

1 Overview

The Service NSW Omni Channel Reference Architecture (OCRA) provides a pattern for the delivery of capability into the Service NSW Ecosystem.

The overall aim of the architecture pattern is to provide omni channel delivery of capability. That is where capability delivered in one program or channel, can be leveraged and provided through alternate channels without the need for major refactoring or rework.

1.1 Constraints

The OCRA works within a number of pre-defined constraints:

- AWS
- PCF
- Apigee

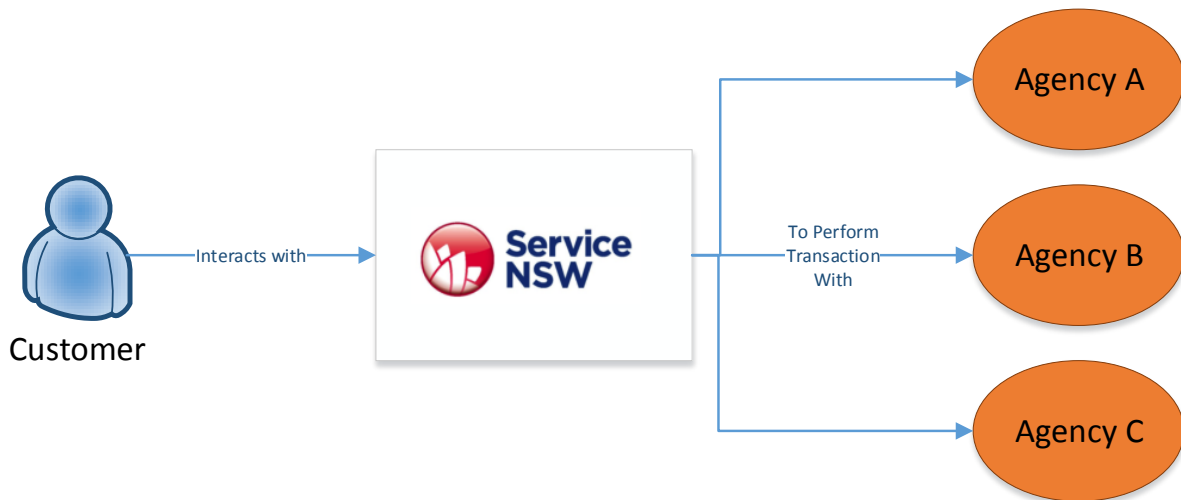
2 Architecture Context

2.1 Channels

Service NSW represents capability from multiple downstream NSW Government Agencies to the Customer. Service NSW provides the interaction between the Customer and the downstream Agency:



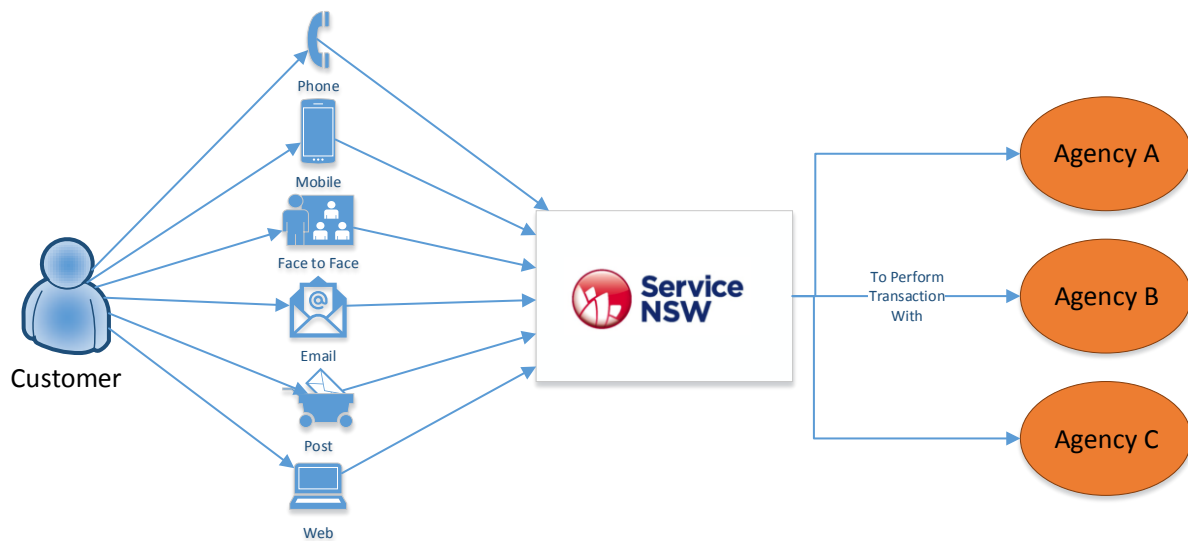
Often the Customer will present with multiple interactions across multiple agencies, all orchestrated through Service NSW.



