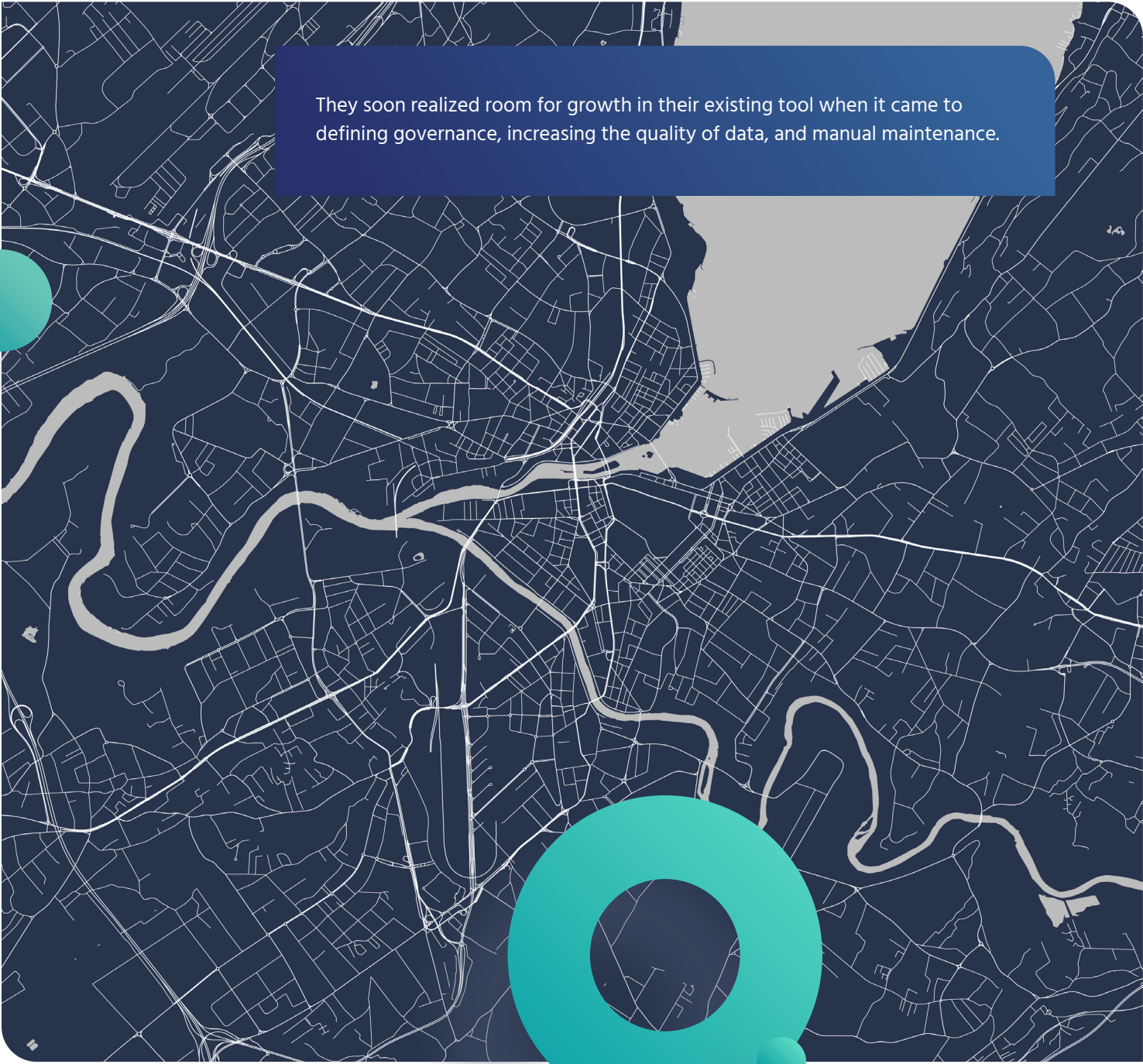# Etat de Genève uses iServer to simplify governance and improve strategic decision making

