

02.04

PLATFORM PORTFOLIO

DBP Architecture

ARCHITECTURE INITIATIVE REALISATION

Hub and Spoke (HAS) Design > Digital Projects

Connective Intelligence Projects

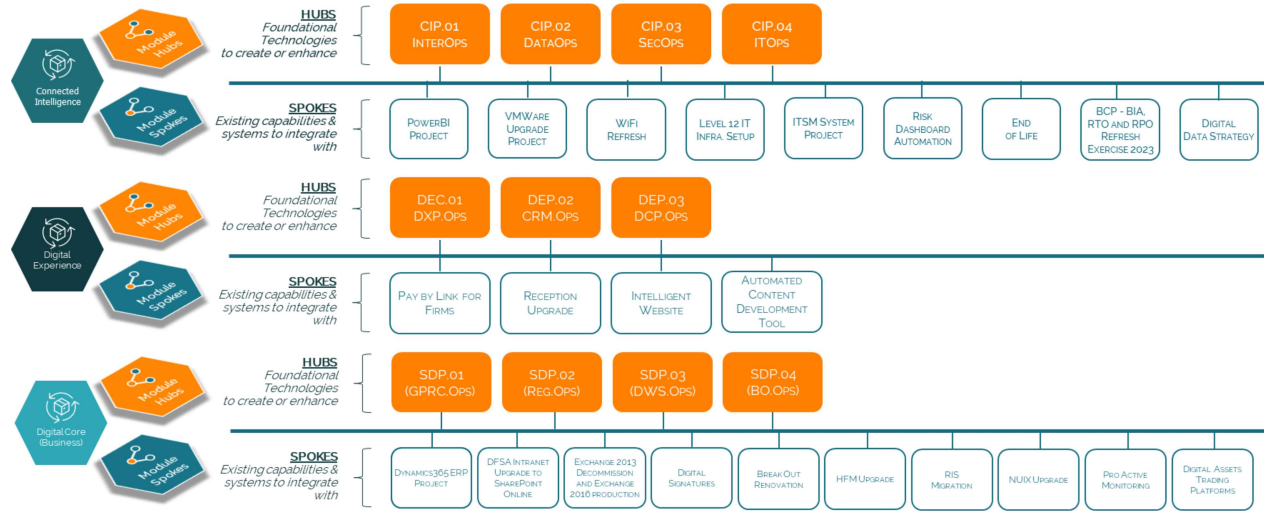
Core solutions required for effective data operations

Digital Experience Projects

Core solutions required to improve user experience

Digital Core (Business) Projects

Core solutions required to improve regulatory functions



DBP ARCHITECTURE: DIGITAL PLATFORM PORTFOLIO

The organisation has several initiatives for new solutions and optimisations across the business areas but no formally defined approach to manage their effective activation.

The digital platform portfolio ensures effective tracking and activation of digital initiatives tracing them back to the organisation's business aspirations and goals through the Hub & Spoke design.

The digital initiatives from the Hub & Spoke design, decomposes the modular platform into various initiatives and is activated by the organisation's management stakeholders.

DBP ARCHITECTURE: MODULAR PLATFORM INITIATIVES

An Agile Platform Organisation must be operated with a number of modular well designed and well-integrated Systems and Technology Components. The modular platform approach is critical to ensure fast compliance, quick enablement and practical growth aligned with the overall aspirations and goals.

There are currently 3 core modular platform components identified as initial starting points for the organisation to leverage and utilise. The breakdown of the hub & spoke initiatives for the following digital platforms is illustrated:

Connective Intelligence:

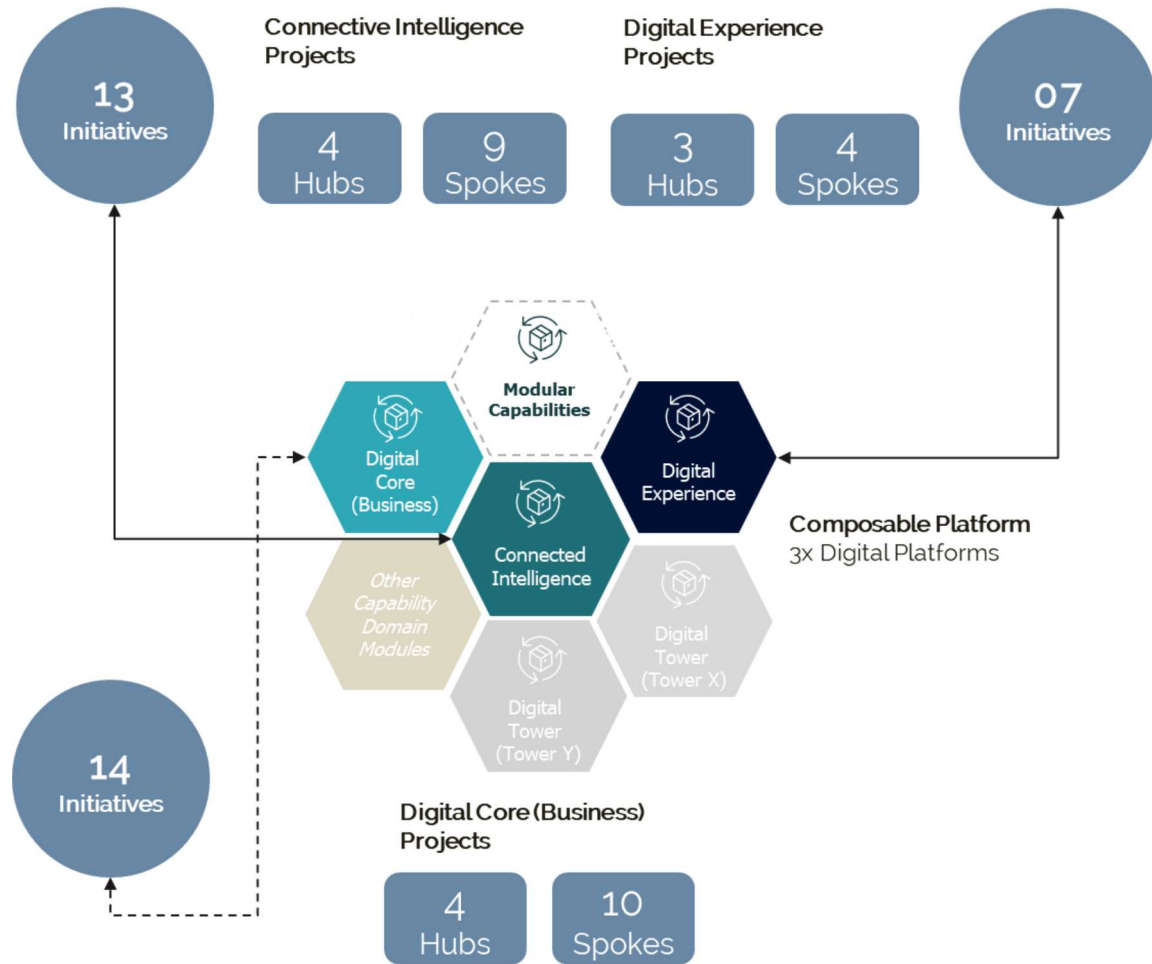
Central Pillar accelerating Data Operations

Digital Experience:

Critical Pillar accelerating DFSA Experience

Digital Core (Business):

Critical Pillar accelerating the regulatory functions



(*Note: The spoke initiatives have been analysed from the DFSA Projects Tracker document (obtained from the Data Collection Activities)

CAPABILITY ACTIVATION

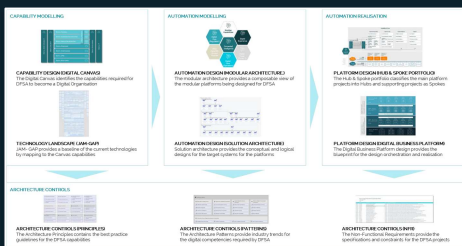
DBP ARCHITECTURE: CAPABILITY-BASED SPECIFICATIONS

To ensure that the platform projects are inline with the Target Architecture, the platform specifications are derived from the Digital Canvas and the Solution Architecture.