The Customer may choose to interact with Service NSW across a number of different channels:

- Digital / Web
- Mobile
- Face to Face
- Over the Phone
- Via Email
- Physical Post

Service NSW needs to support the Customer in their interaction across all channels that a service is offered.



2.2 Services

Services are the capability that Service NSW provides to the Customer on behalf of the agency. The services are wide and varied in nature, from Renewing a Drivers Licence, to Purchasing a National Parks Permit, to Obtaining a RSA/RCG Certificate. Services are often referred to as ‘Transactions’.

Each downstream agency offers transactions and capability through Service NSW in line with their own remit (ie RMS provides Driving/Boating Functions, while Police provide Crime Services, and FACS provide Family/Housing services). Each downstream agency provides their capability to a different level of sophistication and maturity.

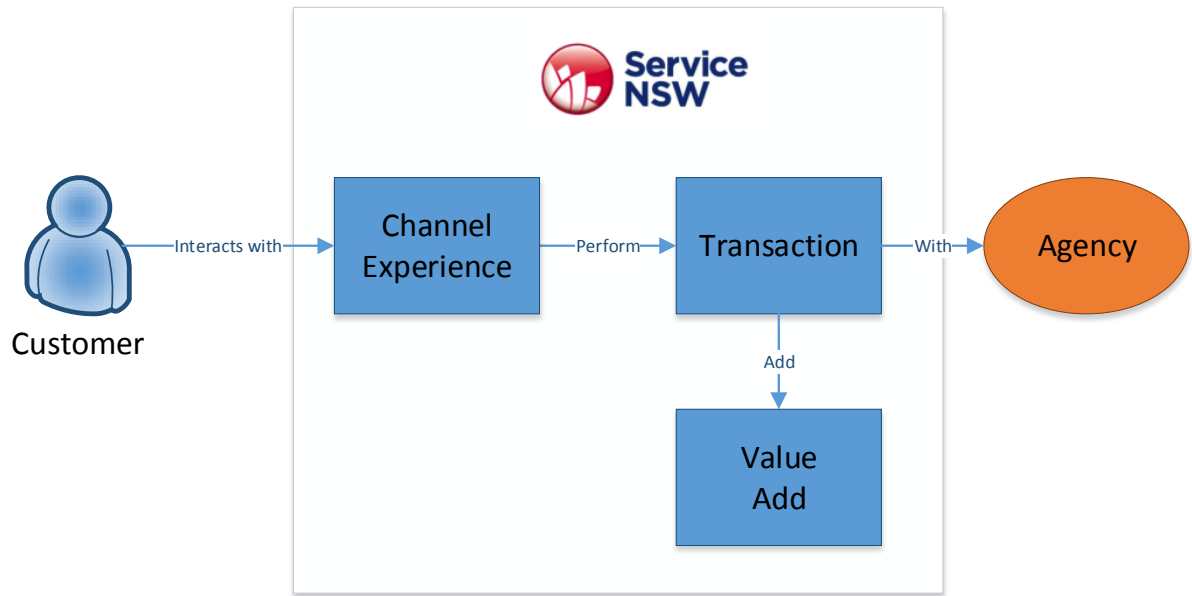
As they go between, between the Customer and multiple agencies, Service NSW attempts to provide a uniform level of sophistication and maturity across all agencies transactions. That is if a “receipt” or “email” is generated for one agency then it should be generated for all agencies. There are many such ‘Value Add’ capability that Service NSW brings on top of the base capability provided by a downstream agency.