The Challenge

Etat de Genève used the same enterprise architecture tool for many years. While it met their needs initially, times have changed, and so too have their requirements. Their tool was overly complex, did not have formalized governance and no longer met their needs.
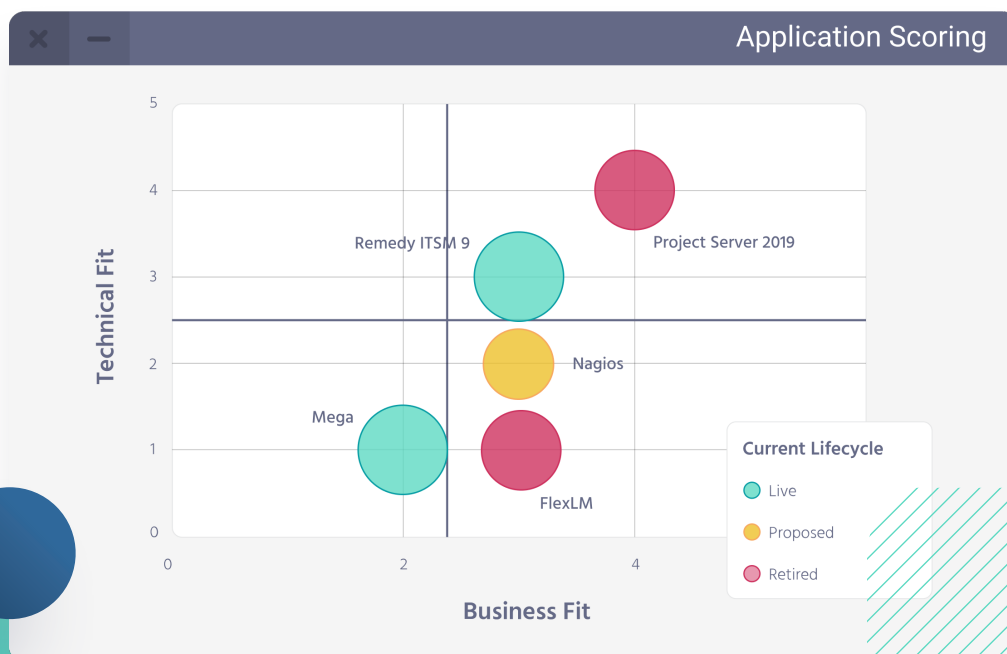
They soon realized room for growth in their existing tool when it came to defining governance, increasing the quality of data, and manual maintenance.

Previous Solution

As their previous EA tool was reaching its end of support date, Etat de Genève decided to revisit what they were using. They wanted more standardization rather than to be locked into a proprietary language.

Basing enterprise architecture practice on standards prevents vendor lock-in. It also makes it easier to recruit new employees who already have the necessary experience and can therefore get started quickly.

