

Stickytech Enterprise Integration Service

Service Definition

1. Service Overview

The Stickytech Enterprise Integration Service provides strategic, architectural, and design-led support to enable reliable, secure, and scalable integration across enterprise systems, platforms, and data sources. The service supports public-sector organisations in designing and governing integration solutions that enable interoperability, data sharing, and digital service delivery across internal and external boundaries.

The service is advisory and design-focused, aligned to cloud-first, API-led, and event-driven approaches, and is suitable for use within Agile and DevSecOps delivery models.

2. Service Objectives

The objectives of the Stickytech Enterprise Integration Service are to:

- Enable consistent, standards-based integration across the enterprise
- Reduce integration complexity, risk, and duplication
- Support interoperability between legacy, cloud, and SaaS platforms
- Improve data sharing, resilience, and reusability
- Provide assurance that integration approaches align with security, data, and regulatory requirements

3. Scope of the Service

In Scope

- Enterprise Integration Architecture design (conceptual, logical, physical)
- API architecture and API-led integration design
- Event-driven and message-based integration design
- Integration patterns, standards, and reference architectures
- Data integration and data movement design
- Integration governance, principles, and guardrails
- Design reviews and integration assurance
- Support to design authorities and governance forums

Out of Scope

- Solution build, implementation, or configuration
- Operational integration platform management
- Application development or testing
- Programme or project management

4. Integration Approaches Supported

The service supports a range of modern and legacy integration approaches, including:

- API-led integration (internal and external APIs)
- Event-driven architecture and messaging
- Batch and file-based integration (where required)
- Hybrid and multi-cloud integration
- SaaS and COTS integration

5. Service Users

The service is intended for:

- Product and delivery teams
- Enterprise, solution, and integration architects
- Data, platform, and security teams
- Senior Responsible Owners (SROs)
- Digital, technology, and data leadership

6. Service Levels

Level 1 – Advisory & Triage

Initial integration advice, standards clarification, and triage of integration requests.

Level 2 – Integration Design Services

Creation of enterprise integration architectures, API designs, event models, and integration standards.

Level 3 – Integration Review & Assurance

Structured design reviews and independent assurance of integration approaches.

Level 4 – High-Risk & Regulatory Assurance

Enhanced assurance for complex, high-risk, or regulatory-sensitive integrations.

7. Governance & Operating Model

The service operates within established enterprise governance structures, such as an Architecture Review Board or Design Authority. Integration decisions are risk-based, documented, and traceable, supporting audit and regulatory assurance.

8. Engagement & Ticketing

Requests for support are managed through an approved service management or ticketing system. Requests are prioritised based on risk, complexity, and delivery impact, with agreed response targets.

9. Accessibility & Inclusivity

The service aligns with public-sector accessibility requirements. Integration artefacts and documentation are produced in accessible formats where applicable, supporting inclusive design and assurance practices.

10. Security & Compliance

Integration designs are aligned with organisational security policies, data protection requirements, and regulatory obligations. The service supports secure-by-design integration approaches, including identity, access control, and data protection considerations.

11. Deliverables

Typical deliverables include:

- Enterprise integration architectures and diagrams
- API and event model designs
- Integration standards, patterns, and guardrails
- Design review and assurance reports
- Risk and issue registers
- Decision and deviation records

12. Constraints & Assumptions

The service is advisory and design-focused. Outcomes depend on the quality and timeliness of information provided by the customer. All advice represents point-in-time assessments and is limited to the agreed scope of engagement.

13. Value Proposition

The Stickytech Enterprise Integration Service enables consistent, secure, and scalable integration across the enterprise, reducing risk and complexity while accelerating digital delivery and improving interoperability.