

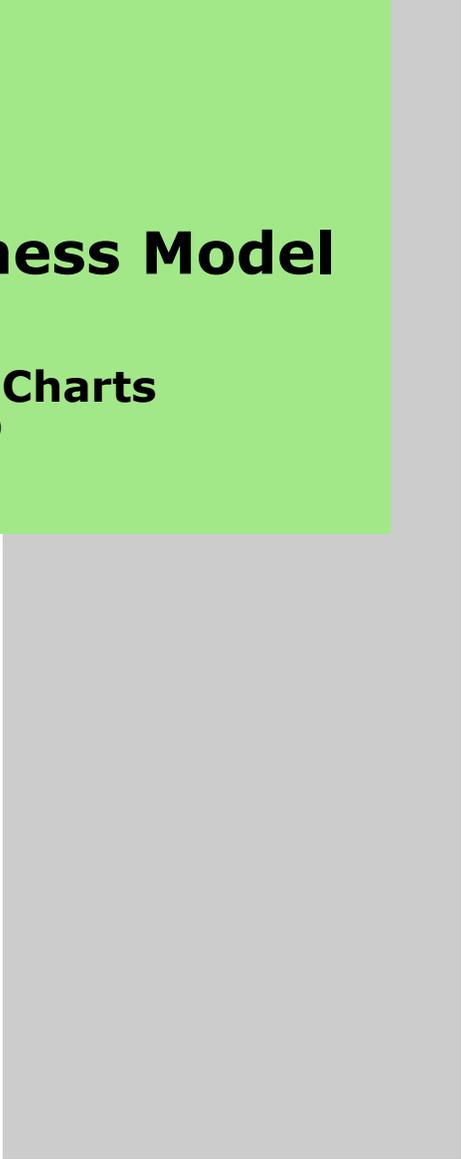


Commonwealth of Virginia

Enterprise Business Model

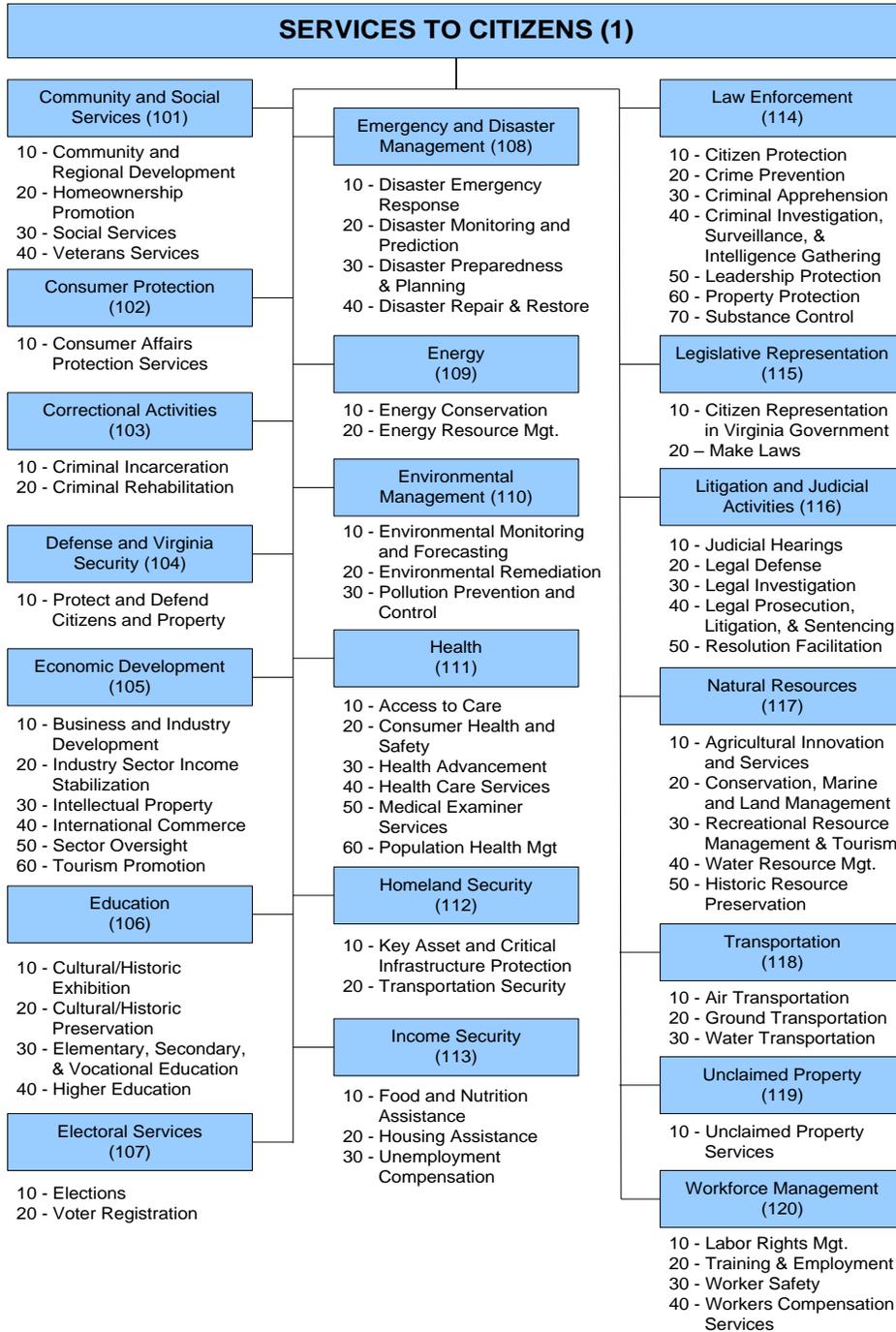
Business Area Charts

(June 9, 2010)

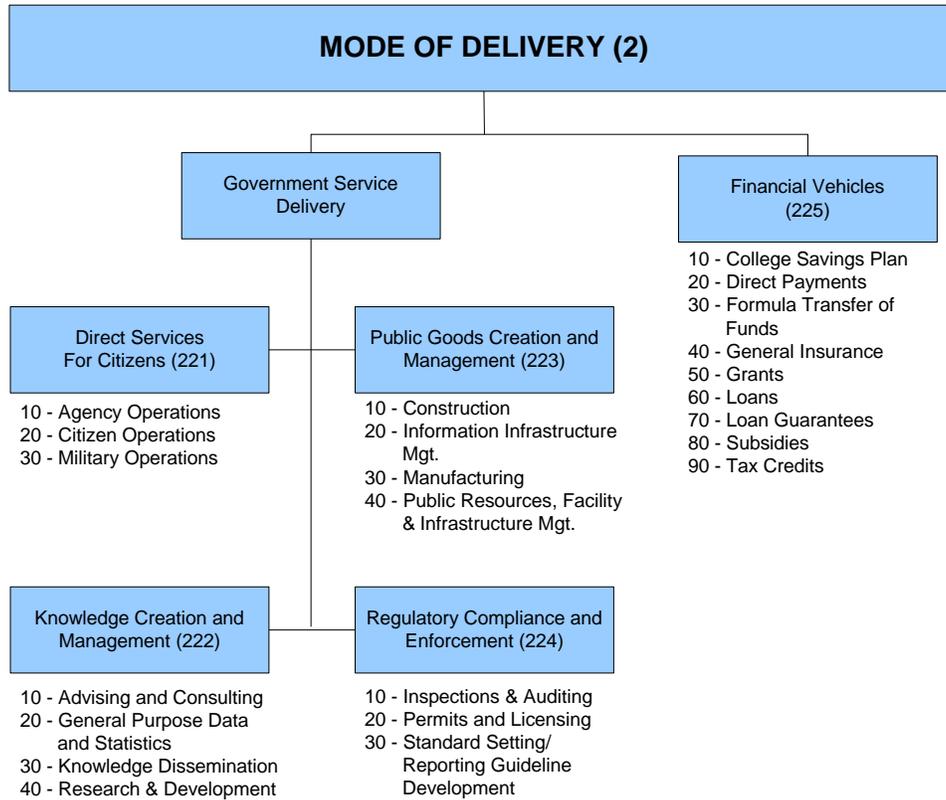


The following charts present the 4 business areas of the Enterprise Business Model, the lines of business associated with each business area, and the sub-lines of business associated with each line of business. Definitions for the business areas are presented at the top of each chart. Detailed definitions for the lines of business and their associated sub-lines of business can be found in the appendix of the Enterprise Business Architecture report.

