

Case Study

Enterprise Architecture Blueprint for e-Governance Transformation

For a state-level government agency managing digital public service delivery across multiple departments

PROJECT OVERVIEW

The client, a state government body, sought to modernize its legacy IT landscape and enable a unified, citizen-centric digital service model. The agency managed numerous siloed departments, each with disconnected systems and inconsistent data handling practices.

SR360 was engaged to define a holistic transformation blueprint that aligned business goals with technology, improved governance, and laid the foundation for scalable e-governance.



Capability

Enterprise Architecture



Industry

Government / Public Sector



Country

India

KEY FEATURES



Federated Architecture Design

Developed centralized-yet-distributed architecture to support interdepartmental collaboration while respecting data sovereignty.



Capability-Based Planning

Mapped government services (e.g., licensing, benefits, citizen identity) to a business capability model to prioritize digital initiatives.



Data Governance Framework

Created policies and systems to unify data access, improve integrity, and drive better decision-making.

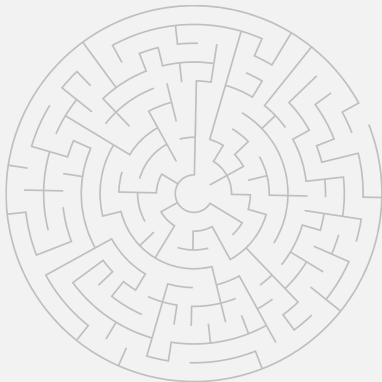


Reference Architecture Development

Established cloud-first, standards-compliant architecture including reusable components and integration frameworks.

CHALLENGES

- Disconnected systems across 20+ departments
- Inconsistent digital experiences for citizens
- High dependency on manual processes
- No enterprise-wide architecture or governance model
- Limited readiness for emerging tech like AI and analytics



SOLUTION

Using the Bluepoint 3.0 framework and in collaboration with S4G, SR360 delivered a structured transformation plan:



Business-Led Architecture Assessment

Conducted current-state analysis, gap identification, and maturity mapping across business and technology layers.



Technology Rationalization

Identified overlapping systems and recommended platform consolidation for cost and operational efficiency.



Governance & Compliance Modeling

Implemented frameworks for architecture governance, compliance tracking, and security-by-design principles.



Roadmap for Future-Ready Public Services

Defined actionable phases for cloud adoption, digital citizen services, and interdepartmental integration.

TECHNOLOGIES & TOOLS

Architecture Framework

TOGAF®

Blue-Point®

Cloud Strategy

Azure

Data & Integration

Amazon API Gateway

mdm
master data management

Compliance

ISO 27001
BUREAU VERITAS
Certification

BENEFITS

40%

Reduction in interdepartmental integration time

100%

Improved visibility across public service platforms

25%

Faster policy rollout through digital automation

Foundation

Laid for AI, data analytics & proactive governance

ABOUT SR360

SR360 is an Australia-based boutique service specializing in Business Strategy and Enterprise Architecture. Powered by our proprietary Bluepoint 3.0 framework and a large team of Business and Technology SMEs, it delivers 360-degree industry-specific solutions that drive agility, flexibility, and strategic transformation. By integrating all architecture layers, it enables scalable, high-impact, and unique technology design patterns that align with business objectives, helping global enterprises achieve sustainable growth.