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| NZ Govt Logo | Information Architecture Service Framework: Consultancy and Professional Services: Data and Information Services: Information Architecture | Company logo |

**Service Definition**

Information architecture is the art and science of making information usable, findable, manageable, and securable. This is accomplished by applying information science to enterprise information environments to model and design logical systems for organising, labelling, navigating, and searching information.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Competencies**

Information architecture key competencies (tick all that apply):

Developing and setting information architecture standards for an organisation

Communicating the business benefit of information architecture standards, championing and governing those standards across the organisation

Developing a domain model

Developing a collection model

Developing a findability strategy

Developing a metadata framework

Developing and applying a taxonomy and/or ontology

Understanding a variety of metadata management tools

Understanding semantic interoperability at an organisation and sector level

Designing and maintaining the appropriate metadata repositories to enable the organisation to understand their information assets

Understanding information management governance and how it works in relation to other organisational governance structures.

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| Other Competencies | Please outline any other relevant competencies. |
| Provide Examples | Limit 1000 characters.  Please provide examples which demonstrate how you have used the competencies described above in providing information architecture services to your customers. |
| Case Studies (optional) | Please provide case studies (in PDF format or URL link) as supporting evidence. |

**Service Delivery Capabilities**

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| Resource Availability | Please set out your organisation’s approach for selecting, maintaining and managing the availability of its resources so that requests from agencies can be met in a timely manner. |
| Capability Development | Please set out your organisation’s approach for developing and maintaining the capability of its resources, including the nature and level of investment in individual resources for keeping up-to-date with trends and techniques of their respective discipline and knowledge of the Public Sector environment. |
| Knowledge Management | Please set out your organisation’s approach for managing the retention and transfer of knowledge created by its resources, including: knowledge management practices that ensure transfer of knowledge within the organisation’s resources and agency staff, how resources will identify opportunities to improve agency systems and processes, and how resources will add value over and above the contracted service. |
| Security | Please confirm you have a personnel vetting process which includes the New Zealand Ministry of Justice criminal record checks or equivalent, covering all staff and that this covers any sub-contractors or 3rd parties who will deliver the proposed Service(s). |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |