



EBOOK

# Drive Public Sector Progress With Ardoq



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## Introduction

In today's dynamic world, public sector organizations are under unprecedented pressure. They must adapt to rapidly changing policies, manage stringent budget constraints, and navigate a hostile cybersecurity landscape—often while being under intense public scrutiny. These challenges are compounded by the constant need to deliver outstanding services that meet the expectations of modern society.

The size and complexity of public sector bodies can make it difficult to adapt and innovate with the agility of smaller organizations. Ardoq rises to this challenge: Helping large organizations move like small ones is what we do.

By democratizing data and making organizational knowledge accessible and understandable, organizations can:

- Quickly make decisions more confidently
- Maintain governance and accountability while fostering a culture of innovation
- Build resilience

This ebook presents how public sector organizations can harness the Ardoq platform's capabilities to not only manage but excel amidst these challenges.



## Elevate Your Data With the Ardoq Graph

Public sector organizations often grapple with vast amounts of data, from daily operational metrics and project plans to system designs and high-level strategy or policy. Yet, many struggle to fully utilize this data. This may be due to its high volume and complexity, or the inability to retrieve data cohesively from across fragmented and siloed repositories.

***“Across government, outdated IT systems and its ageing data are a key source of inefficiency and create a major constraint to improving and modernizing government services.”***  
- UK National Audit Office<sup>1</sup>

Efforts to boost the data literacy of public sector workers have been hindered by complex tools which require advanced skills and training<sup>2</sup>. As a result, data remains locked away, questions remain hard-to-answer, and decisions are made without utilizing the full value of the organization’s collective knowledge.

Ardoq is an essential platform for structuring and integrating organizational data, enabling everyone to obtain maximum value from existing collective knowledge. We call this “democratizing data”.

<sup>1</sup> Digital transformation in government: addressing the barriers to efficiency - NAO report  
<sup>2</sup> Data Literacy for the Public Sector — Data Foundation



## Transcending Details to Deliver Strategic Insights

For data to be democratized, it needs to be understandable and meaningful to everyone, which is challenging when every stakeholder group has different priorities, knowledge, and skills. Ardoq tackles this challenge head-on.

The [Perspectives](#) feature makes it easy to tailor every visual so it resonates with the intended audience, “speaking their language” by showing stakeholders what they care about the most.

Perspectives let you define what object and relationship types are relevant, what level of summarization is appropriate, what additional attributes need to be shown or color-coded, and where elements should be placed.

A Perspective only needs to be set up once, but can be reused endlessly to visualize any part of your architectural model in an instant. Presenters will appreciate the hours saved in drawing diagrams, which are only used once, and stakeholders will appreciate the consistency and clarity of presentations, giving them confidence in the data.



## Adapting to Policy Changes With Agility

Because Ardoq excels at making your data understandable, it's possible to store data that is traditionally outside the scope of an Enterprise Architecture model whilst still being easy to maintain. This can include granular operational, deployment, and configuration information, and a variety of [out-of-the-box integrations](#) are provided to enable effortless data collection.



This data is all stored in the same underlying graph database. It can be summarized or hidden when not required, and can often be a source of enormous insight. The ability to access and trace every operational detail back to high-level strategies and policies is invaluable in many circumstances.

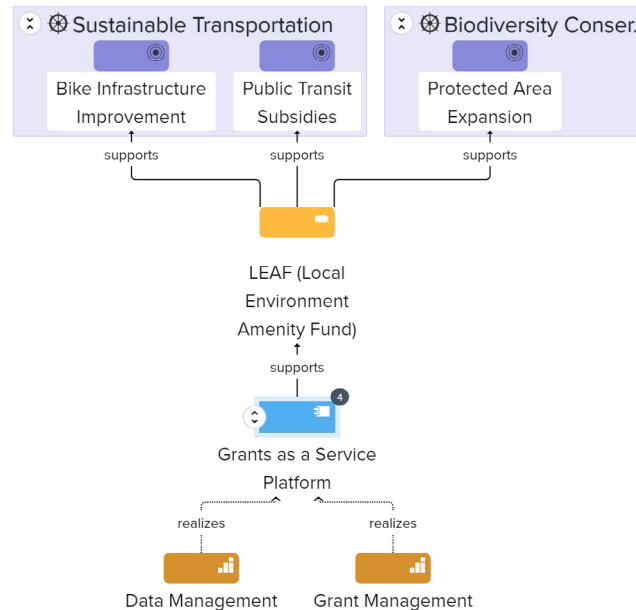
This traceability is especially critical when strategies or policies change. Ardoq allows organizations to quickly assess and realign their operations as required, maintaining the delivery of quality public services in an ever-changing environment.



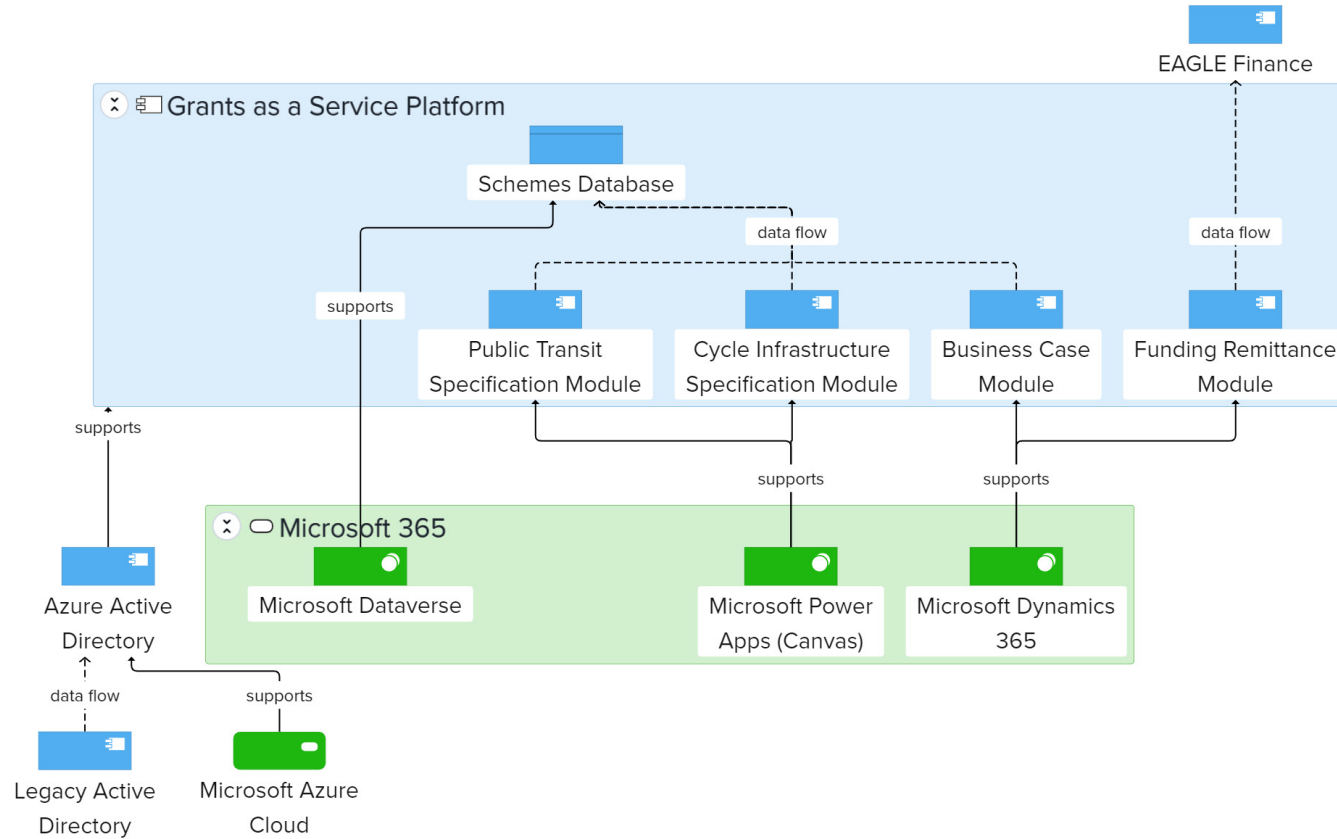


## Worked Example: Perspectives

These examples demonstrate how Ardoq’s Perspectives feature lets you tailor visualizations for specific stakeholders. Each diagram is generated from the same underlying model, using rules that administrators define once, and is kept up-to-date automatically whenever the model changes.



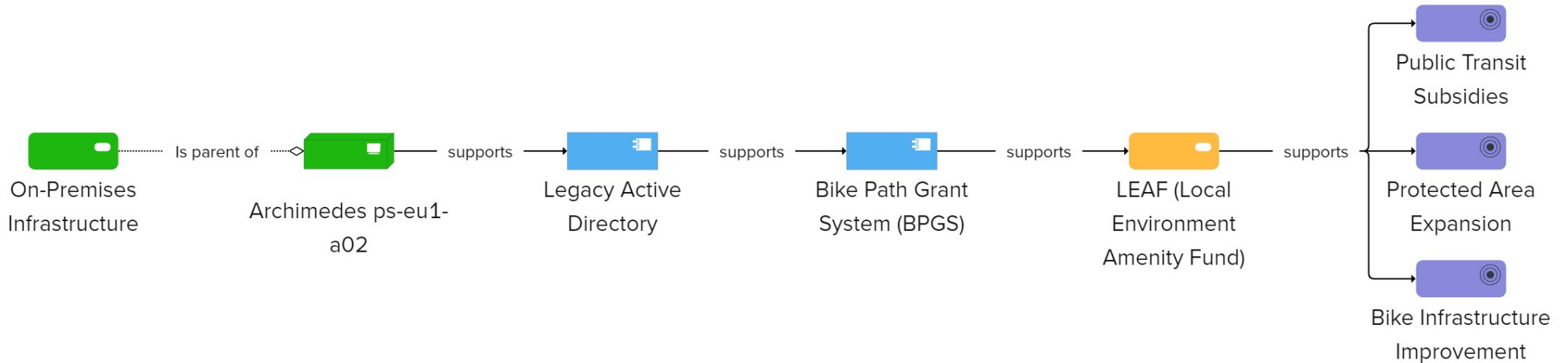
Visual 1: A high-level diagram for a non-technical executive board, demonstrating how each scheme contributes to policy outcomes, showing major technology platforms and relevant capabilities.



Visual 2: A diagram showing technical dependencies for any application or database, enabling a group of technical stakeholders to understand the stack that underpins specific applications.



Diagrams can be added to live [presentations](#) and shared with others, and they are always kept up-to-date with the latest model changes.



Visual 3: A full chain showing how any given technology, application, or role relates to service delivery, targets, and policy. This enables you to accurately track how every element of the enterprise architecture contributes to high-level organizational strategy.

## Measure What Matters Most to Your Organization

### Keep the KPIs of Project and Initiatives On-Track

Public sector organizations are rarely judged on their revenue, margins or profits. The intended outcomes are far more diverse and complex, ranging from encouraging behavioral change, to improving health, reducing crime, or improving education. Measures can include social value, cost-per-transaction, or money saved through preventative initiatives<sup>3</sup>, but can also be highly specific to their context.

It can be difficult to calculate and maintain these metrics, and many organizations develop complex processes and spreadsheets in an attempt to keep track of these. Whole teams can become dedicated to manual processes, spending hours chasing other teams for information, which is an inefficient and frustrating process for everybody involved.

Ardoq's automated [surveys](#) and [broadcasts](#) help you track the pulse of your organization, using smart rules to avoid “survey fatigue” and maintain high levels of engagement with stakeholders.

For example, you could check the health of major projects on a weekly basis, and other projects every month. You could automatically prompt application owners to update details of business-critical applications every quarter and less critical applications every year.

<sup>3</sup> Metrics that Matter: Decoding the Art and Science of Public Service Productivity Numbers