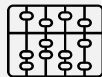
The Canvas provides the organisation's capabilities that is further expanded on in the Solution Architecture's Conceptual and Logical Models to give a clear understanding of the specification required for the Target Platforms.

These specifications are compiled in the Application Management Service (AMS) for the respective platforms to ensure effective deployment and operation of the technology.

Automation Architecture – Capability and Automation Architecture



AMS SPECIFICATION REPORT



The AMS is a compendium of the functional & non-functional requirements and specifications required for the development of the organisation's respective modular platforms and systems. This ensures that the suppliers developing the platforms adhere to the organisation's needs & requirements.

APPLICATION MANAGEMENT SERVICE RFP

CRM - Ops Platform

Abstract
Specifications for the delivery of application management service

ARCHITECTURE OUTCOMES

DBP ARCHITECTURE: DBP REALISATION

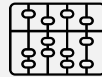
The designed Automation Architecture activated through the projects in the Platform Portfolio results in the Realisation of the organisation's Digital Business Platform (DBP).

The DBP comprises of the systems and solutions implemented and managed for each of the modular platforms through the execution of the defined initiatives.

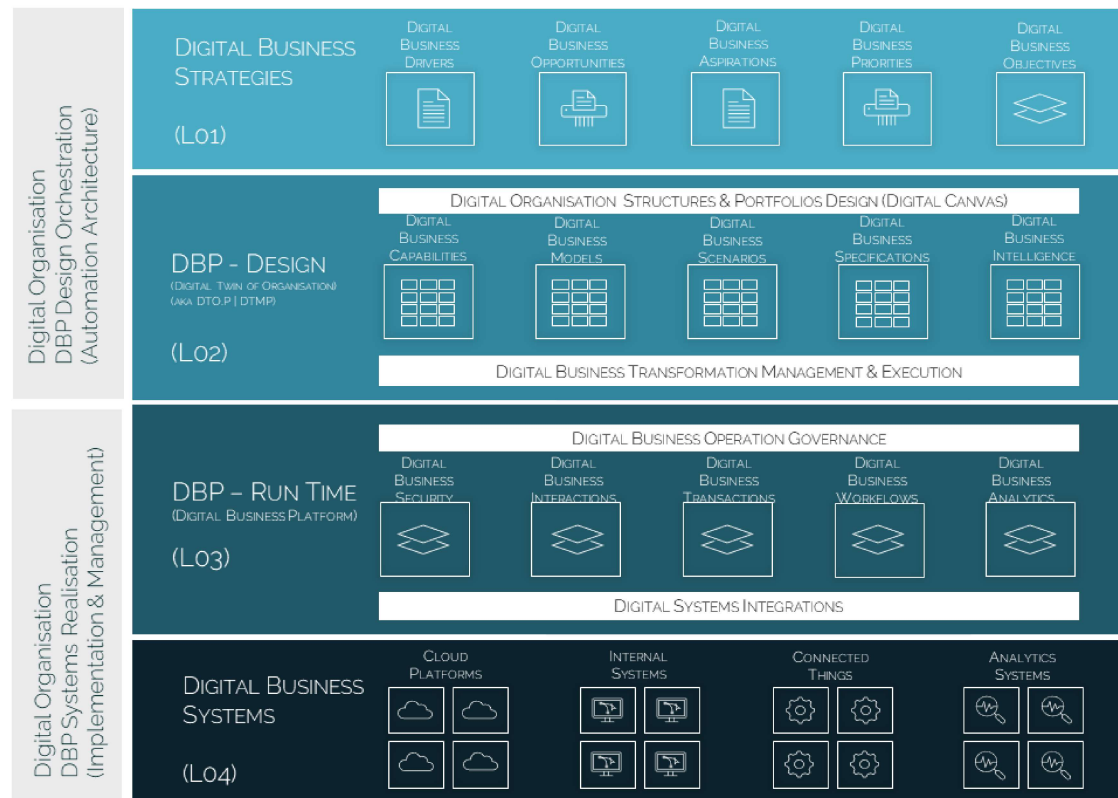
The resulting platforms enable the successful transformation of DFSA into a Digital Organisation with the right capabilities & solutions.



DIGITAL ARCHITECTURE IMPLICATION



The Digital Architecture must be designed to support the organisation efficiency and functions.
AGILITY: The agile platform supports the organisation's positioning in the changing markets
SCALABILITY: The platform supports the organisational scalability and improved client reach.



02.05

**SERVICE DELIVERY
PLATFORM (SDP)**

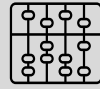
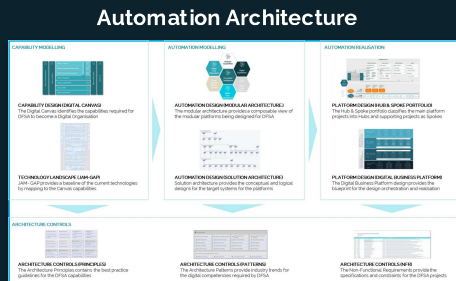
Solutions Architecture

DFSA DBP DESIGN LIFECYCLE

DBP ARCHITECTURE: AUTOMATION ARCHITECTURE

The digital business capabilities of the DBP for Digital DFSA were defined in the line with DFSA's aspirations and current digital opportunities as part of the Digital Organisation Design report.

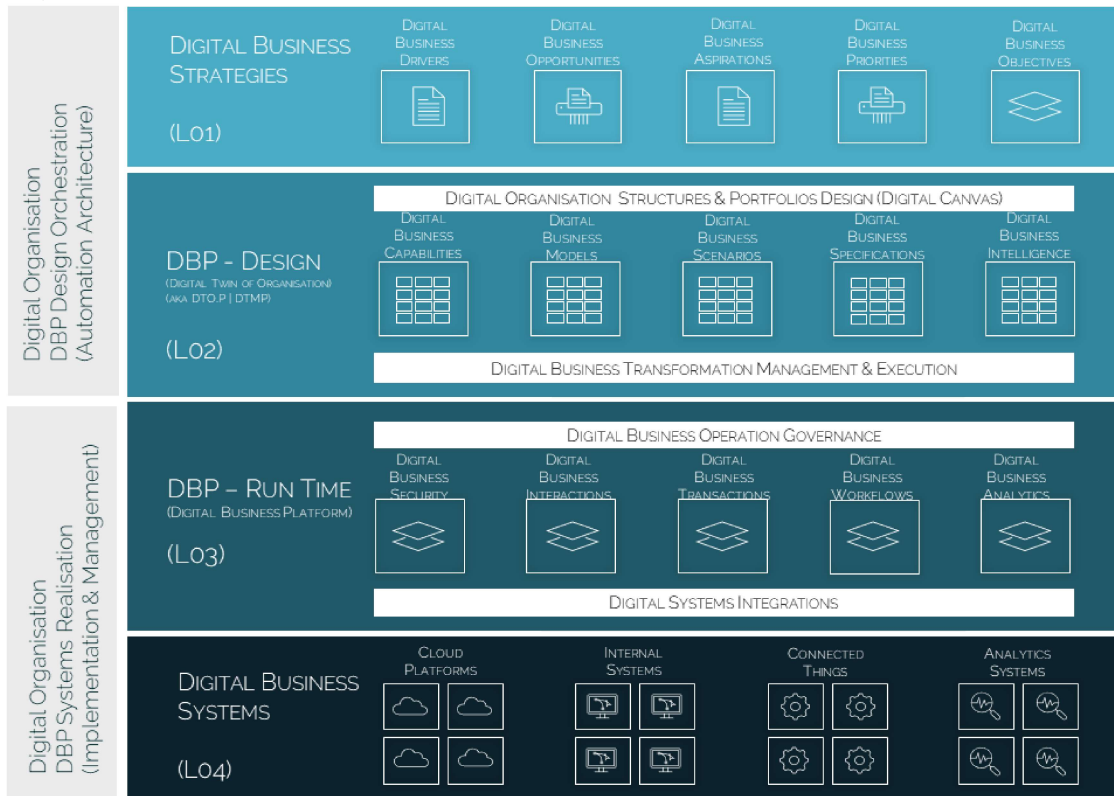
The automation architecture of these digital capabilities is realised through the systematic definition of the automation model and architecture driven specifications. A set of architecture controls were defined to enable DFSA to govern the automation landscape and subsequent realisation of the DBP.



DIGITAL ARCHITECTURE IMPLICATION > DFSA DIGITAL BUSINESS PLATFORM (DBP)

The DFSA Digital Architecture must be designed to support the organisation efficiency and scalability
EFFICIENCY: The platform supports the increased operational efficiency for the organisation
SCALABILITY: The platform supports the organisational scalability and growth.

Digital Business Platform



(*) The analysis is based on TOGAF v10 (<https://www.opengroup.org/togaf/n>)

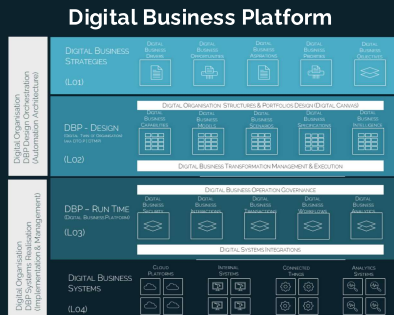
DBP ARCHITECTURE SPECIFICATIONS

DBP ARCHITECTURE: DBP SOLUTION VIEW

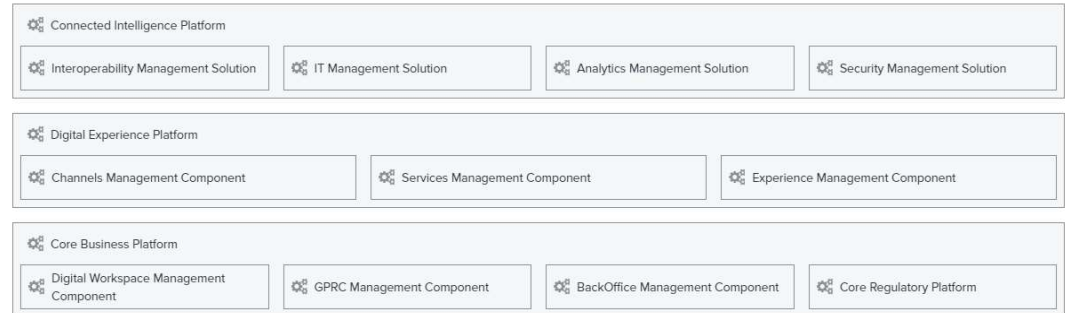
The digital capabilities defined in the DFSA's DBP are activated through the solutions defined in the DBP Solution Architecture.

The Solution Architecture provides the Conceptual and Logical perspectives for the target solutions to be deployed as part of Digital DFSA DBP architecture.

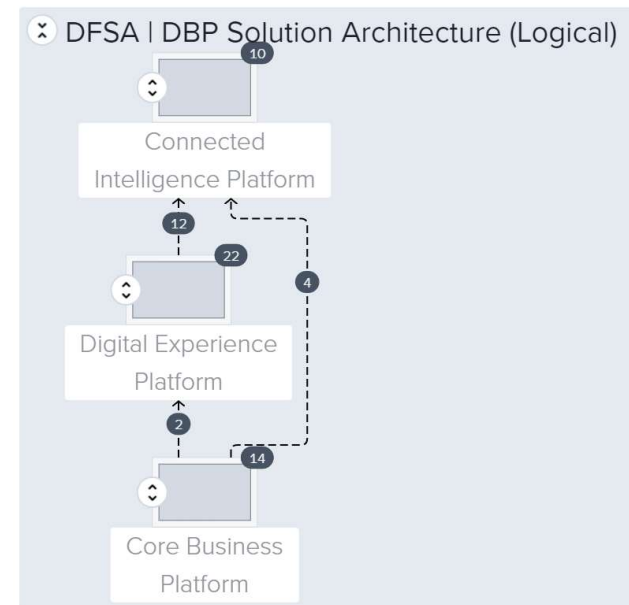
These perspectives are further analysed to define the specifications for the deployment of the target solutions.



Digital Business Platform – Conceptual View



Digital Business Platform – Logical View



ORGANISATION FOCUSED SDP



DIGITAL ARCHITECTURE IMPLICATION > SERVICE DELIVERY PLATFORM

The DFSA Service Delivery Platform is designed to cater to the organisation's needs and requirements whilst keeping the focus on the realisation of the DFSA Digital Business Platform.

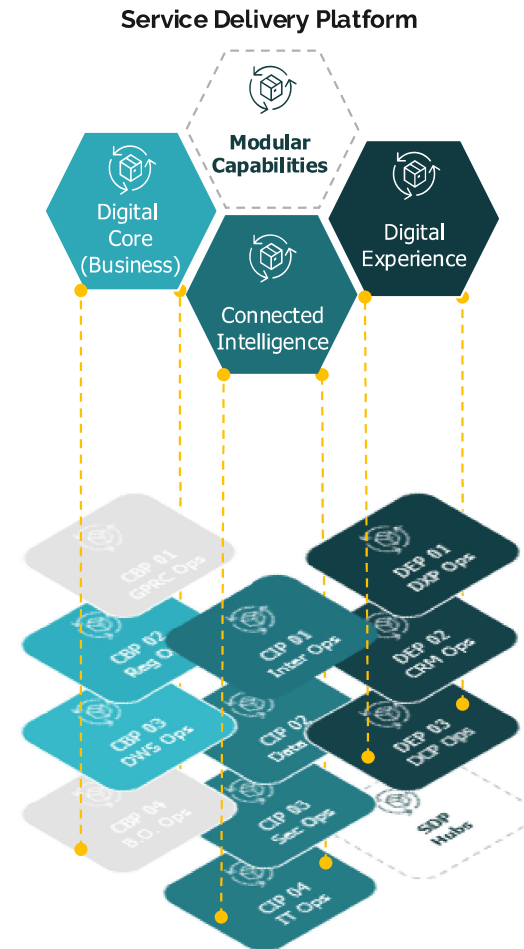
DBP ARCHITECTURE: SERVICE DELIVERY PLATFORM (SDP) BENEFITS

The SDP concept is derived from industry best-practices and seeks to develop a fully functioning and complete platform that can support the organisation. The SDP developed through the Digital Automation process offers a number of key benefits.

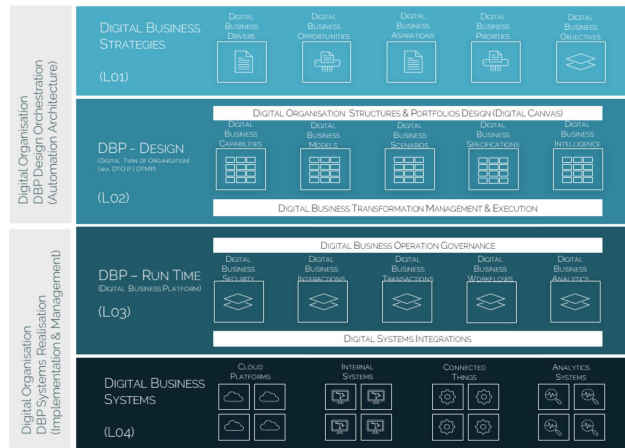
SDPs provide a centralised platform for delivering services reducing the need for separate systems for each service. This leads to increased efficiency and reduced resource usage to maintain the SDP.

