

Tendances Logicielles

L'architecture pour répondre aux besoins métier

SOA

Retours d'expérience et Enjeux Futurs

Jean-Baptiste François, *Expert BPM*



Agenda

- Retours d'expérience
- Enjeux Futurs



Retours d'expérience



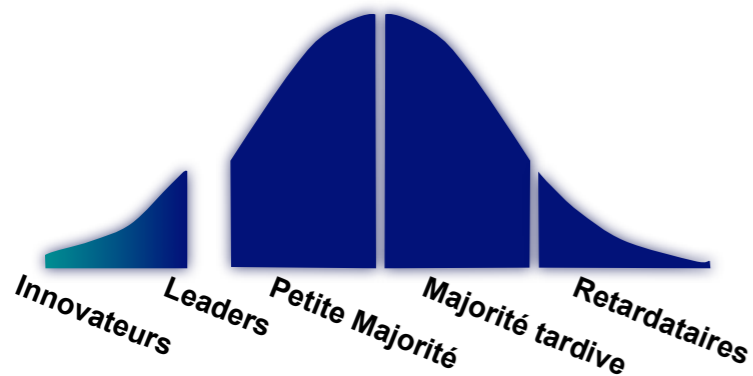
Les 3 dernières années, qu'a t'on fait ?

- Intégration, mise en place d'EAI
- Urbanisation
- Portail d'accès
- standardisation, web services-ation du SI

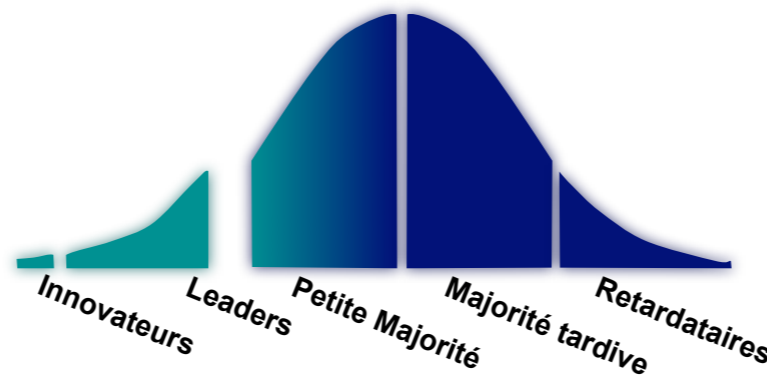


Retour en images

Au démarrage
2005-2006

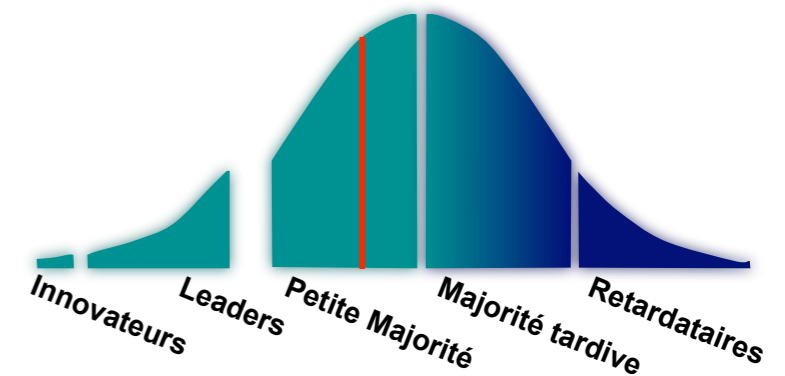


Alignement entre IT et Métier
2006-2007



SMART SOA

Aujourd'hui



Sept 2005
Phase I

Introduced Lifecycle and Reference Architecture

2H 2006
Phase III

SOA Ecosystem

2H 2007
Phase V

SMART SOA

1H 2006
Phase II

SOA - Entry Points

1H 2007
Phase IV

Alignment of Business & IT

1Q 2008
Phase VI

Smart SOA™
the experienced Approach



Retour en chiffres



- 97% des clients ont justifié en amont leurs projets SOA sur le coût
- 100% ont observe une meilleure flexibilité métier
- 71% ont réduits les risques
- 51% ont observe une hausse de revenu

Source: The Business Value of SOA, 2006
Institute for Business Value Study

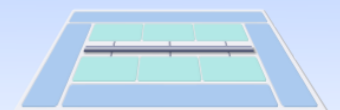


En terme de Maturité...

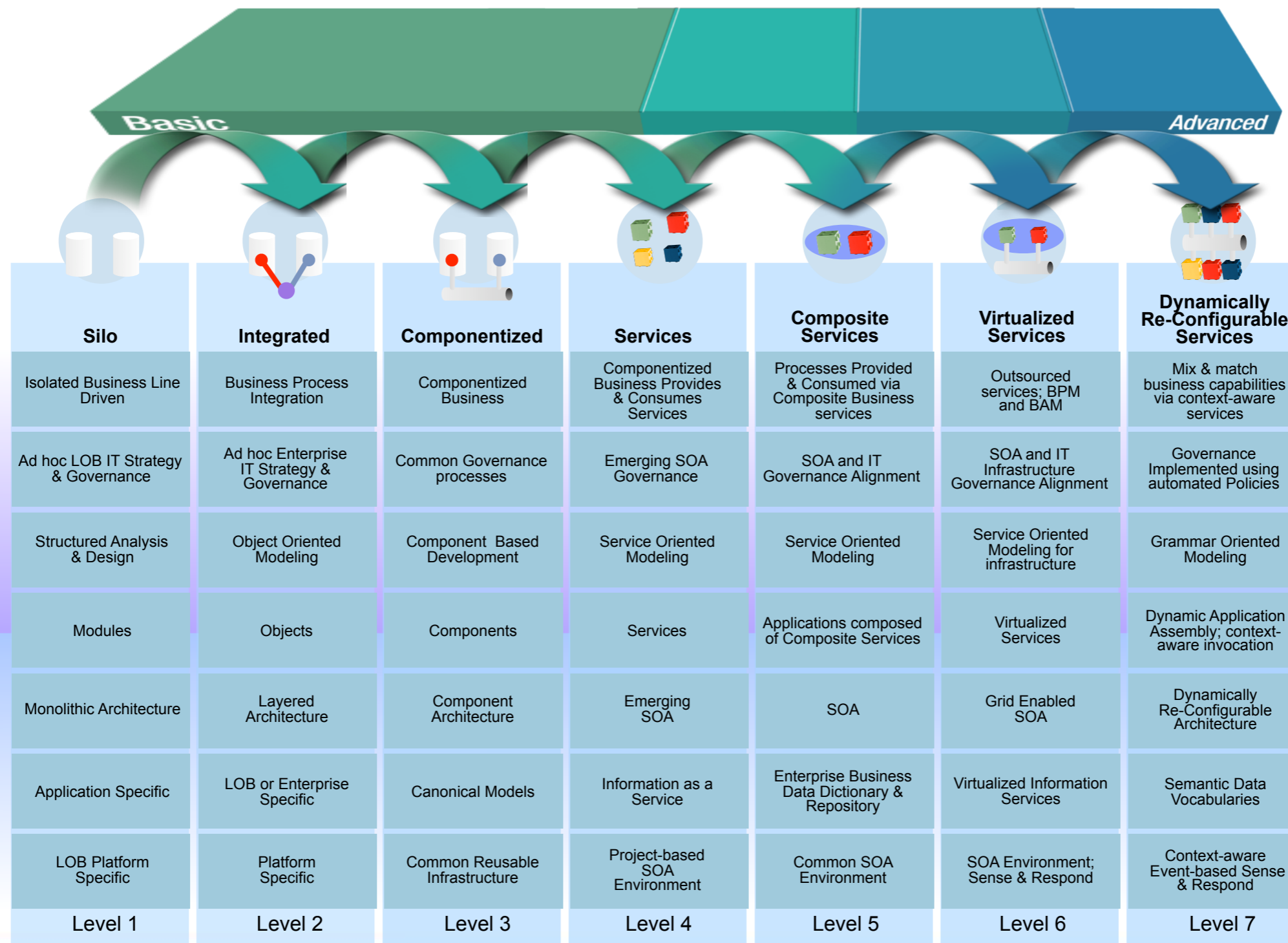


Business

IT

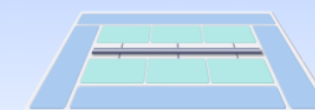


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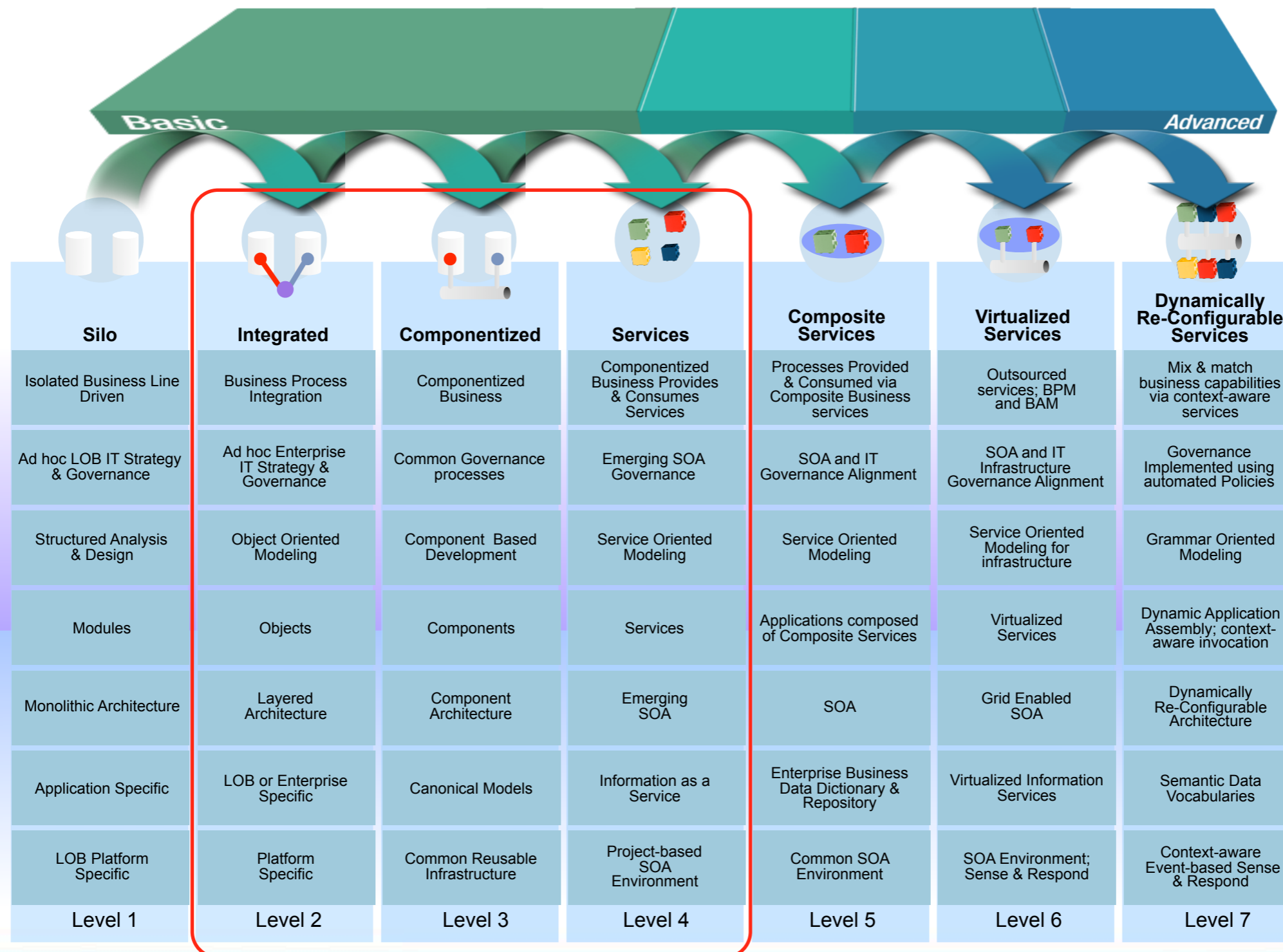