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> Our previous tool did not have well-defined governance, which led to low-quality data and not being regularly maintained.
>
> **Olivier Baujard**
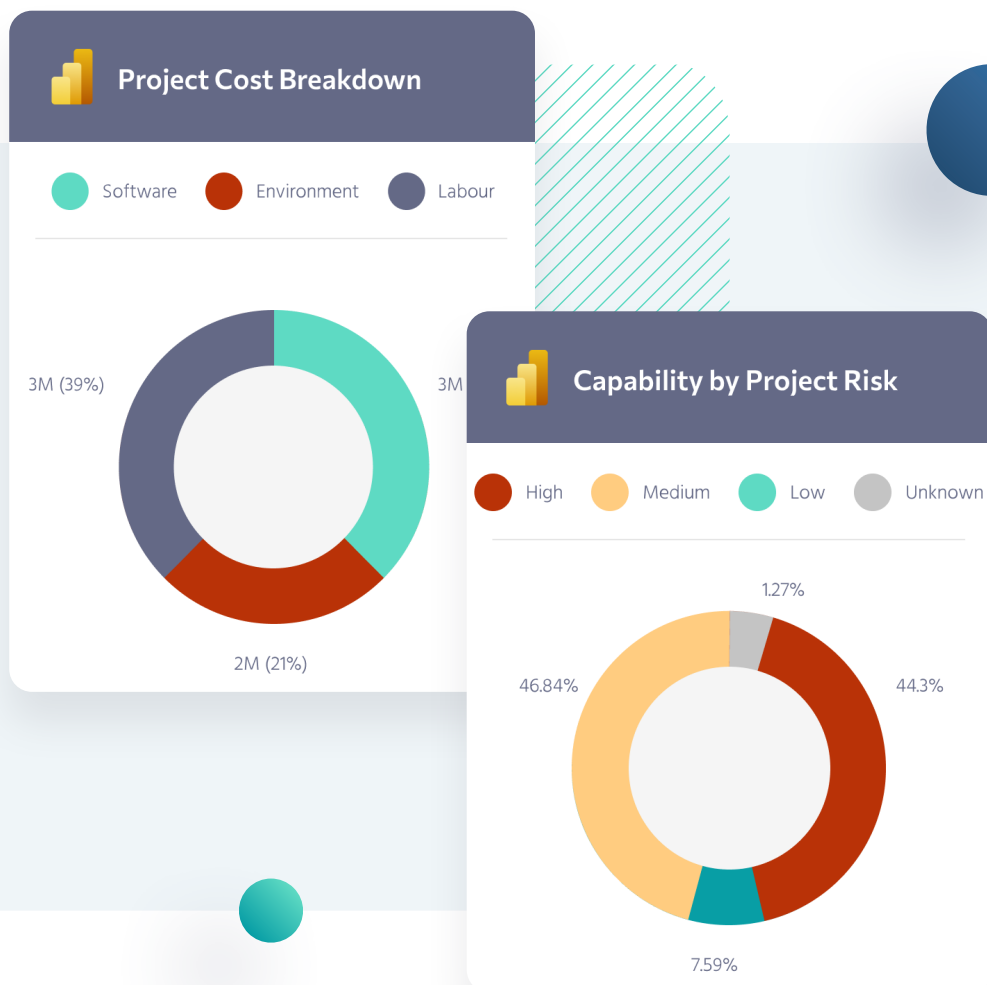> Head of Service de Gouvernance

Selecting iServer

In addition to supporting BPMN, ArchiMate and UML, iServer can integrate with other tools within Etat de Genève's ecosystem, including project management tools and their CMDB.

Etat de Genève uses TOGAF to create information system transformation plans. They use architectural views and modeling during projects to define the current setup and solution. They then describe what the future solution will look like along with the transformation plan on how to get there.

These requirements made iServer a natural choice for Etat de Genève.
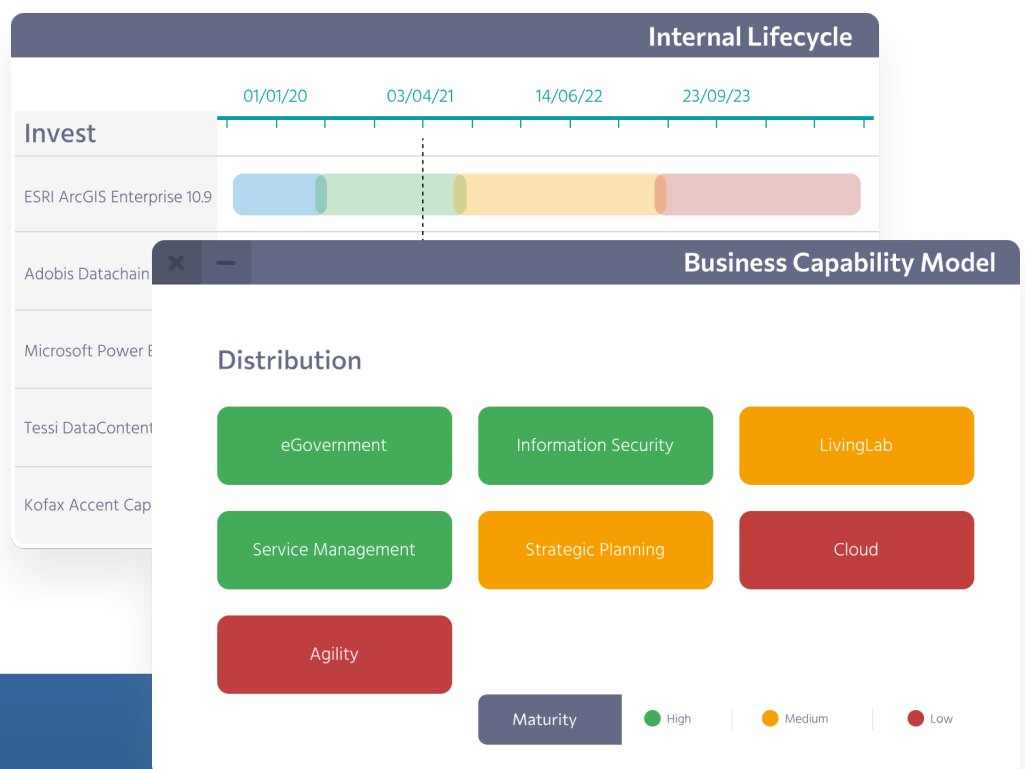
Etat de Genève has first deployed iServer across the OCSIN (Digital and Information Systems Office of the State of Geneva) teams who use it to map their systems and changes. They are now deploying the solution across other departments in the business as well.

