



Experiences with Information Architecture at the Canada Revenue Agency

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Canada Revenue
Agency

Agence du revenu
du Canada

Canada

CRA Context

Information Management

Statistics & Information
Management Directorate

Corporate Strategies &
Business Development Branch

Information / Data Architecture

Data & Assurance
Services Directorate

Information Technology
Branch

- informal partnership
- early stages

CRA Definition

“The Information Architecture identifies and describes the information assets of the Agency, in terms of their structure, content and relationships, including metadata and processes, that support and enable the business processes and information management strategies of the Agency.”

Key Components of the Information Architecture (1)

- The sources from which information may be accessed:
 - Records, databases, files ...
 - Documents, email, websites ...
- The contextual information (a.k.a. metadata):
 - Semantic relationships, definitions, glossaries ...
 - Classification schemes, taxonomies ...
 - Catalogues, search enablers ...

The information “still life”

Key Components of the Information Architecture (2)

- The information-oriented processes, from collection to disposition and all points in between:
 - Integration – ETL, EII ...
 - Packaging – DB access, XML ...
 - Quality and integrity – quality monitoring, stewardship, backup and recovery ...

Information in use!

Result: An architecture in support of all the enterprise's information management and information processing needs.

Approach

- Enterprise capabilities are the key
- IM is a key driver ... but not the only one
- Other capabilities to consider include: business intelligence, knowledge management, trusted identity, e-business, relationship & case management ...

Current Work and Next Steps

- Further develop & document Information Architecture concept (2006-2007)
- Position IA within broader Enterprise Architecture context, and with other constituent architectures (Business, Data, Metadata, Application, Technology, Security) (2006-2007)
- Identify preliminary directions for IA at CRA (2006-2007)
- Define roles & responsibilities (future)
- Develop CRA's Information Architecture (future)

Challenges and Opportunities

Challenges

- Champion for Information Architecture
- Most capabilities do not have organizations responsible for them

Opportunities

- Leverage Agency 2010 work and other enterprise-wide initiatives to move Information Architecture forward

Thank you!