The SDP is designed to support multiple services and delivery mechanisms, which allows the organisation to quickly add new services and capabilities as needed, without having to make significant changes to the underlying infrastructure.

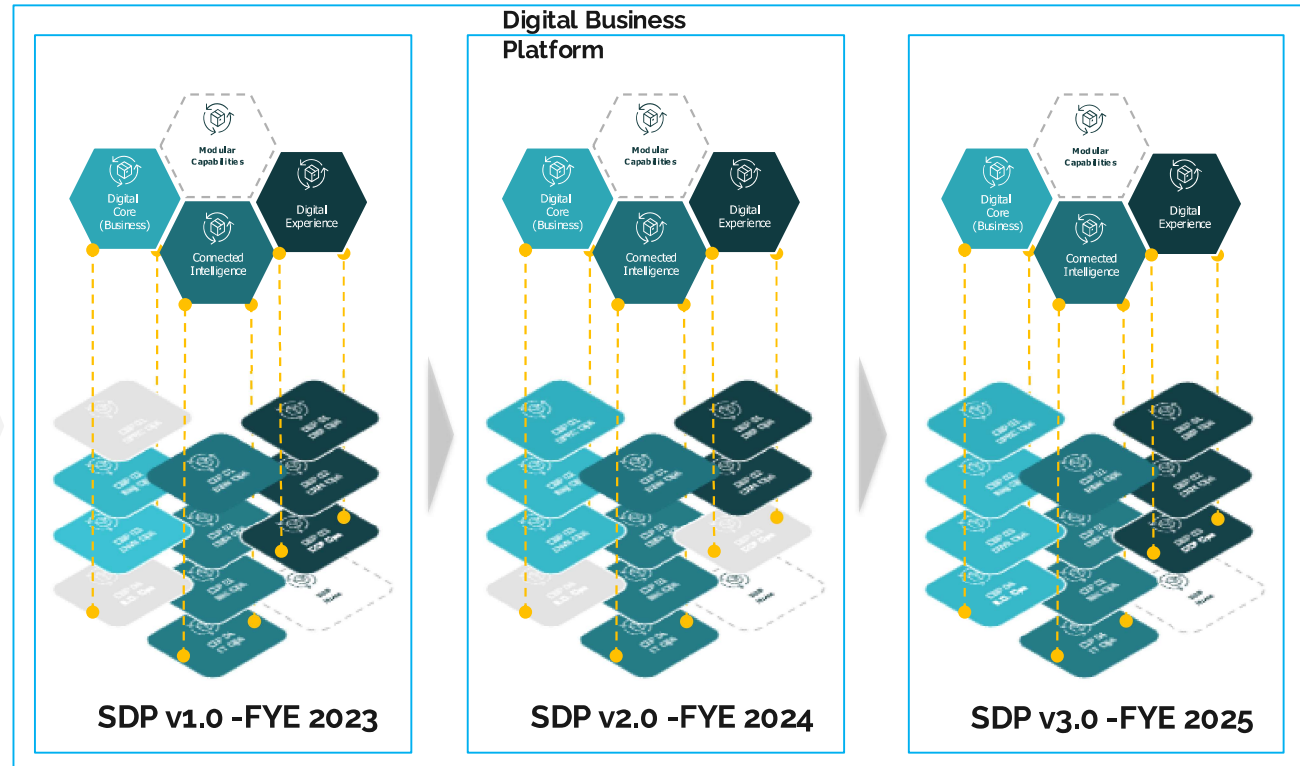
The SDP is designed in such a way that it can be iteratively developed to form a unified Digital Business Platform (DBP).



DBP ARCHITECTURE REALISATION



Digital Business Platform



DBP ARCHITECTURE: DBP ROADMAP

The Service Delivery Platform (SDP) is designed to address DFSA's immediate capability and technology requirements and hence support the organisation's objectives and operations.

The SDP is a modular subset of the DBP which is developed through the Digital Automation process taking into consideration the organisation's current and target digital state.

The SDP approach enables the iterative deployment of the platforms in line with the organisation's priorities and challenges which can be unified to form the DFSA's Target Digital Architecture (DBP).

02.05

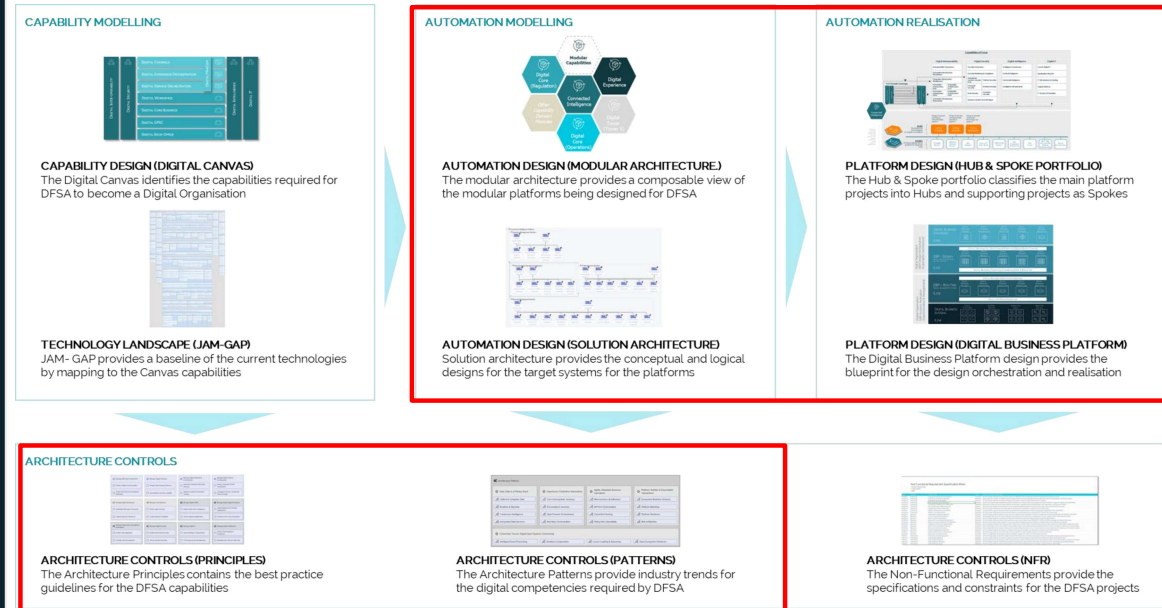
SOLUTIONS DESIGN

Solutions Architecture

DBP ARCHITECTURE: AUTOMATION LIFECYCLE

The capabilities defined in the capability model and modular architecture needs to be systematically implemented through the Solution Architecture Strategy to ensure that DFSA achieves the Target Architecture and Digital Aspirations .

Solution Architecture is the graphical representation of solutions and systems. The Solution Architecture incorporates assistance from many enterprise architectural perspectives (business, information, and technical specifications), as well as the enterprise solution architecture.



TARGET DIGITAL ARCHITECTURE REALISATION



The Solution Architecture (SA) is a part of the Automation Architecture Model, wherein the solutions and systems being deployed in the organisation are designed according to the target state architecture. The designs are developed using industry guidelines, principles and specifications..

ARCHITECTURE AUTOMATION REALISED

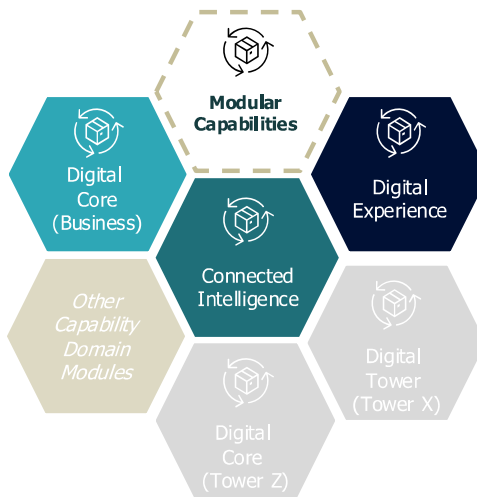
DFSA Digital Canvas

The canvas provides the organisational capabilities required to realise the DBP



Modular Platform

The capability analysis provide the required input for the modular platform model development.



Solution Architecture

The Architecture Models are developed to provide the required functional designs.

> CONCEPTUAL SOLUTION DESIGN

Capabilities derived from the Canvas are grouped following solution footprints to identify automation components specifications.

> LOGICAL SOLUTION DESIGN

The conceptual components inter-related over Data Flow and Interoperability lines to shape a view to target logical functioning Solutions.

DBP ARCHITECTURE: SOLUTION ARCHITECTURE

Effective Realisation of the target capabilities and automation strategies require a defined solution architecture against which solution implementation can be traced. The solution architecture views define the components, services and expected data flow between the systems.

The conceptual design groups the capabilities into components to obtain the target system functions. Understanding the data flow and dependencies for the component functions provides us the Logical Design. These architectures guide the implementation by identifying the specific solution features that must be activated to realise the target state of automation for the organisation.

02.06

CONNECTIVE INTELLIGENCE

Solutions Architecture

C.I. CONCEPTUAL DESIGN

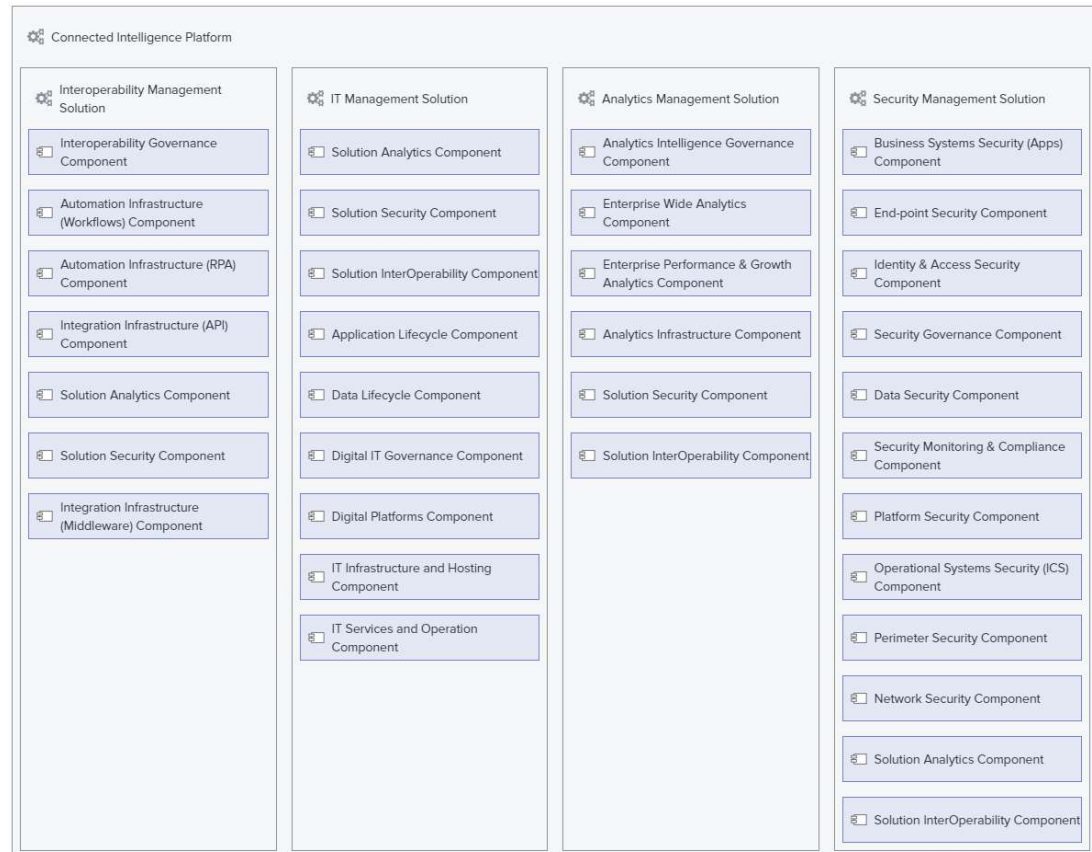
DBP ARCHITECTURE: INTELLIGENCE (CONCEPTUAL)

For a digital organisation, the connected intelligence solutions are the backbone of technology operations. The connected intelligence solutions enable the organisation to orchestrate services, processes and data across the organisation to break operational silos and improve operational efficiency.



CONNECTED INTELLIGENCE (C.I.) > CONCEPTUAL DESIGN

The Connected Intelligence platform consists of data, services, processes and development lifecycle management capabilities to orchestrate technology across the organisation. These capabilities enable the modules (towers) to work together in an agile manner and deliver technology across the organisation in a cohesive and integrated manner



04

Solutions

34

Components

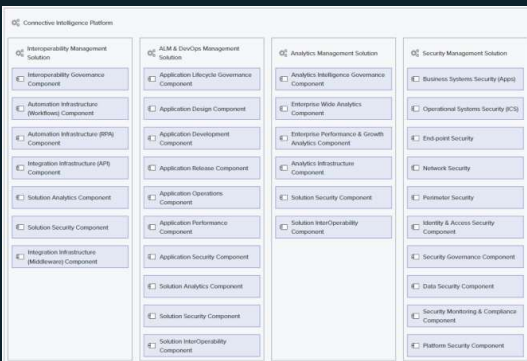
C.I. LOGICAL DESIGN

DBP ARCHITECTURE: INTELLIGENCE (LOGICAL)

DFSA systems need to use and exchange enterprise data, manage ALM & DevOps and automate data led decision making for organisational advancement.

By structuring connective intelligence attributes throughout the organisation's infrastructure, DFSA will be able to take control of their intelligence capabilities and leverage it effectively.

Connective Intelligence Conceptual Design



CONNECTED INTELLIGENCE (C.I.) > LOGICAL DESIGN

The Connected Intelligence Platform's logical design shows the data flow and relationships between the various data applications to ensure that the organisation is data driven. This will ensure generation of accurate analysis and insights in to the current capabilities and allow for appropriate decisions to be made to achieve the organisation's goals and aspirations.



04

Solutions

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Components

02.07

DIGITAL EXPERIENCE

Solutions Architecture

D,E. CONCEPTUAL DESIGN

DBP ARCHITECTURE: EXPERIENCE (CONCEPTUAL)

The organisation must be able to effectively deliver its products & services across any channel in a frictionless manner.

The Digital Experience tower ensures that the clients, services and channels systems are well-integrated and delivering a seamless experience to the clients.



DIGITAL EXPERIENCE (D.E.) > CONCEPTUAL DESIGN



The Digital Experience platform consists of Channels Management Component to manage the Client Facing Channel Solutions, Technologies & Processes, Service Management Component to centrally manage the regulatory management and stakeholder interactions & Experience Management Component to manage user experience across services and channels throughout the growth lifecycle



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Solutions

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Components

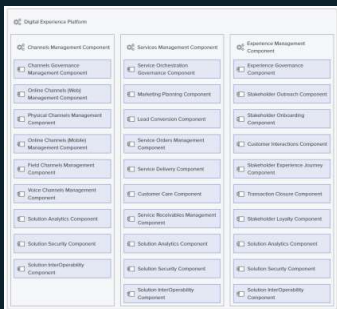
D.E. LOGICAL DESIGN

DBP ARCHITECTURE: EXPERIENCE (LOGICAL)

The organisation's systems need to manage applications for client experience channels, services & user experience lifecycles for improved stickiness.

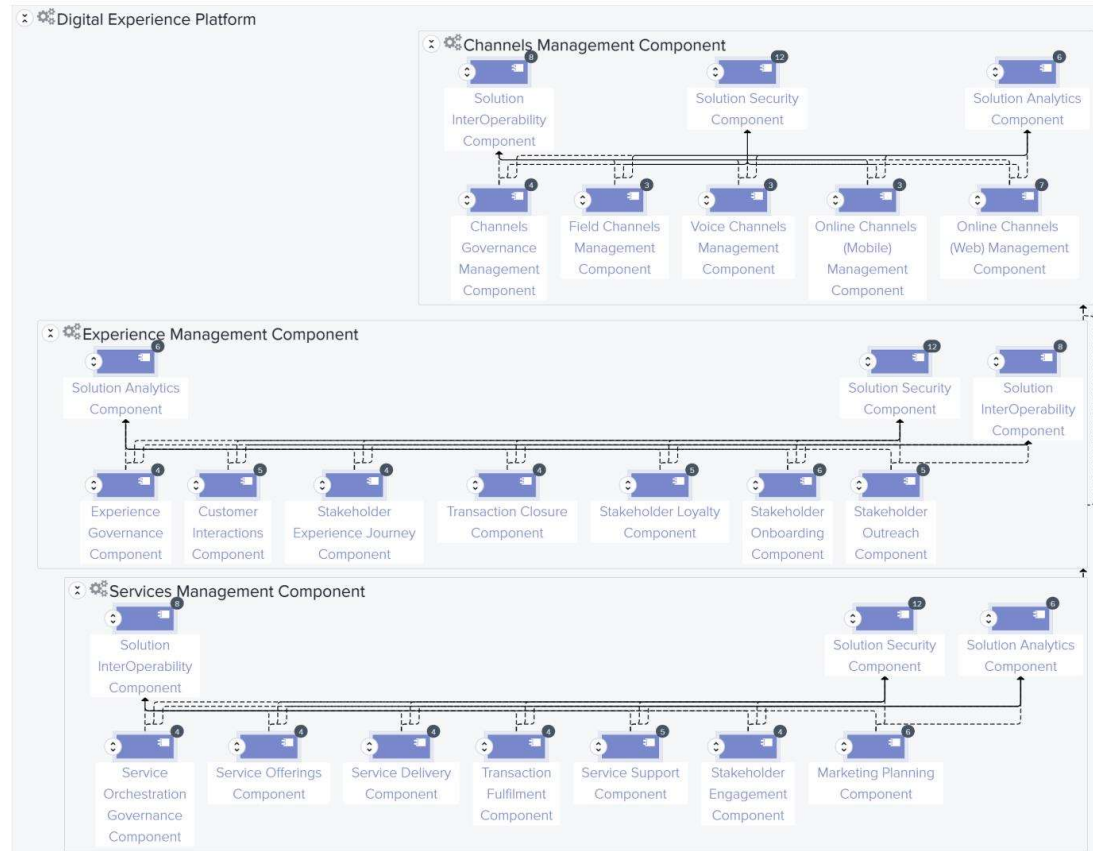
By prioritising digital experience capabilities into the organisation's current stakeholder engagement processes, the organisation will be able to circumvent their competition by ensuring that stakeholders will choose DIFC over its competitors.

DFSA Digital Experience Conceptual Design



DIGITAL EXPERIENCE (D.E.)> LOGICAL DESIGN

The Digital Experience Platform's logical design shows the information flow and connections between the various experience applications to ensure that the organisation is client-focused. This will enable the organisation to improve their current client interaction, engagement and retention practices and will ensure that the client base will grow according to the organisational expectations.



03

Solutions

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Components

02.08

CORE REGULATION

Solutions Architecture

D,C, CONCEPTUAL DESIGN

DBP ARCHITECTURE: BUSINESS (CONCEPTUAL)

To upgrade the organisation's regulatory capabilities, the latest industry solutions must be implemented in all of the functions.

This will ensure the core value propositions of the organisation will be effectively delivered to its clients while simultaneously optimising the current systems, processes & procedures utilised within the organisation's environment.



DIGITAL CORE (D.C.) > CONCEPTUAL DESIGN



The Digital Core platform consists of the Regulatory Supervisory functions (Reg.Ops) that manages the supervisory and market regulation activities across all the Service Channels; the Enforcement Operations (Gov.Ops) manages the Governance Operations for the GPRC domain; the Digital Workspace Operation (DWS.Ops) manages the Digital Workspace functions and the Digital Back-office Operation (BO.Ops) manages back-office functions for the organisation



04

Solutions

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Components

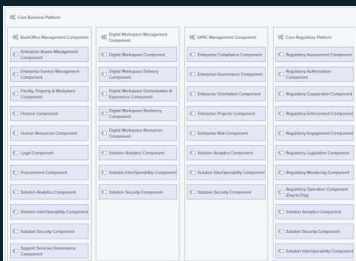
D,C, LOGICAL DESIGN

DBP ARCHITECTURE: BUSINESS (LOGICAL)

DFSA systems need to manage applications for the Supervision Operation, Market Operations and Enforcement Operation to support the clients for increased efficiency, throughput and capacity.

By integrating technology and by optimising current core business practices, DFSA will be able to efficiently automate their core practices for better management of the regulatory operations.

DFSA Digital Core - Business
Conceptual Design



DIGITAL CORE (D.C.) > LOGICAL DESIGN

The Digital Core Platform's logical design shows the relationships between the various applications to architect a modern platform focused service organisation. This will enable effective automation and optimisation of financial regulation practices & enable effective compliance & regulation for the client



04

Solutions

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Components

02.09

SDP SOLUTIONS

Solutions Architecture

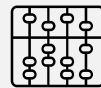
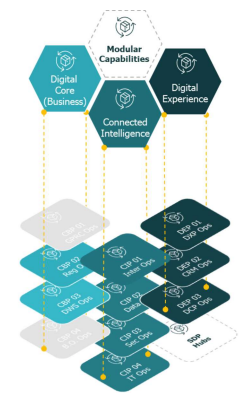
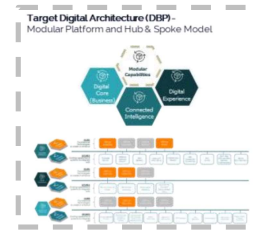
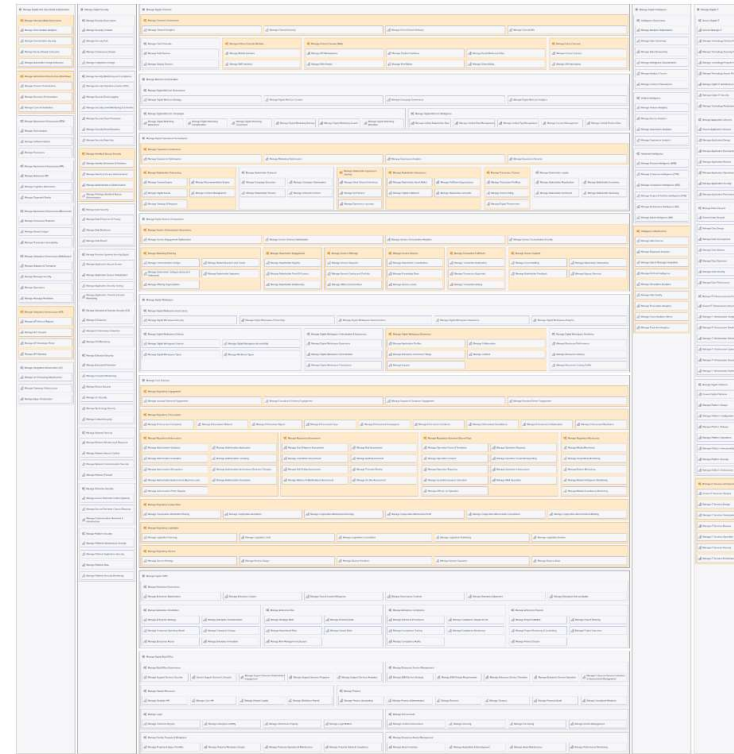
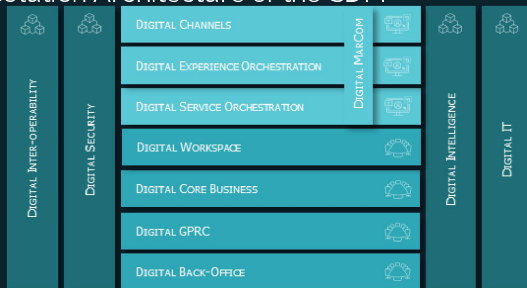
DFSA SDP CAPABILITIES

DIGITAL AUTOMATION : TARGET SDP CAPABILITIES

To ensure the Service Delivery Platform has the required capabilities to perform the needed functions for the organisation, the target capabilities for the SDP is rationalised from the DFSA Digital Canvas using the Current State Assessment (CSA) analysis.

The CSA analysis provides the necessary insights to understand the organisation's priorities and develop the SDP's canvas capability view (SDP capabilities highlighted in figure).

The target SDP capabilities along with the Modular Platform & Hub & Spoke model from the DBP are used to develop the Target Solution Architecture of the SDP.



DIGITAL ARCHITECTURE IMPLICATION > TARGET SDP CAPABILITIES

The target capabilities for the SDP have been rationalised based on the insights obtained from the Current State Assessment. The insights have been cataloged in the Observations Catalog. These capabilities ensure the SDP has the right capabilities to support DFSA's key core functions (Supervisory, Markets & Enforcement).

(*) Note: Target SDP Canvas Capabilities provided in attachment

SDP DESIGN PROCESS

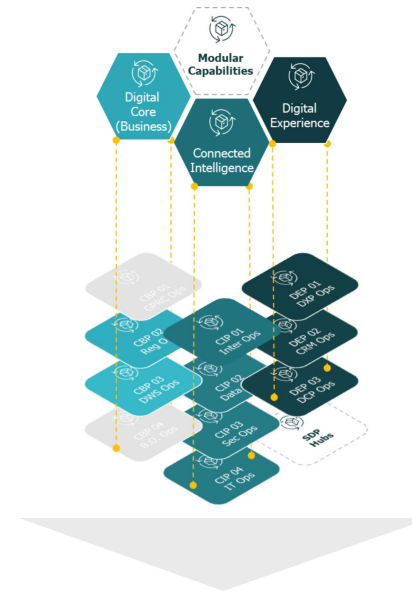
DIGITAL AUTOMATION: SDP SOLUTION ARCHITECTURE

To ensure the Service Delivery Platform (SDP) can operate as a self-contained modular subset and iteratively optimised to form the unified DBP, a clear design of the target SDP architecture must be developed.

The target digital capabilities outlined in the DFSA Digital Canvas are decomposed to explain the implementation of the modular platform towers through the Solution Architecture.

The Solution Architecture provides conceptual, logical and technology views of the solutions that allow capability traceability and analysis.

These architectures serve as guides for implementation by determining specific solution features to achieve the target SDP Architecture.



Solution Architecture

The Architecture Models are developed to provide the required functional designs.



> CONCEPTUAL SOLUTION DESIGN

Capabilities derived from the Canvas are grouped following solution footprints to identify automation components specifications.



> LOGICAL SOLUTION DESIGN

The conceptual components inter-related over Data Flow & Interoperability lines to shape a view to target logical functioning Solutions.



> TECHNOLOGY SOLUTION DESIGN

Showcases the relationships between the Technologies implemented and the capability derived components.

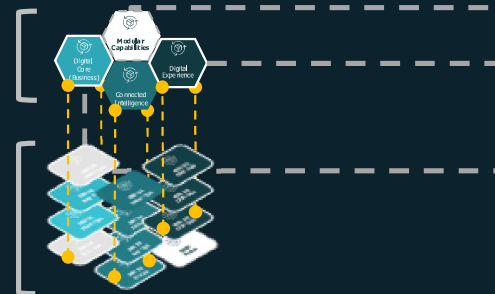
DIGITAL AUTOMATION: SDP ARCHITECTURE (CONCEPTUAL)

The target SDP capabilities obtained through the rationalisation of the CSA, provides the data to develop the conceptual view of the components needed to realise the target SDP architecture. The conceptual view shows the target functionality of the Service Delivery Platform (SDP). To further analyse the nature of how the components interact with other components within or outside the platform towers, a logical view of the SDP is developed.

SDP Modular Platform: Platform Tower

Hub & Spoke: Hubs

Service Delivery Platform

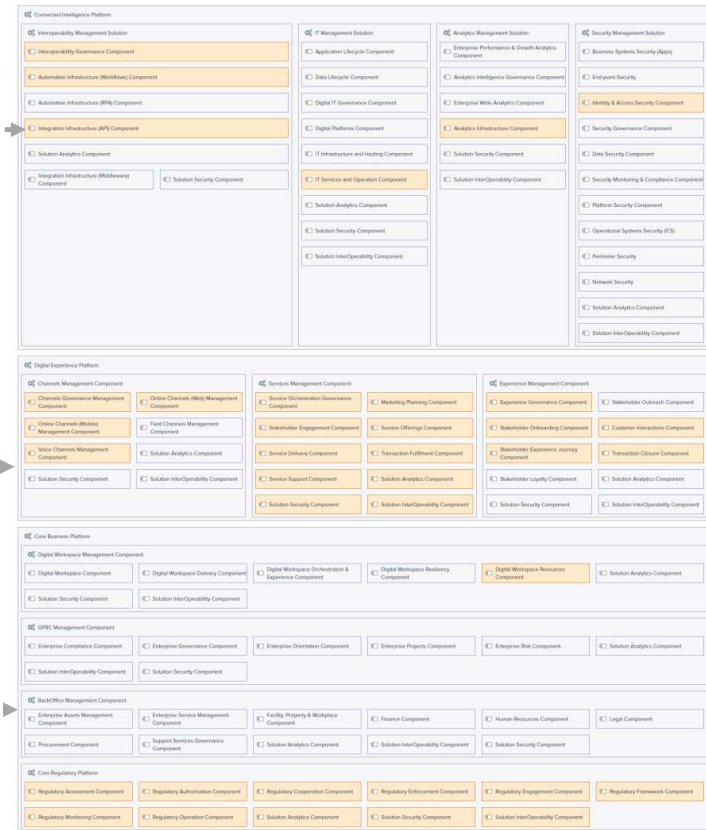


SERVICE DELIVERY PLATFORM (SDP) > CONCEPTUAL DESIGN

The SDP focus on the key components in each of the platform towers. The solution areas are:



- > **Connected Intelligence:** The platform focuses on the Interoperability, ITSM, Analytics and IAM areas
- > **Digital Experience:** The platform focuses on the Channels, Services and Experience Management areas
- > **Core Business:** The platform focuses on the Core Regulatory and Workspace Management areas



03

Solutions areas

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Components

(*) Note: Target SDP Conceptual Model provided in attachment

TARGET AUTOMATION ARCHITECTURE

DIGITAL AUTOMATION: SDP ARCHITECTURE (LOGICAL)

To ensure the components derived from the conceptual view are interconnected and feed the required data/inputs to the other components in the SDP, a logical view of the SDP is developed.

The logical view visualises the connections between the components and illustrates how they interact with each other. The insights garnered from this perspective enable the identification of the technology view for the platform solutions.