Project Cost Breakdown

● Software   ● Environment   ● Labour

3M (39%)

3M

2M (21%)

Capability by Project Risk

● High   ● Medium   ● Low   ● Unknown

1.27%

46.84%

44.3%

7.59%

Continuous Improvement Cycles

The enterprise architecture team works with several business lines with their own project manager, business analysts, product owners and architects.

The EA team provides these business lines with a framework of services, tools and best practices to help them design and deliver transformation projects. In addition, they provide governance and quality checks.

> ❝
> Project teams must follow the process and conform to the governance to perform projects. They have to model their system in iServer.
>
> **Olivier Baujard**
> Head of Service de Gouvernance

Etat de Genève is keen to ensure that business users contribute to defining the processes. Feedback from users through communities of practice helps with continuous improvement.

Benefits of iServer

Transformation projects

Etat de Genève works with many different clients across the state administration – from the treasury department to the police and education. Each of these departments has different information systems that need support. This means that Etat de Genève has to accurately map specifications to ensure quality, meet business needs, verify that security risks are identified and mitigated, and consider all other technical requirements.

Before using iServer, they supported the business manually using Microsoft Word with lots of text and diagrams from different modelling tools to document all state administration departments' requirements. This process used up a lot of resources and made it difficult to share information between different groups. Now, they carry out all the modeling in iServer, which allows Etat de Genève to quickly share information and verify projects through the first level of governance to ensure that they conform to standard requirements.

Decision making

Operationally, iServer provides Etat de Genève with information to help them decide whether to validate a particular architecture design. In addition, the information provided assists them when they need to make choices around managing technology obsolescence and rationalizing applications.

Rationalization

Etat de Genève is planning to use iServer to carry out rationalization programs for specific state administration departments such as education. This will enable to identify applications that are obsolete or no longer fit for purpose and can verify processes to ensure they are still meet business requirements.

Integration with other systems

To reduce duplication of work and remodeling of the same information multiple times, Etat de Genève has connected their CMDB to iServer. This allows them to import and reuse information about technology and product management that is already available and kept up to date. As a result, they can make smarter and faster decisions about their business transformations based on accurate information, without using significant resources to keep their enterprise architecture repository up to date.

The Future

In the future, the enterprise architecture practice wants to become more of a strategic influencer to the business by using the information they have collected in iServer, surfacing key indicators for management and helping them to make highly informed decisions.

The enterprise architecture practice plan to present ideas of the analysis they are capable of surfacing to management and will work with them to refine the dashboards iteratively to create a productive decision-making engine for the business.

In addition, Etat de Genève will use iServer to break down the silos between different organizational units by creating a centralized repository for all enterprise architecture information. Over time, working together across the organization will encourage the use of centralized content, which will make each unit more efficient.

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> iServer allows us to put a structure in place that allows central and local teams to work together. Thanks to the repository structure and available permissions management, we can let people work in their business domains while benefiting from a view of the entire organization.
>
> **Olivier Baujard**
> Head of Service de Gouvernance

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