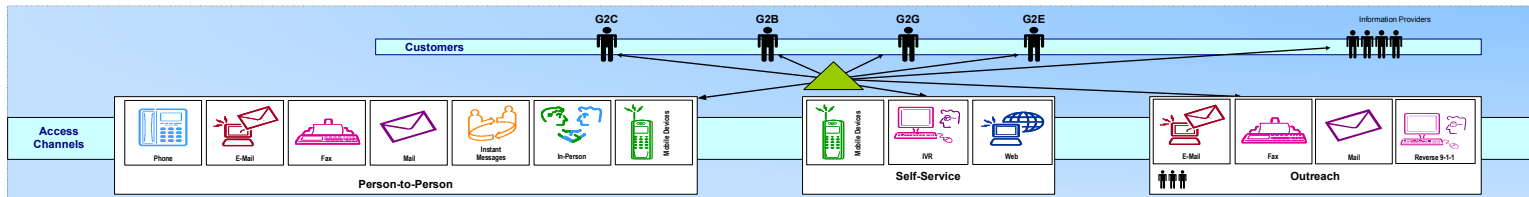


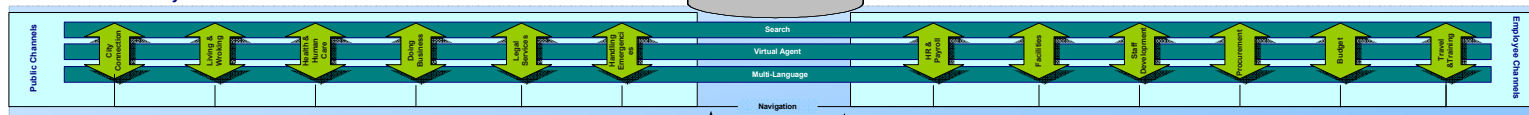
# City of Miami Beach E-Government Strategic Architecture

Version 1.1a

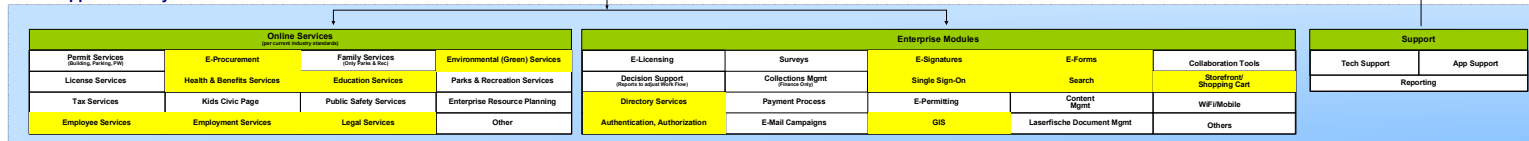
## Constituent Contact Platform



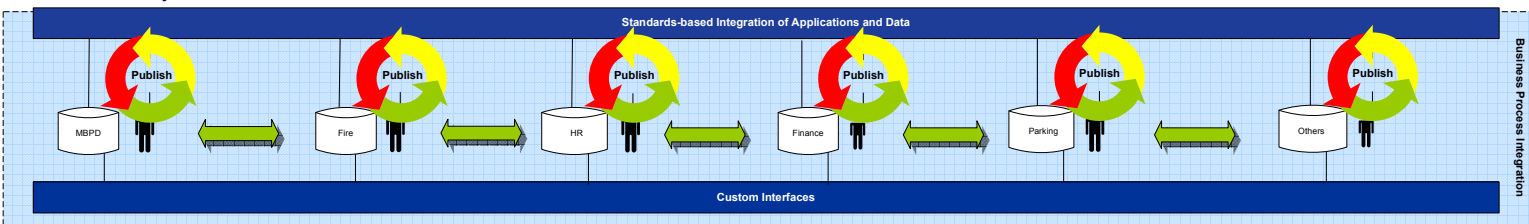
## Presentation Layer



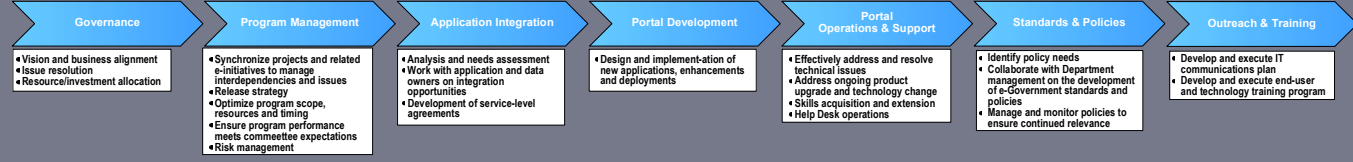
## Application Layer



## Information Layer



## Common Processes



## Strategic Goals

### Improve Process through IT

- Improve Services
- Operational Efficiencies
- Outreach and Prevention
- Citizen Participation
- Policy Formulation
- Economic Development

## Infrastructure Goals



## Anytime

**25/7 availability**  
Self-service options allow access to government on the customer's schedule.

## Anywhere

**Work, home, car, school**  
The City of Miami Beach will provide customers the opportunity to do business "online versus in-line".

## Fully Accessible

**Choice in information presentation**  
The City of Miami Beach will provide online information in multiple languages, and in multiple formats for people with disabilities.



## No Wrong Door

Customers may access the same information and services through multiple channels

Field workers and desk staff will be able to use the E-Government channel to support person-to-person interactions.

## Breadth of Constituencies

Residents, visitors, employees, businesses, other governments and third-party information providers among those served.

## Enterprise Serving

**City-wide shared services**  
E-Government will save time and money by leveraging enterprise modules (e.g., search engine, payment engine, GIS) across multiple departments.