The US Reference Architecture (USRA) is a strategic framework that outlines the essential building blocks for delivering services effectively within Harris County. It encompasses six interrelated domains, each playing a crucial role in the all-inclusive approach to service delivery. These domains likely cover aspects such as governance, technology infrastructure, data management, service integration, security, and user experience. By reviewing the USRA, proposers can gain a comprehensive understanding of the county's requirements and standards, ensuring that their proposals align with the established architecture and contribute to the seamless operation of Harris County's services. Attachment XX, mentioned in the context, would provide detailed insights into the USRA, guiding proposers in crafting solutions that meet the county's objectives and deliver value to its residents.

1. **DATA SERVICES:** Provides the frameworks and methods for transforming data into useful information. The principles of a data centric architecture have been adopted by the HCUS and are enabled by data services.

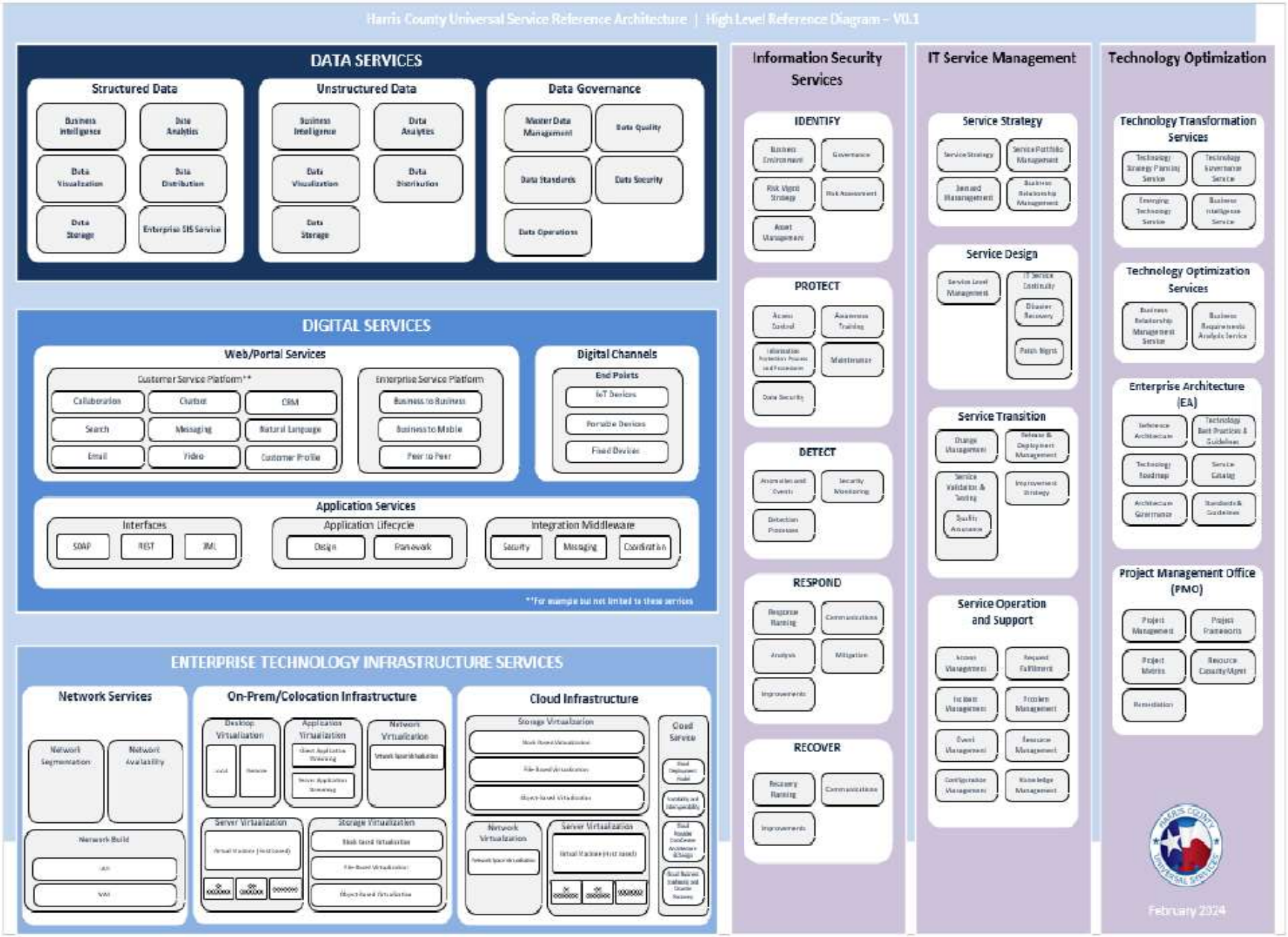
2. **DIGITAL SERVICES:** Provide services that are used horizontally across the enterprise to enable software or business applications.

3. **ENTERPRISE TECHNOLOGY INFRASTRUCTURE SERVICES:** Used to support applications across the organizations, and are typically focused on Network Services, On-Premise/Co-Location Infrastructure and Cloud Infrastructure.

4. **INFORMATION SECURITY SERVICES:** Provides frameworks and methods to all technology and data services provided by or to the County comply with all applicable standards, guidelines and best practices.

5. **IT SERVICE MANAGEMENT:** Encompasses the activities necessary to plan, design, deliver, operate and control the technology services offered and supported by the County.

6. **TECHNOLOGY OPTIMIZATION :** Focuses on leveraging digital technology and practices to improve existing processes and/or delivery model. Also focuses on exploring emerging technologies and practices to create a renewed, forward looking and sustainable service model.


Harris County Universal Service Reference Architecture | High Level Reference Diagram – V0.1
DATA SERVICES
Structured Data
Business Intelligence
Data Analytics
Data Visualization
Data Distribution
Data Storage
Enterprise GIS Service
Unstructured Data
Business Intelligence
Data Analytics
Data Visualization
Data Distribution
Data Storage
Data Governance
Master Data Management
Data Quality
Data Standards
Data Security
Data Operations
DIGITAL SERVICES
Web/Portal Services
Customer Service Platform**
Collaboration
Chatbot
CRM
Search
Messaging
Natural Language
Email
Video
Customer Profile
Enterprise Service Platform
Business to Business
Business to Mobile
Peer to Peer
Digital Channels
End Points
IoT Devices
Portable Devices
Fixed Devices
Application Services
Interfaces
SOAP
REST
XML
Application Lifecycle
Design
Framework
Integration Middleware
Security
Messaging
Coordination
**For example but not limited to these services
ENTERPRISE TECHNOLOGY INFRASTRUCTURE SERVICES
Network Services
Network Segmentation
Network Availability
Network Build
On-Prem/Colocation Infrastructure
Desktop Virtualization
Application Virtualization
Network Virtualization
Server Virtualization
Storage Virtualization
Cloud Infrastructure
Storage Virtualization
Network Virtualization
Server Virtualization
Cloud Service
Information Security Services
IDENTIFY
Business Environment
Governance
Risk Mgmt Strategy
Risk Assessment
Asset Management
PROTECT
Access Control
Awareness Training
Maintenance
Data Security
DETECT
Anomalies and Events
Security Monitoring
Detection Processes
RESPOND
Response Planning
Communications
Analysis
Mitigation
Improvements
RECOVER
Recovery Planning
Communications
Improvements
IT Service Management
Service Strategy
Service Strategy
Service Portfolio Management
Demand Management
Business Relationship Management
Service Design
Service Level Management
IT Service Continuity
Disaster Recovery
Patch Mgmt
Service Transition
Change Management
Release & Deployment Management
Service Validation & Testing
Quality Assurance
Improvement Strategy
Service Operation and Support
Access Management
Request Fulfillment
Incident Management
Problem Management
Event Management
Resource Management
Configuration Management
Knowledge Management
Technology Optimization
Technology Transformation Services
Technology Strategy Planning Service
Technology Governance Service
Emerging Technology Service
Business Intelligence Service
Technology Optimization Services
Business Relationship Management Service
Business Requirements Analysis Service
Enterprise Architecture (EA)
Reference Architecture
Technology Best Practices & Guidelines
Technology Roadmap
Service Catalog
Architecture Governance
Standards & Guidelines
Project Management Office (PMO)
Project Management
Project Frameworks
Project Metrics
Resource Capacity/Mgmt
Remediation
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