
<i>TP6: The State of Missouri IT community will be financially accountable for selecting, deploying, building, and maintaining solutions for the citizens and stakeholders of the enterprise.</i>	<input type="checkbox"/>	
<i>TP7: Metrics will be utilized as a way to measure progress in technology standardization and success in delivering technology solutions.</i>	<input type="checkbox"/>	
<i>TP8: The State of Missouri must develop a seamless, reliable, secure, and "always available" network and infrastructure to support the growing demands of our citizens and constituents.</i>	<input type="checkbox"/>	
<i>TP9: All agencies will follow state architecture practices and adopt technology directions as soon as feasible. The State of Missouri will actively adopt measures to increase reuse, decrease costs, consolidation where appropriate, and retire expensive assets.</i>	<input type="checkbox"/>	

BEST PRACTICES

Related Best Practices

Best Practice	Conflict	Relationship
<i>BP1: Enterprise Architecture must be an in-sourced effort.</i>	<input type="checkbox"/>	
<i>BP2: IT resources should be focused on the agency's mission.</i>	<input type="checkbox"/>	
<i>BP3: The State will use a standard set of proven technologies; the proliferation of technologies will be avoided.</i>	<input type="checkbox"/>	
<i>BP4: Technology selection will consider, in addition to functionality, the ability to support systems management disciplines that are oriented toward centralized management of all technology components.</i>	<input type="checkbox"/>	
<i>BP5: Government of enterprise architecture will be done in a federated way. EA will support common business infrastructure initiatives across semiautonomous business units. Best-practice efforts are focused on centralizing IT governance and defining government-wide federated architectures.</i>	<input type="checkbox"/>	
<i>BP6: The State will balance the needs of privacy and accessibility while ensuring security of personal information and the state's assets.</i>	<input type="checkbox"/>	

TECHNOLOGY TRENDS			
Related Technology Trends			
Technology Trends	Conflict	Relationship	
<i>TT1: Government will still experience a shortfall in obtaining highly skilled, motivated staff due to budget constraints and out-sourcing options.</i>	<input type="checkbox"/>		
<i>TT2: The increasing failure of traditional software development methods and financial and resource constraints, combined with "time-to-market flexibility", is producing fundamentally new techniques for the execution of IT projects.</i>	<input type="checkbox"/>		
<i>TT3: Enterprises are using new technologies to reduce administration costs and establish a unified system management approach for corporate computing.</i>	<input type="checkbox"/>		
<i>TT4: Unified management and governed evolution of the Enterprise Architecture will become a dominant best practice even where asset ownership is federated. Federated architectures will focus on supporting common business infrastructure initiatives across semi-autonomous business units.</i>	<input type="checkbox"/>		
<i>TT5: Tension between citizens' security and right to privacy will become increasingly significant. Securing IT assets and developing a comprehensive security and privacy architecture are required by 80%+ of public-sector CIOs. Privacy/security mandates will require CIOs to re-evaluate existing practices in light of the physical and digital security requirements for federal, state, local, and international government interfaces.</i>	<input type="checkbox"/>		
<i>TT6: Evolution from Vendor Contracting to Vendor Partnerships will evolve.</i>	<input type="checkbox"/>		
<i>TT7: E-Government will slow.</i>	<input type="checkbox"/>		
<i>TT8: A service oriented architecture is emerging due to the enablement of web-services and increased accessibility and usage of all access channels.</i>	<input type="checkbox"/>		
<i>TT9: The portal will be a cost of doing business, with frameworks broaching G2E, G2B, G2G, and G2C requirements and providing content, process automation, integration, development, knowledge, and collaboration management capabilities. Portal frameworks will provide comprehensive facilities for interfaces (personalization, visualization, navigation) and application delivery (e.g., Web services location, development, integration).</i>	<input checked="" type="checkbox"/>	Working to ensure not in conflict with Privacy Domain's, Personalization.	
STATE CONTRACTS			
<i>Planned Contracts</i>	None		
<i>Existing Contracts</i>	None		
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>		
AUDIT TRAIL			
<i>Creation Date</i>	12/13/04	<i>Date Approved/Rejected</i>	1/11/05
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	

<i>Reason for Update</i>	
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