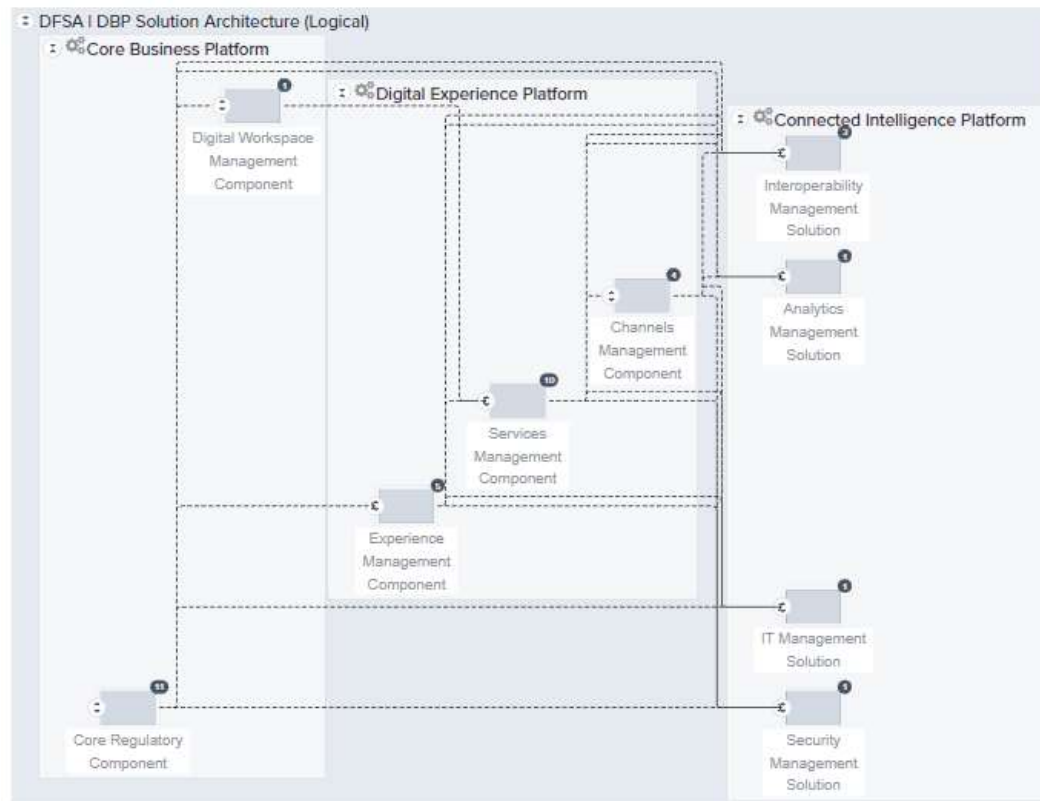
Service Delivery Platform
Conceptual Design



SERVICE DELIVERY PLATFORM (SDP) > LOGICAL DESIGN



The SDP logical design shows nature of the relationships between the components and provides us a view on the implementation of the SDP solutions. The links shown in the figure, provide insights on the functional aspects needed to develop the specifications for the solutions to be deployed for the SDP.



03

Solution Areas

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Components

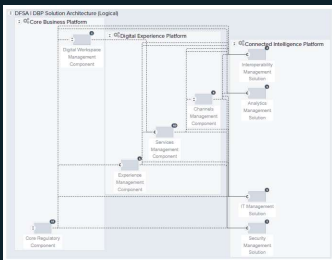
(*) Note: Target SDP Logical Model provided in attachment

TARGET AUTOMATION SOURCING

DIGITAL AUTOMATION: SDP ARCHITECTURE (TECHNOLOGY)

The perspectives gained through the conceptual and logical view provide the necessary insights to map the target solutions in the SDP to the most suitable technologies that can be implemented for DFSA. The technology view includes information on how the technology works, how it fits into the larger technology landscape, and how it supports the needs of the business.

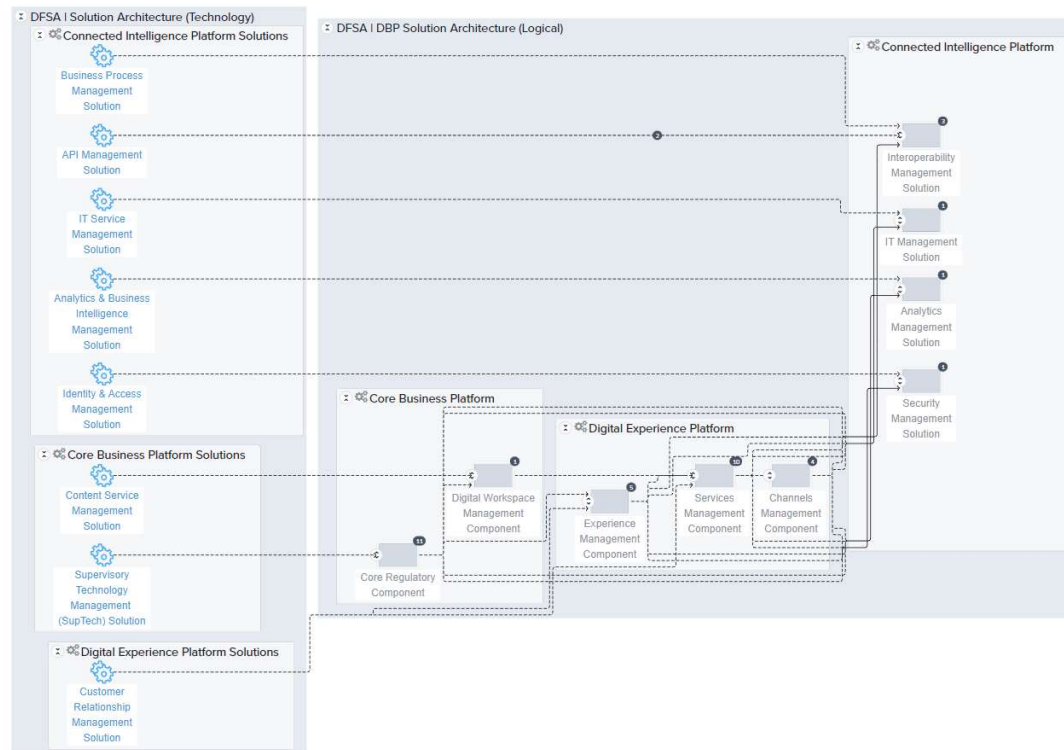
Service Delivery Platform Logical Design



SERVICE DELIVERY PLATFORM (SDP) > TECHNOLOGY DESIGN



The technology design provides an overview of the technology architecture, components, and features for non-technical stakeholders, allowing for informed decision making about adoption and implementation. It also facilitates identification of areas of improvement, alignment with organisational goals, and the creation of a roadmap.



08

Solutions

09

Components

(*) Note: Target SDP Technology Model provided in attachment

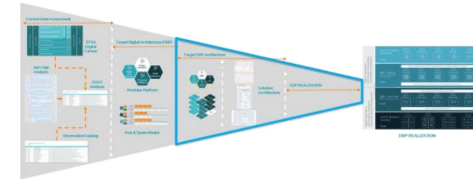
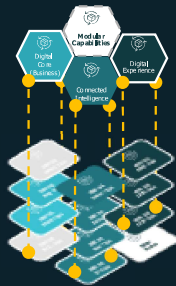
SDP INITIATIVE SPECIFICATION

DIGITAL AUTOMATION : SOLUTION SPECIFICATION

The digital automation design provides the framework for the development of an SDP for the organisation. Through this design, a thorough understanding of the business needs and goals has been established, allowing for the creation of a comprehensive design that takes into account both the functional and non-functional requirements.

The Application Management Service (AMS) provides a detailed plan for the development and implementation of the platform, including technical specifications and necessary integrations with existing systems. The implementation of the AMS leads to the realisation of the Service Delivery Platform (SDP).

Service Delivery Platform



Application Management Service (AMS)

APPLICATION MANAGEMENT SERVICE RFP

Abstract
Specifications for the delivery of application management services.

The Organisation

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