## Support Holistic Risk Assessment

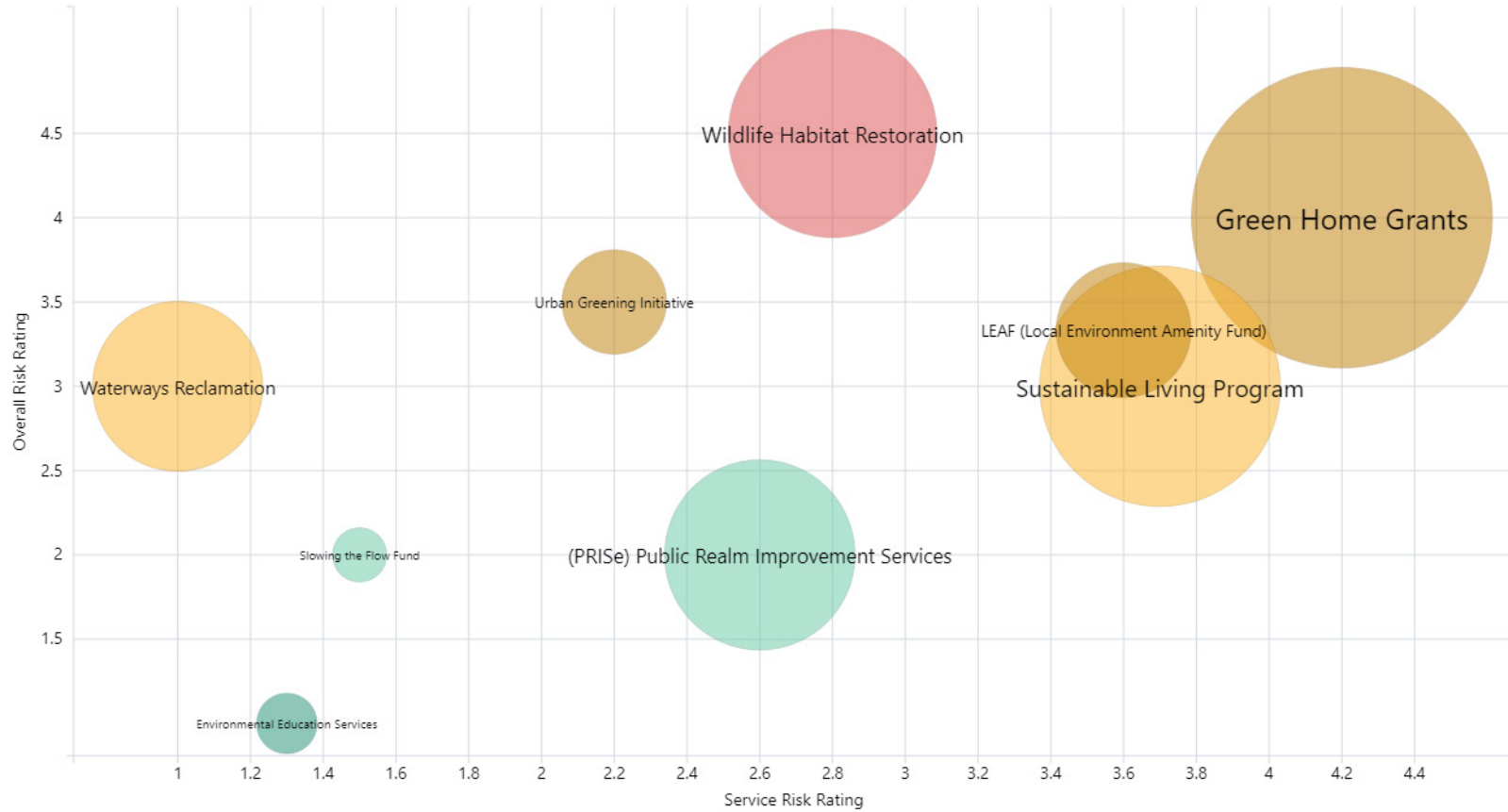
Specialized cybersecurity tools are essential in large organizations, but often lack context and information about people and processes. As organizations face attacks from increasingly diverse attack vectors<sup>4</sup>, it's essential to move beyond single-source risk assessments. Using Ardoq's powerful Calculated Fields, data collected from surveys can be combined with data from the out-of-the-box integrations, to provide a holistic understanding of risks and threats. Ardoq enables you to create dynamic calculated fields, which, for example, can combine supplier assurance data with application usage metrics and technical architecture to give a holistic risk score.

Learn more about how Ardoq helps you manage risk and compliance more effectively:

- [What Is a Software Bill of Materials](#)
- [Understanding DORA: The EU's Digital Operational Resilience Act](#)

<sup>4</sup> Mitre ATT&CK 2024 Roadmap





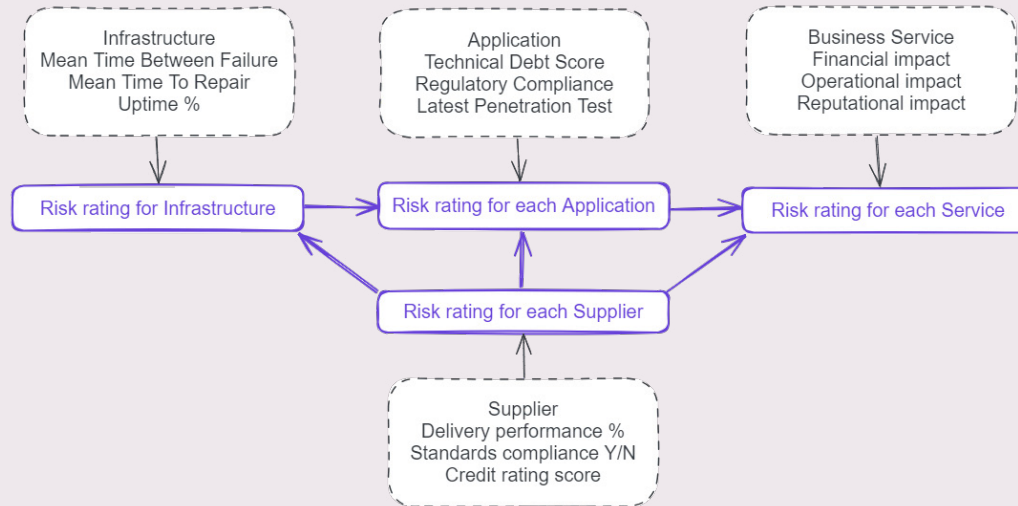
Visual 4: Bubble chart showing risk profile of services.



## Worked Example: Calculated Fields

In this example, 12 different factors are combined to give a risk rating for each public service. Data can be collected automatically, using out-of-the-box or custom integrations. For example, the uptime percentage could be sourced from an existing monitoring tool. Alternatively, data can be collected using automated surveys and broadcasts, where experts within your organization are asked to provide information on a regular basis.

There are virtually no limits when it comes to defining calculated fields, and data can be sourced from across your entire model by writing simple formulas. This makes it easy to measure what matters most to your organization.



Visual 5: A flow diagram showing how various factors are combined into risk ratings.

## Governance Amidst Complexity: Navigating New Technologies Responsibly

Public sector organizations face enormous pressures to streamline operations and cut costs, often relying on new technology to enable this.

**For example, in February 2024, UK Cabinet Secretary Oliver Dowden called for an increased use of Artificial Intelligence across government<sup>5</sup>, to help reduce the UK Civil Service headcount by 66,000. When surveyed, one-third of departments were already using AI-assisted tools<sup>6</sup>.**

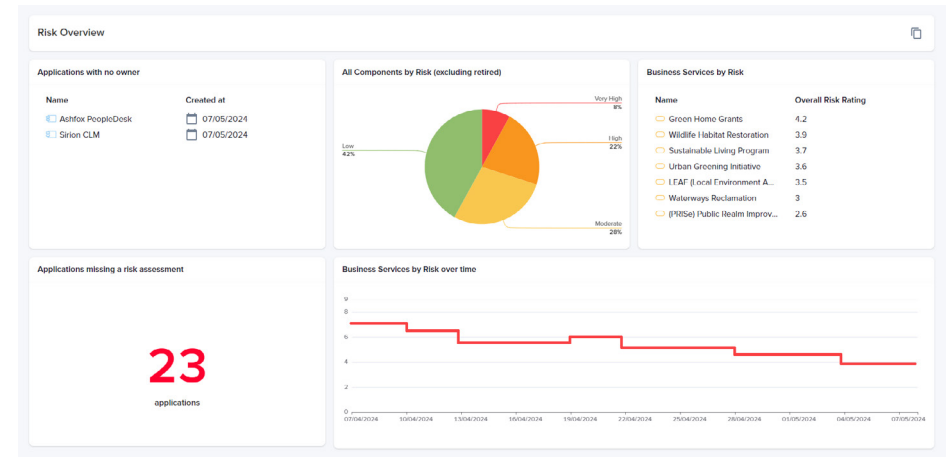
Despite these calls for efficiencies, public sector organizations must also remain transparent and accountable, in order to maintain the trust and confidence of the public. For example, the UK Home Office's use of AI to detect welfare<sup>7</sup> and immigration fraud<sup>8</sup> has generated media coverage, due to public concern around bias and injustice embedded in AI models.

<sup>5</sup> Dowden: Embracing AI 'only sustainable route' to cutting civil service headcount (Civil Service World, 29 February 2024)

<sup>6</sup> Government encouraged to tackle barriers to realising the benefits of AI - NAO press release

<sup>7</sup> DWP runs 'generative AI Lighthouse programme – to test and learn in a safe environment' (PublicTechnology, 20 September 2023)

<sup>8</sup> UK officials use AI to decide on issues from benefits to marriage licences | Artificial intelligence (AI) (The Guardian, 23 October 2023)



Visual 6: Dashboard with risk measures

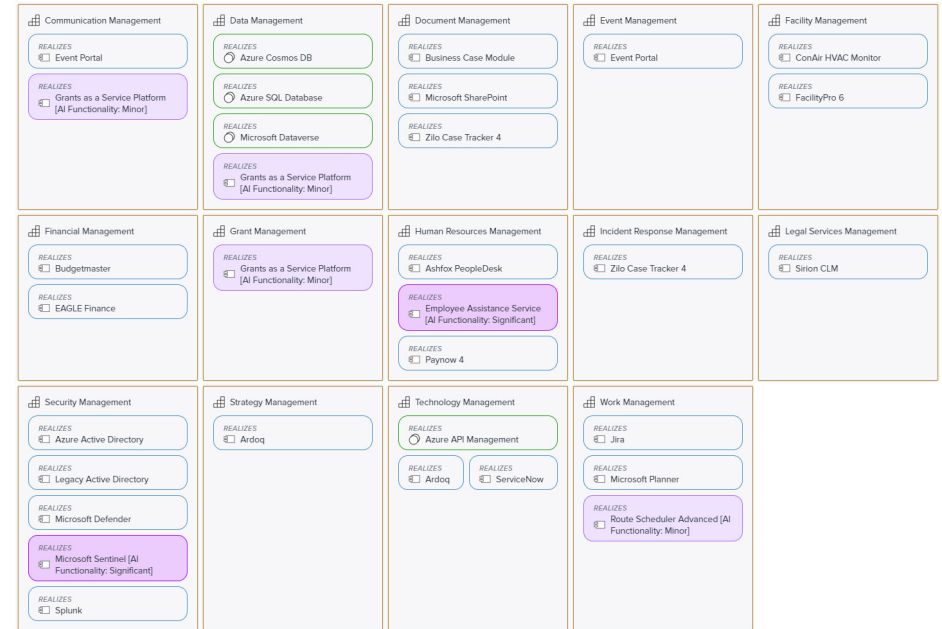
AI is only the latest complicating factor, as low-code initiatives (present in two-thirds of large organizations<sup>9</sup>) drive decentralization of technology, and the perennial issues of “shadow IT” continue to challenge those trying to track change and reduce the organization’s exposure to risk.

Robust governance and assurance processes are essential for maintaining control over these complex landscapes. Ardoq lets you track where technology is being used, even when decentralized and dispersed across the organization, allowing you to monitor and mitigate risk effectively. Utilizing Ardoq’s knowledge of the organizational context, assurance activity can be directed and proportionate to the type and level of risk, to avoid stifling innovation, and preserving the benefits that new technology can bring.

Learn more about how Ardoq helps you manage adoption of emerging technologies like AI more securely:

- [AI Cybersecurity Risks and How to Manage Them](#)
- [Introducing Ardoq’s New Application Risk Management Solution](#)
- [Emerging Technology Adoption 2024: Navigating AI Risks, Rewards and ROI](#)

<sup>9</sup> Gartner Survey Reveals That 46% of EMEA CIOs Are Shifting to Co-Ownning Digital Leadership with their CxO Peers.



Visual 7: Block diagram with use of AI highlighted

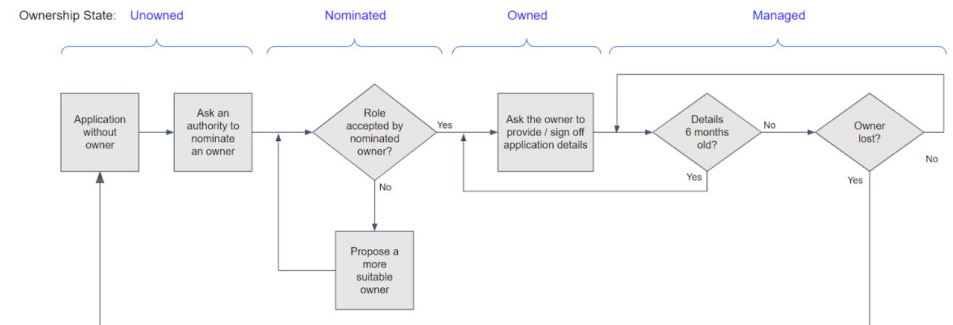
## Worked Example: Application Ownership

In large organizations it's critical to keep track of who owns what, to promote accountability and ensure that risks are managed. Ardoq provides an Application Ownership Playbook, which enables you to automate the collection and maintenance of information, spreading the work of good IT governance across the organization and giving colleagues more opportunity to engage with the enterprise architecture.

### [Process Playbook: How to Automate Application Ownership | Ardoq Help](#)

If the work of maintaining application data was left to just a few architects, it would likely never be finished. By reaching out to the application owners directly, Ardoq enables you to go to the knowledge source, engage them all to provide and maintain their knowledge of each application, and connect their knowledge to each other, exponentially increasing its value to the organization.

There is also a variant of this process that allows details to be checked by another team before they are stored. This can be especially useful when the process is new, to catch any misunderstandings early on.



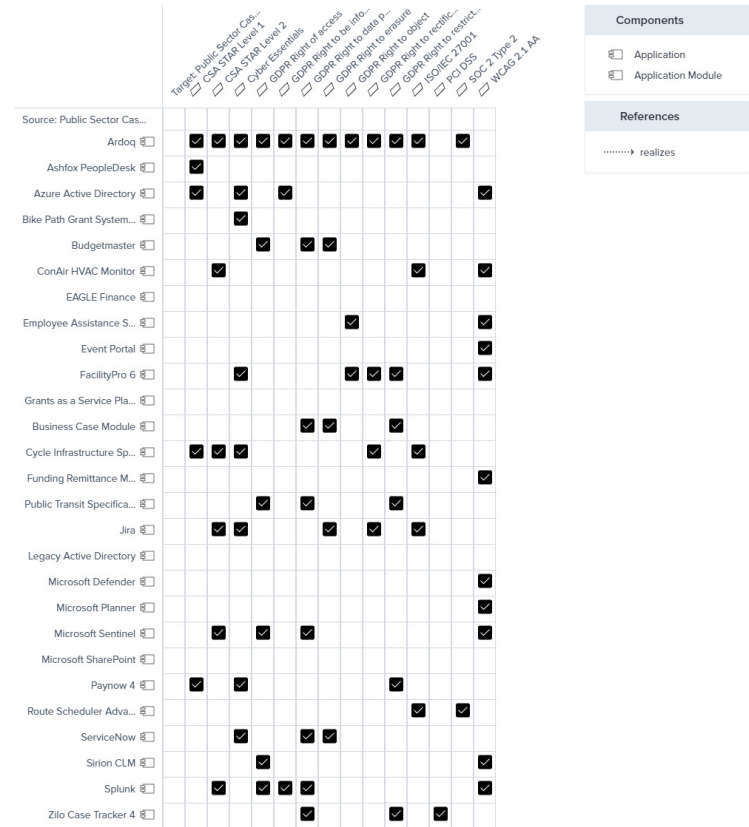
Visual 8: Process diagram from Playbook



## Navigating Compliance: Tracking Progress Against Standards

In the public sector, adhering to high standards and regulatory frameworks is not just best practice—it’s often a requirement to ensure that services are accessible, secure, and reliable for everyone. Public sector bodies are often held to stringent regulations and are expected to map their activities to cross-government initiatives or frameworks like the UK Cyber Assurance Framework (CAF).

Ardoq transforms compliance by replacing outdated document-based methods and disparate spreadsheets with its powerful reporting tools, which surface data from a single source of truth. The Ardoq Analysis and Reporting Module simplifies the creation of custom reports, visualizations, and dashboards that are tailored to specific stakeholders. Once set up, these are kept up-to-date automatically, based on data entered by app users, gathered through surveys, or integrated from other systems.

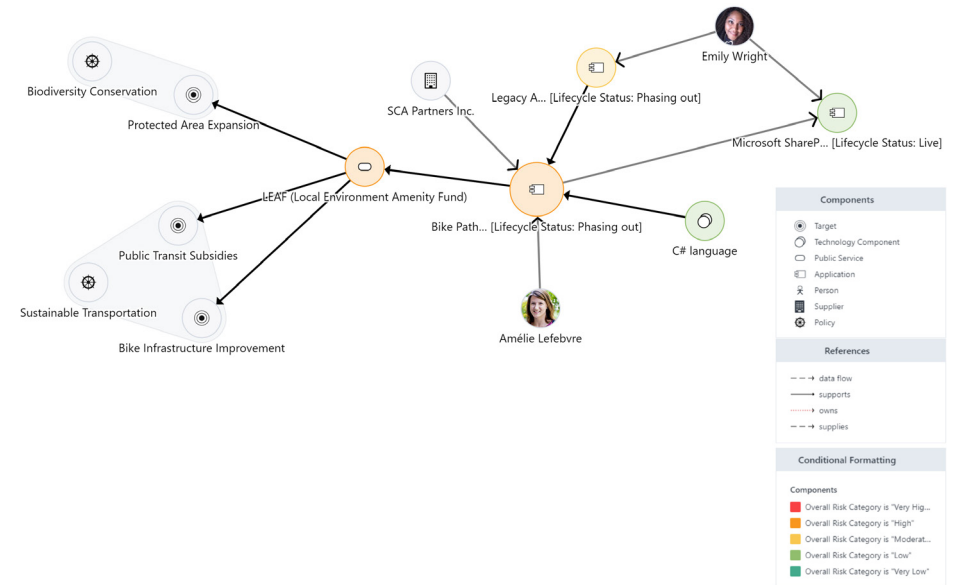


Visual 9: Dependency matrix to show alignment of applications with standards.

In many organizations, specific individuals are accountable for compliance with particular standards. Ardoq places people at the center of your architecture and empowers them to manage their own data effectively. This approach enables the capture and utilization of detailed compliance information that might otherwise remain underexploited.

This streamlined approach not only enhances compliance efforts but also enables organizations to adapt rapidly to regulatory changes, and respond promptly to requests for information from internal or external stakeholders.

### [How to represent Policies, Principles, Standards and Frameworks in Ardoq](#)



Visual 10: Discover viewpoint color-coded by risk, showing application components and the people associated with them.

## The Next Horizon: Adapting and Innovating With Ardoq

Many public sector organizations struggle to develop a culture of systemic innovation, caused by entrenched attitudes about “the way things have always been done” and a fear of negative media attention.

Pockets of innovation struggle to thrive without easy access to organizational data to support their ideas<sup>10</sup>. Legacy methods of communicating and testing these ideas are not compatible with the quick cycle times needed to iterate effectively and build confidence in new ideas, to drive improvements in service delivery<sup>11</sup>. This can easily create a culture where innovation stagnates, and good ideas are discarded without being given a chance.

Whether it's exploring the consequences of new policy implementations, adjusting service delivery models, or introducing new technology, Ardoq's [Scenarios](#) feature enables public sector leaders to simulate different outcomes, communicate these easily, and choose the path that best aligns with their long-term strategy.

<sup>10</sup> Powering European public sector innovation - Publications Office of the EU  
<sup>11</sup> Skills, attitudes and behaviours that fuel public innovation | Nesta



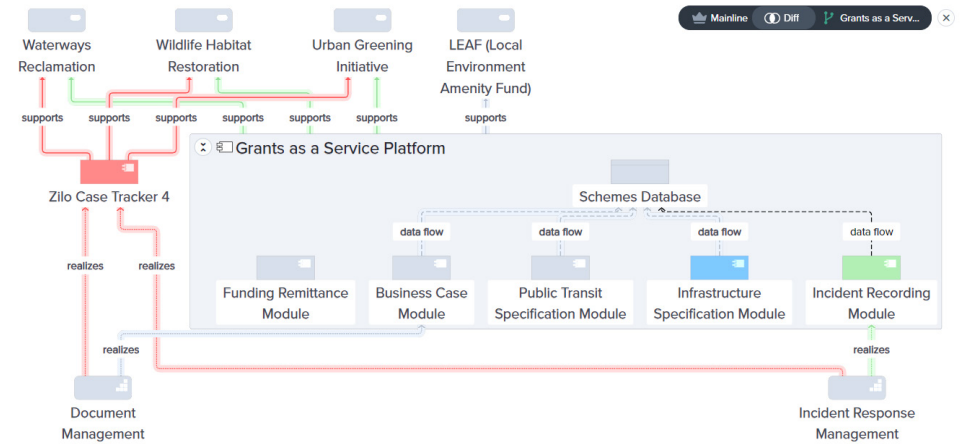
***“The best way to have good ideas is to have lots of ideas and discard the bad ones.” - Linus Pauling - Double Nobel Prize winner***

Scenarios are particularly effective in enhancing communication across diverse teams and stakeholders, whether this means bridging the gap between technical and non-technical stakeholders, or maintaining alignment across boundaries to deliver joined-up public services with partner organizations.

Any part of your model can be selected as the focus for the scenario, and branched from the mainline. This could be used to model new solution architectures before implementing them, explore the impact of disruption to a particular system, or make a roadmap for decommissioning legacy technology. Changes are captured as you make them, and automatically visualized using all of Ardoq’s existing Perspectives functionality, to show what’s changed.

Additionally, with [Ardoq Discover](#), trusted partners can be granted access to share and collaborate on reports, dashboards, and visualizations over the long term, without sending documents back and forth. This access is governed by a robust permissions model, ensuring that sensitive information remains secure.

<sup>1</sup> [Digital transformation in government: addressing the barriers to efficiency - NAO report](#)  
<sup>2</sup> [Data Literacy for the Public Sector — Data Foundation](#)



Visual 11: A block diagram showing the visual difference between a scenario and the mainline.





Discover how leading public sector organizations use Ardoq to navigate complexity and drive change. Read our [customer stories](#) to learn more about real-world successes and use cases.

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