Business

IT

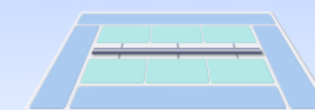


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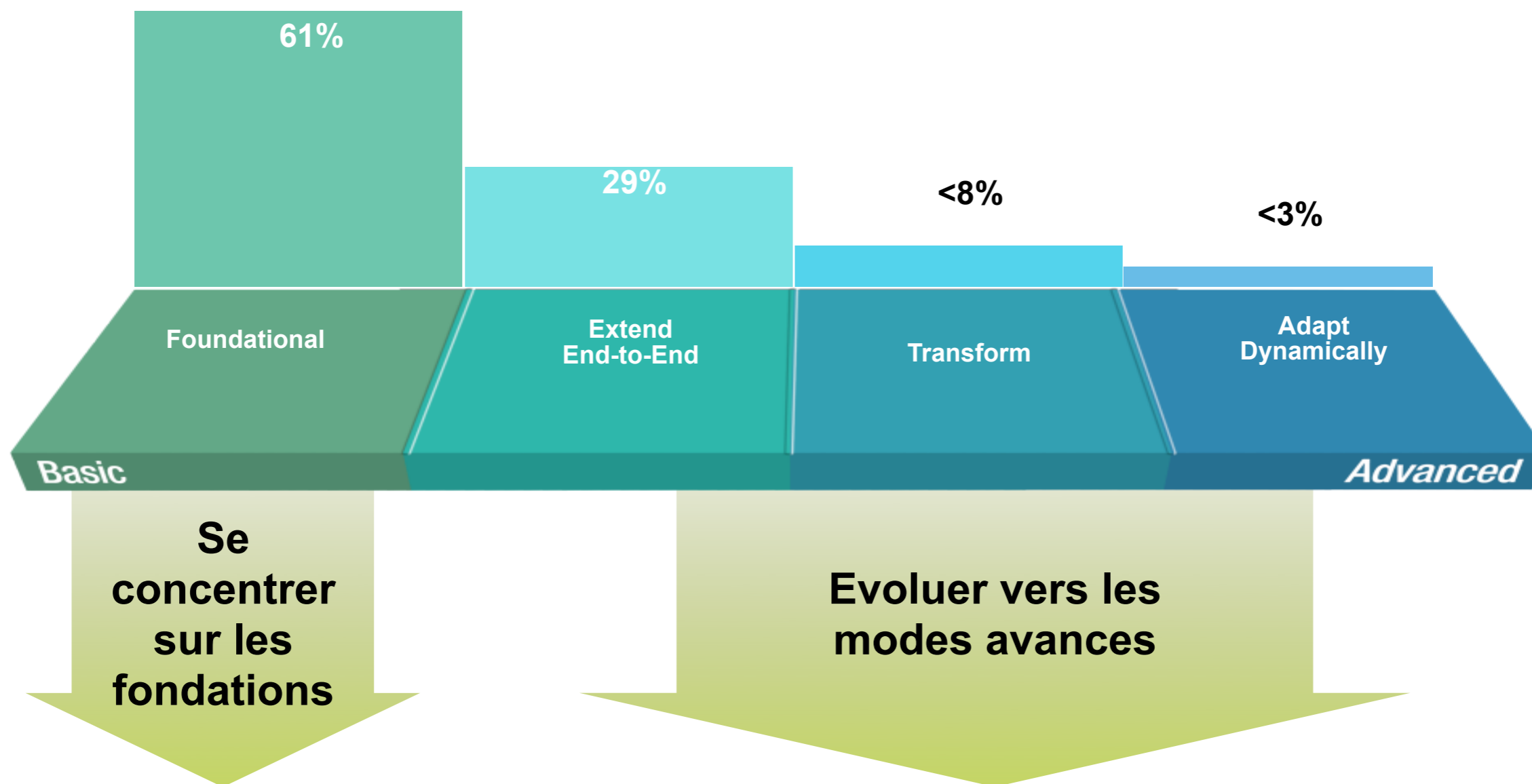


Business

IT



Où en est-on ?



Voir Grand, Commencer Petit et Réussir Souvent



Qui nous a fait confiance ?

La moitié des 30 plus grandes entreprises d'électronique

10 des 10 plus grands constructeurs automobiles

Plus de 2500 Partenaires SOA

8 des 10 plus grandes banques

4 des 10 plus grandes surfaces

9 des 10 plus grandes telco

8 des 10 plus grands assureurs

80 Références PME



Enjeux Futurs



Enjeux Futurs

- Le web service legacy
- Gouvernance
- Faire évoluer un système flexible ?
- Intégrité des processus
- Faire travailler les métiers



- Les spaghettis nouvelle mode
- La multiplication des petits pains
- Flexible, mais a quel prix ?