Equally if an agency service is offered across multiple channels of delivery to the Customer then the functionality within each channel should be (as near as possible) identical in function. That is if a “receipt” or “email” is generated in one channel, then it should be generated in all channels.

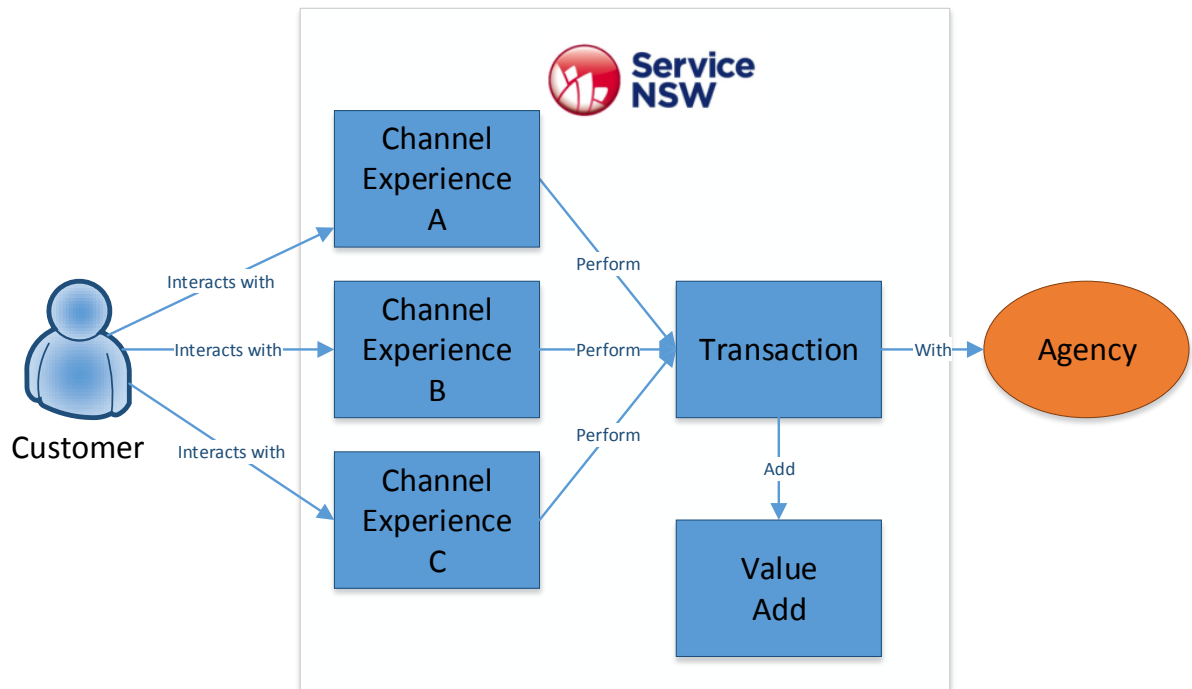
For a given agency transaction, the transaction can be decomposed into three core components within Service NSW:

- Channel Delivery – How the transaction is represented to the Customer.
- Transaction Logic – How the transaction is executed within any channel.
- Value Added Services – What Service NSW adds to lift the base capability of the agency.

Thus for a single channel the Service NSW landscape can be depicted as:



When taken across multiple channels this becomes:



3 Summary

Service NSW offers transactions to Customers on behalf of downstream agencies.

Each downstream agency offers a different set of services at different levels of maturity and capability.

Each Customer can interact with Service NSW in different ways, Face to Face, Over the Phone, Mobile, Digital etc.

Service NSW needs to offer equivalent capability across all agencies, and so must supplement the capability of the downstream agencies.

Service NSW needs to offer equivalent capability across all channels a transaction is delivered through.

This presents the following structural decomposition for any transaction:

