

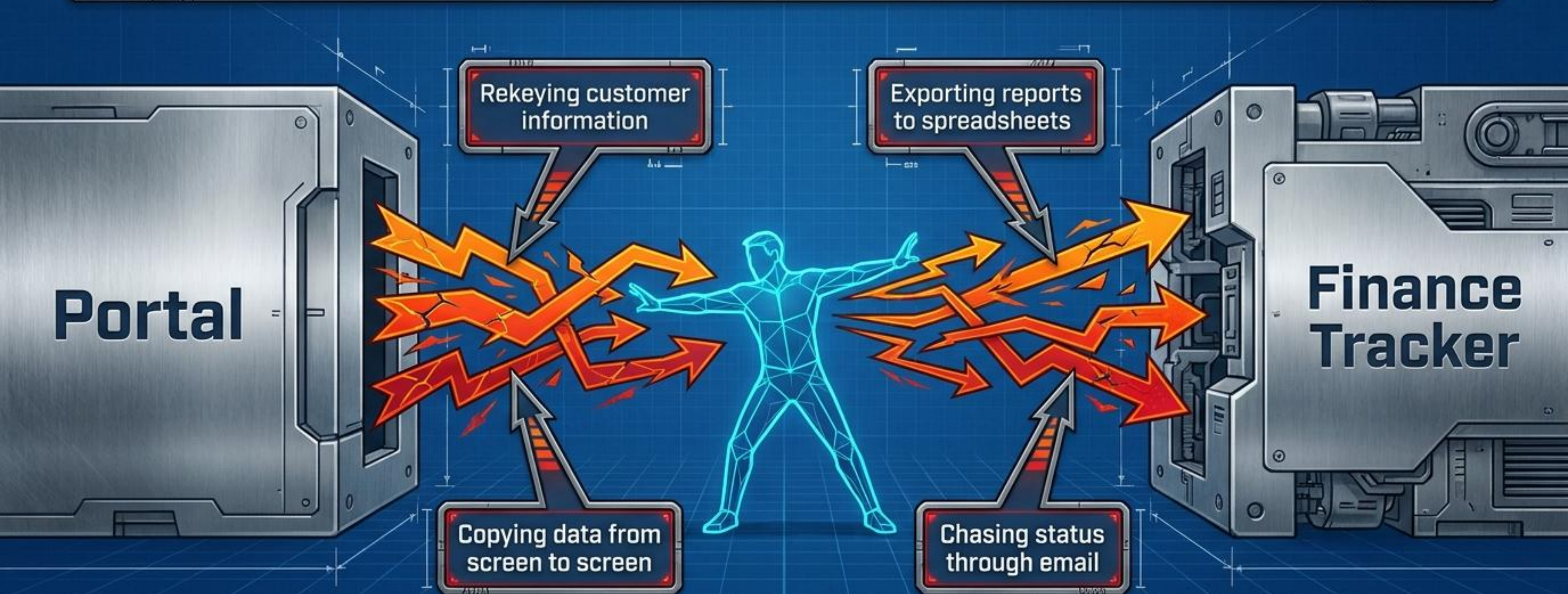
The Blueprint of Connection

TIO Domain 3 | Capability 3: Technology Integration

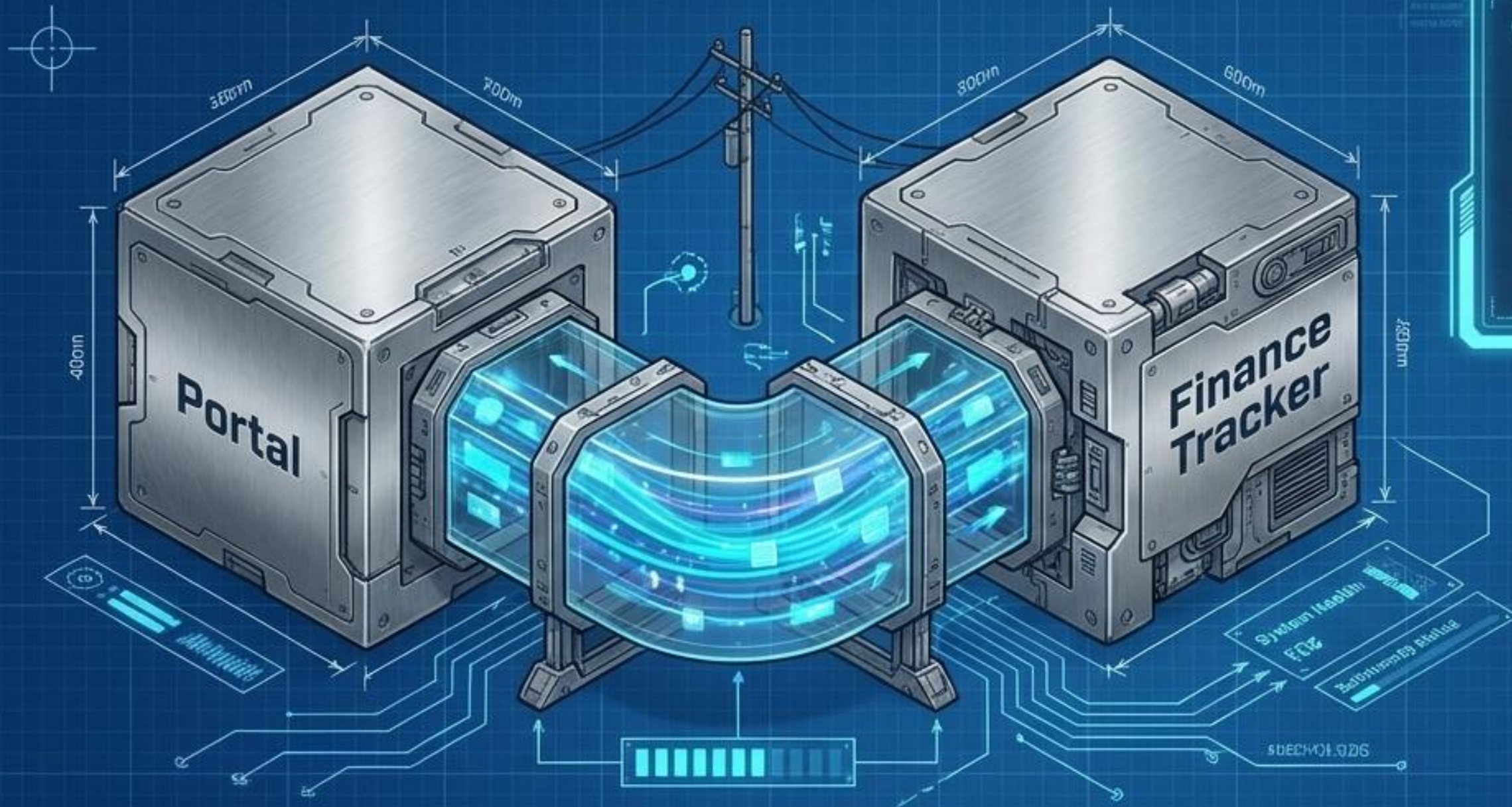
Designing how work moves reliably across the enterprise.

Disconnected Systems Create Disconnected Work.

Most organizations do not suffer only from too many tools. They suffer from too many disconnected tools. The work crosses systems, but the systems do not cross with the work.



T3: Technology Integration



Definition Panel

Integration is the organization's ability to connect systems, data, workflows, platforms, services, automations, and AI Use Cases so work can move across boundaries with less manual effort and more reliable information.

The Simple Truth: Integration is how the organization stops asking people to do work that systems should do reliably.

Distinguishing the Infrastructure from the Information

Technology Integration (T3)



Focus: The technical connection.



Owns: APIs, middleware, system bridges, vendor gateways.



Measures: Latency, uptime, system-to-system ping, technical failure rates.



Failure looks like: The API timed out.

Data Flow (D4)



Focus: The information payload.



Owns: The map of what moves, avoidance of manual spreadsheet handoffs, data reconciliation.



Measures: Accuracy, completeness, timeliness of the payload.

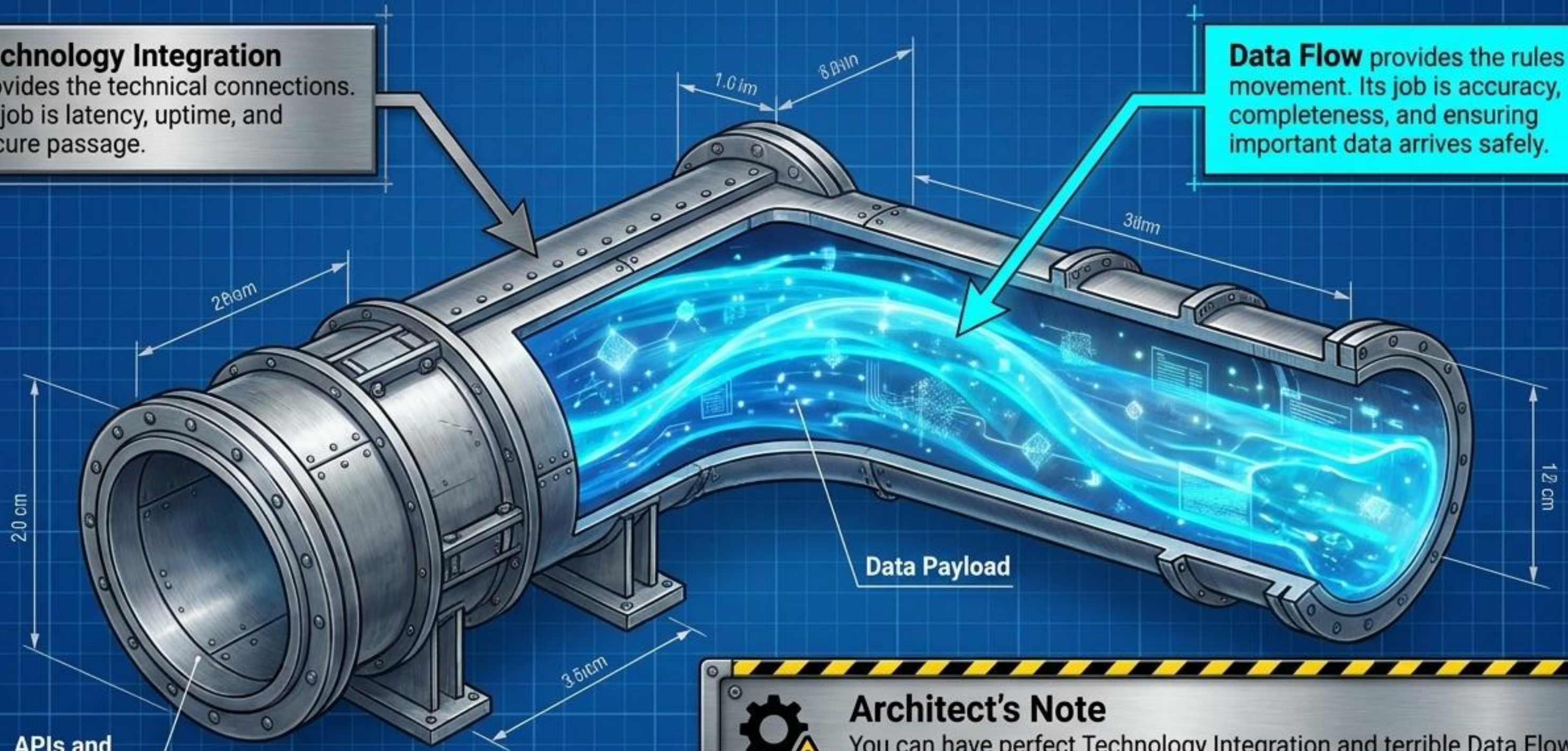


Failure looks like: The system connected, but the report is missing half the customer records.

The Pipe and the Payload

Technology Integration provides the technical connections. Its job is latency, uptime, and secure passage.

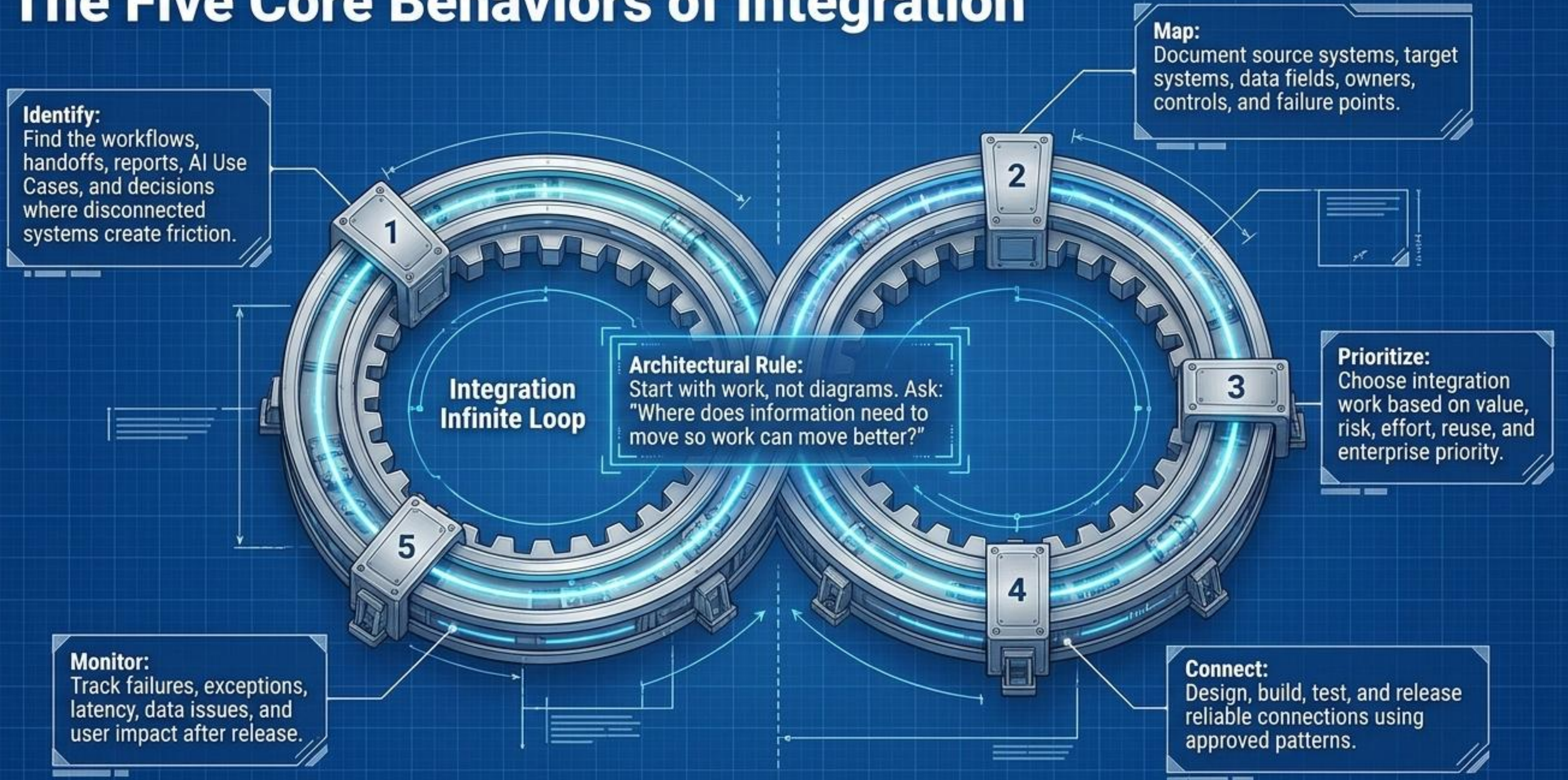
Data Flow provides the rules of movement. Its job is accuracy, completeness, and ensuring important data arrives safely.



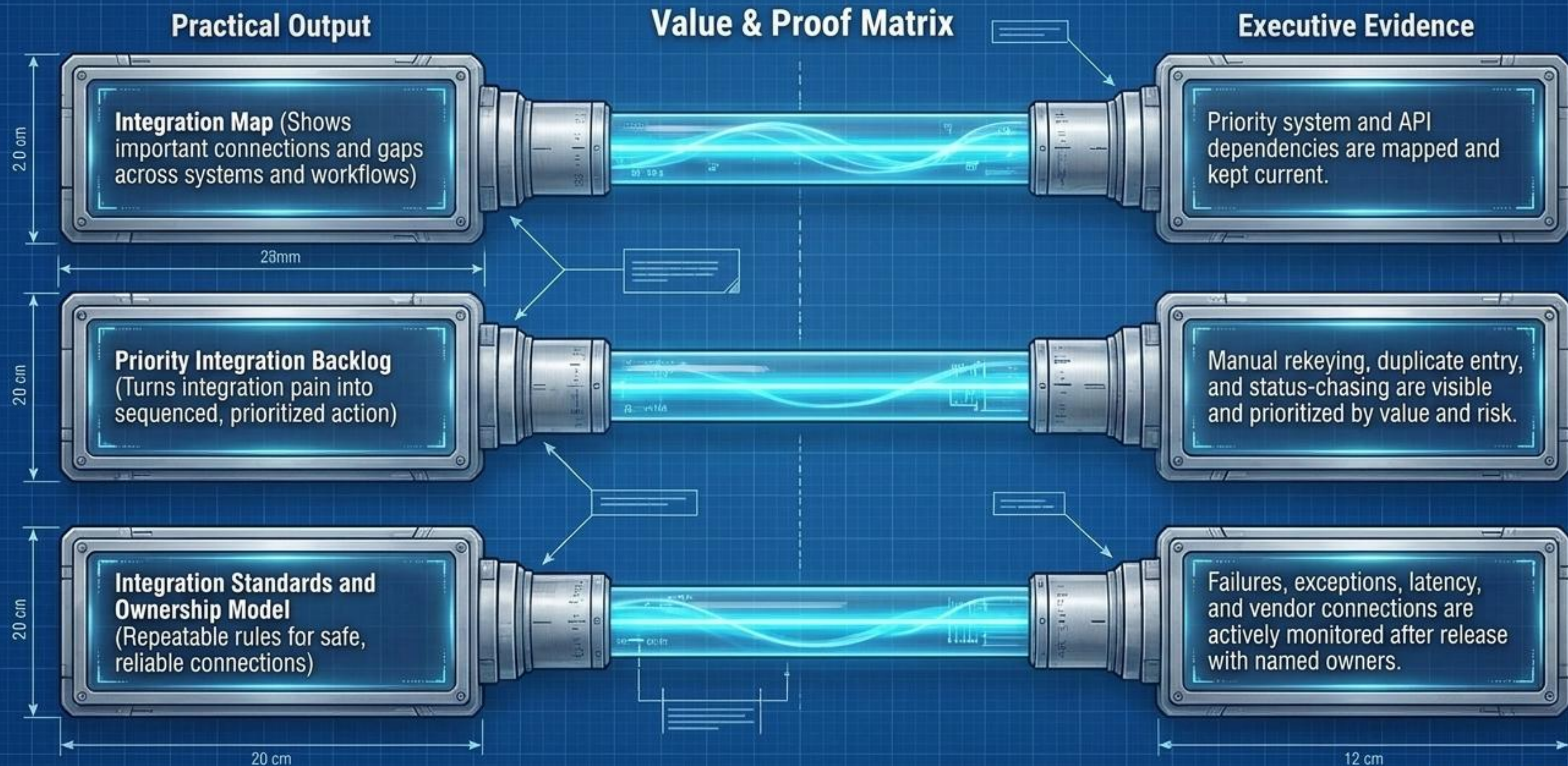
Architect's Note

You can have perfect Technology Integration and terrible Data Flow. A perfectly built pipe that pumps contaminated water is a failure.

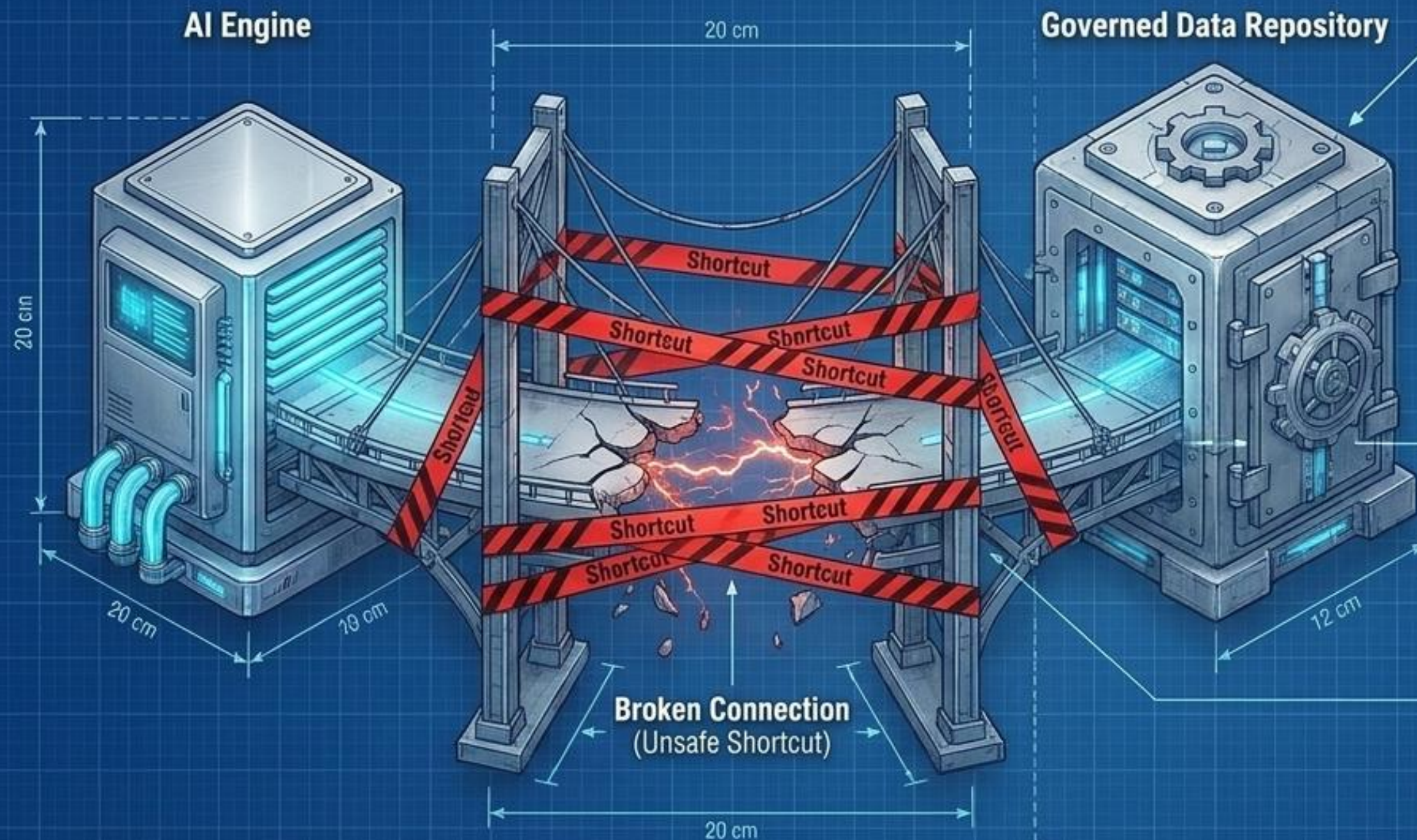
The Five Core Behaviors of Integration



Translating Pain into Governed Action



The AI and Automation Prerequisite



Core Insight:

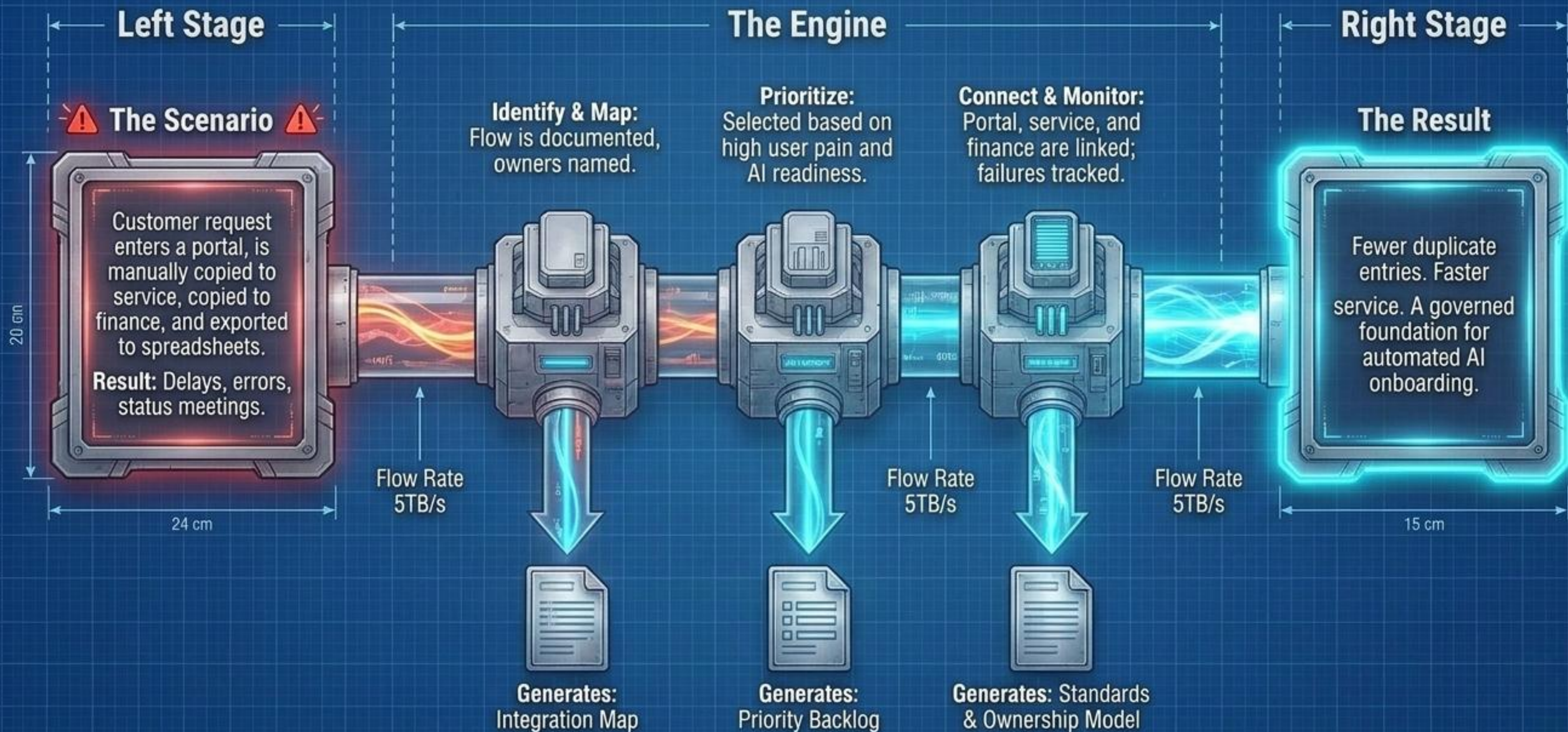
"AI Use Cases and automations cannot access governed information without unsafe shortcuts."

New platforms create new silos if connection needs are ignored.

AI automations that depend on manual exports or unmanaged data movement create hidden compliance and security risks.

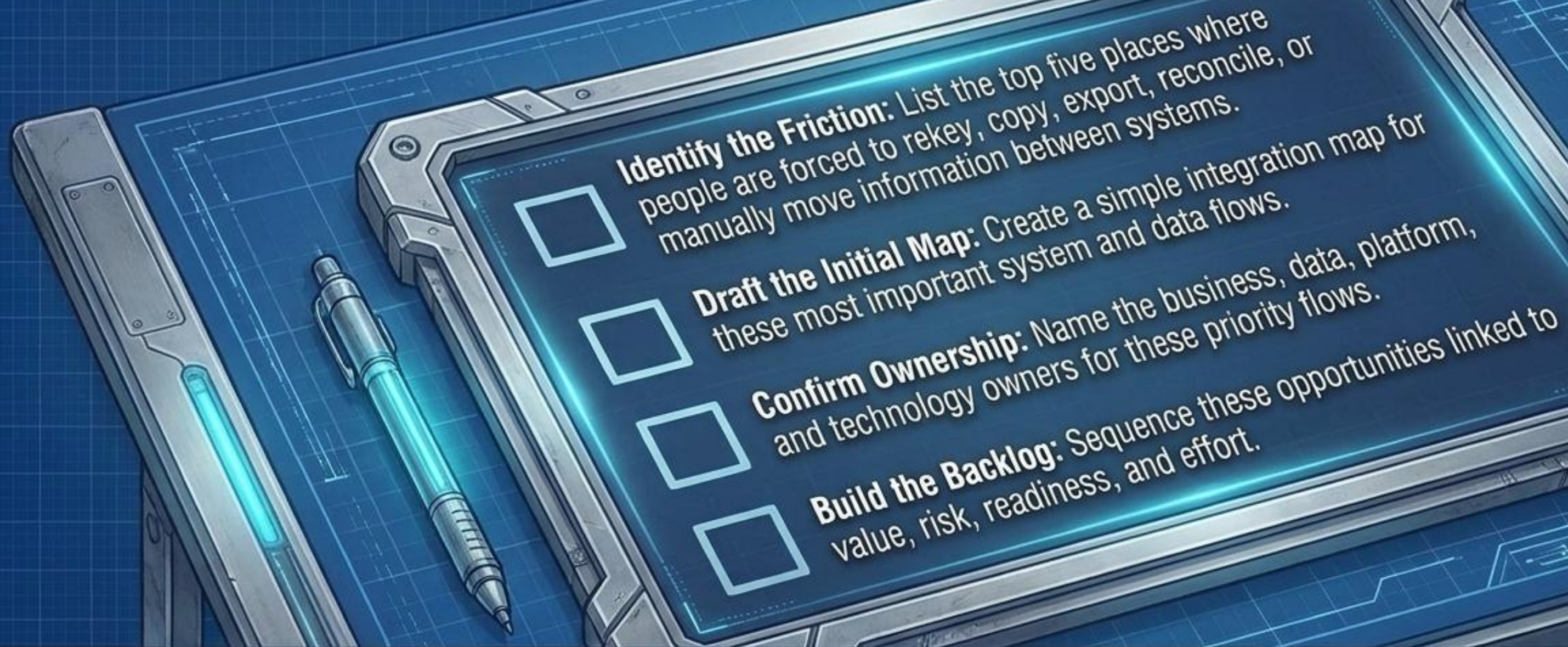
Do not connect everything. Connect the flows that matter most for value, risk, and readiness.

The Operating Model in Practice



Minimum Viable Integration

Start where the work breaks.

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- ☐ **Identify the Friction:** List the top five places where people are forced to rekey, copy, export, reconcile, or manually move information between systems.
 - ☐ **Draft the Initial Map:** Create a simple integration map for these most important system and data flows.
 - ☐ **Confirm Ownership:** Name the business, data, platform, and technology owners for these priority flows.
 - ☐ **Build the Backlog:** Sequence these opportunities linked to value, risk, readiness, and effort.

The best first conversation is not about architecture patterns. It is about where people are acting as the connection.