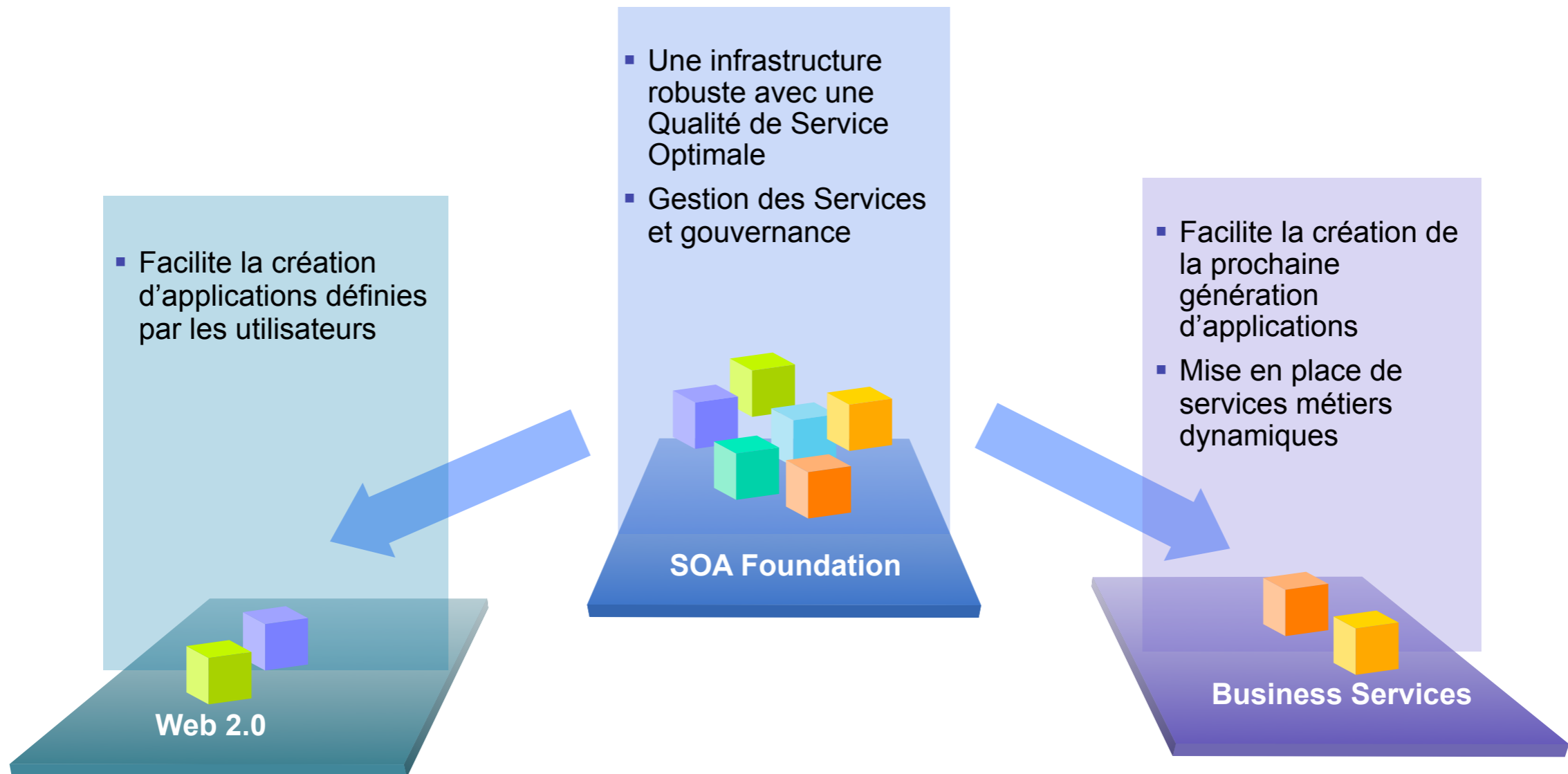


Une fois la base établie, que faire ?