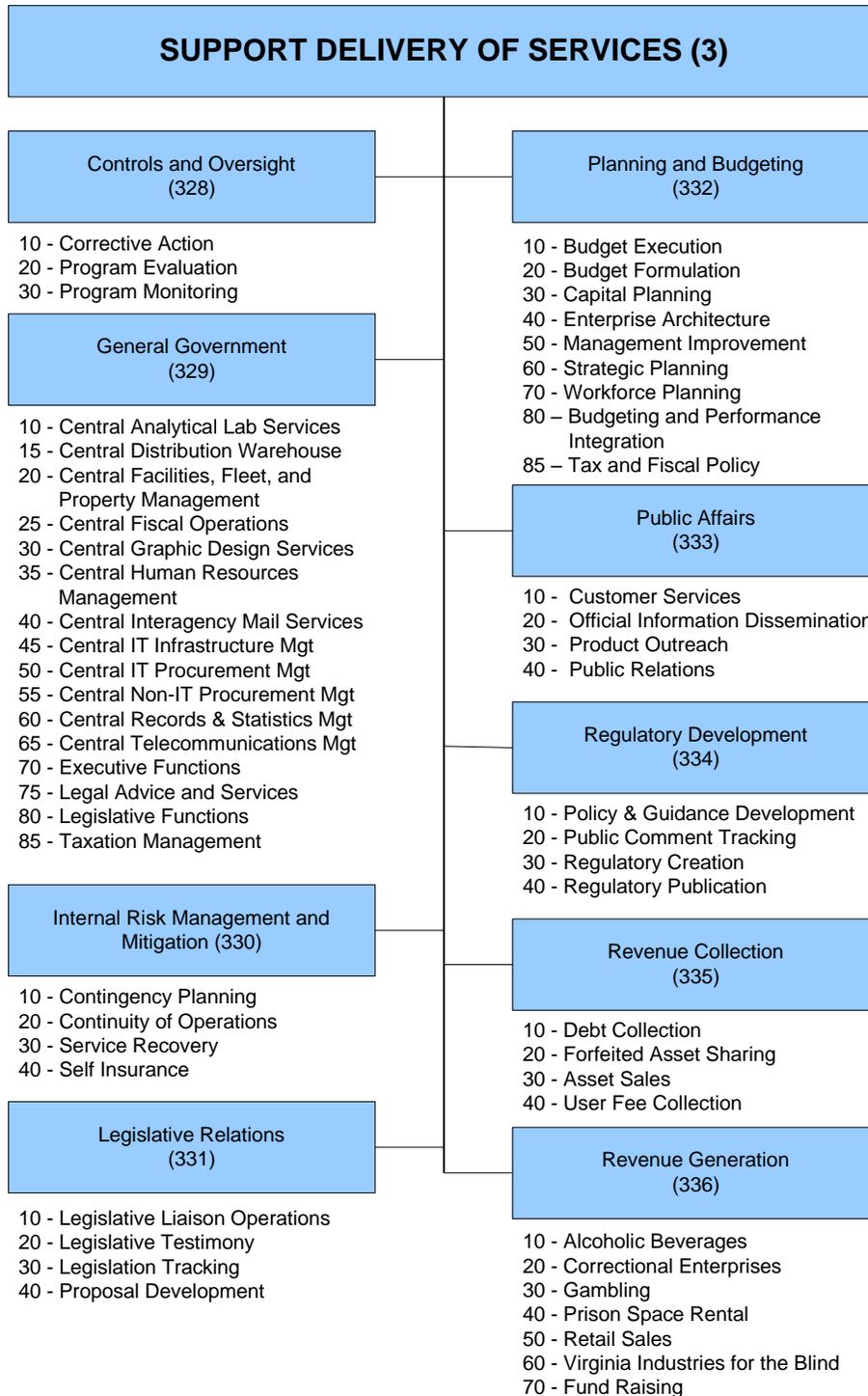
1 - SERVICES TO CITIZENS - Describes the mission and purpose of Virginia government in terms of the services it provides both to and on behalf of its citizens. It includes the delivery of citizen-focused, public and collective goods and/or benefits as a service and/or obligation of the Virginia government to the benefit and protection of the state's general population. This business area is reserved for those functions that describe the reason that the Virginia State Government exists. These are the services the citizen expects the government to deliver.



2 - MODE OF DELIVERY - Describes the mechanisms the Commonwealth uses to achieve the purpose of government or its services for citizens. It includes financial vehicles, direct government delivery, and indirect government delivery. Mode of delivery also is used to identify delivery mechanisms for the support delivery of services business area.



3 - SUPPORT DELIVERY OF SERVICES - Provides the critical policy, programmatic and managerial underpinnings that facilitate the state government's delivery of services to citizens and to other state and local government agencies. All the Sub-lines of Business in this business area can be used to identify agency specific and/or cross-agency activities.



4 - MANAGEMENT OF GOVERNMENT RESOURCES - Refers to the resource management activities that must be performed for the State Government to operate effectively on a day-to-day basis. With the exception of "Logistics Management", the Sub-lines of business in this business area can be used to identify agency specific and/or cross-agency activities. The "Logistics Management" Sub-line of Business can only be used to identify agency specific activities. The model recognizes that those agencies that pay a fee to have another agency (cross-agency activities) provide a resource management activity will perform some degree of coordination in support of the service provider.