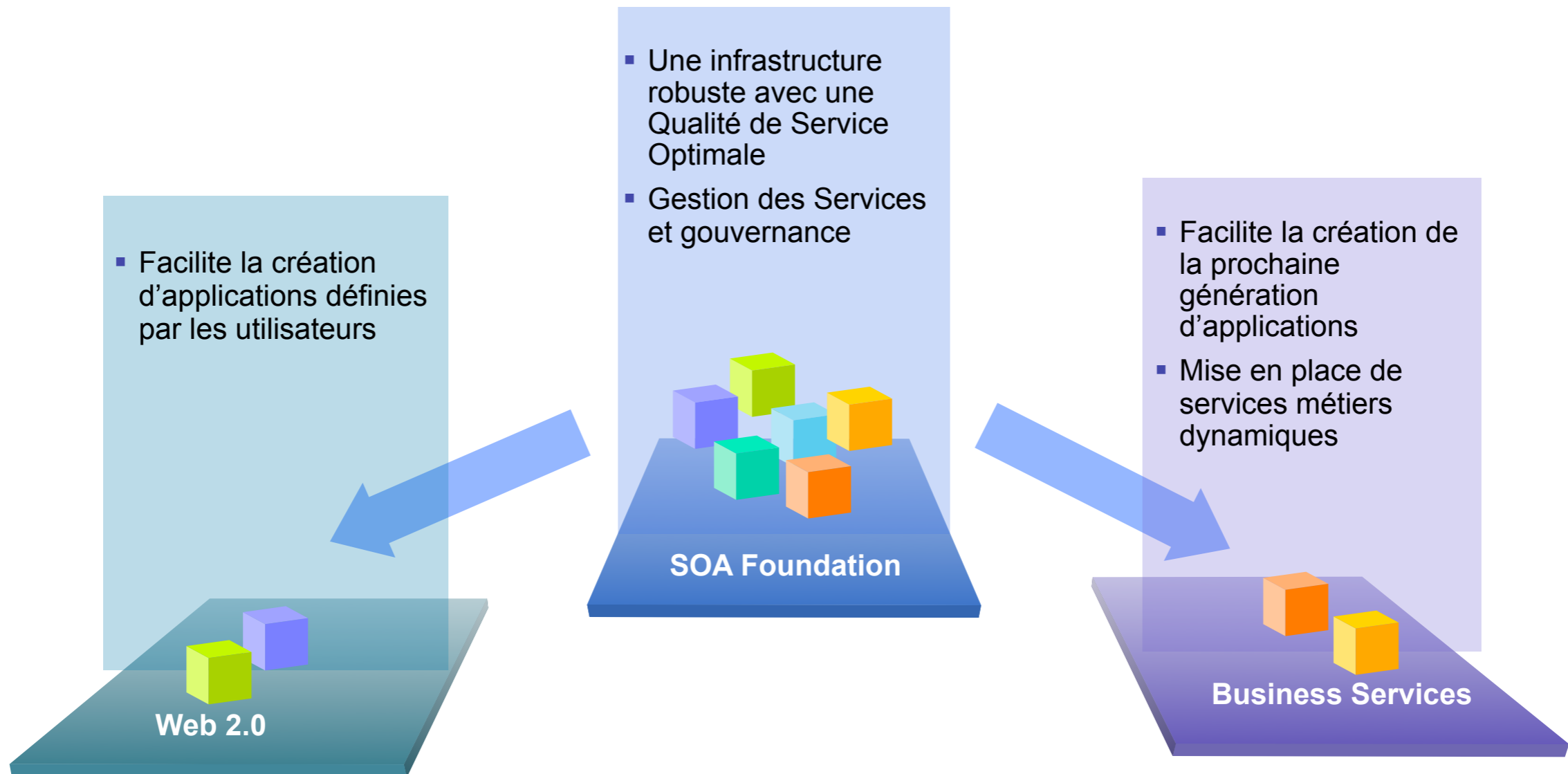
- Une infrastructure robuste avec une Qualité de Service Optimale
- Gestion des Services et gouvernance



Une fois la base établie, que faire ?



Une fois la base établie, que faire ?



Les bases sont en places mais les besoins évoluent avec d'un cote la multiplication des Interfaces Utilisateurs et applications et de l'autre des contraintes de gestion des services métiers

On a fait disparaître les silos pour gérer des grains



On a fait disparaître les silos pour gérer des grains

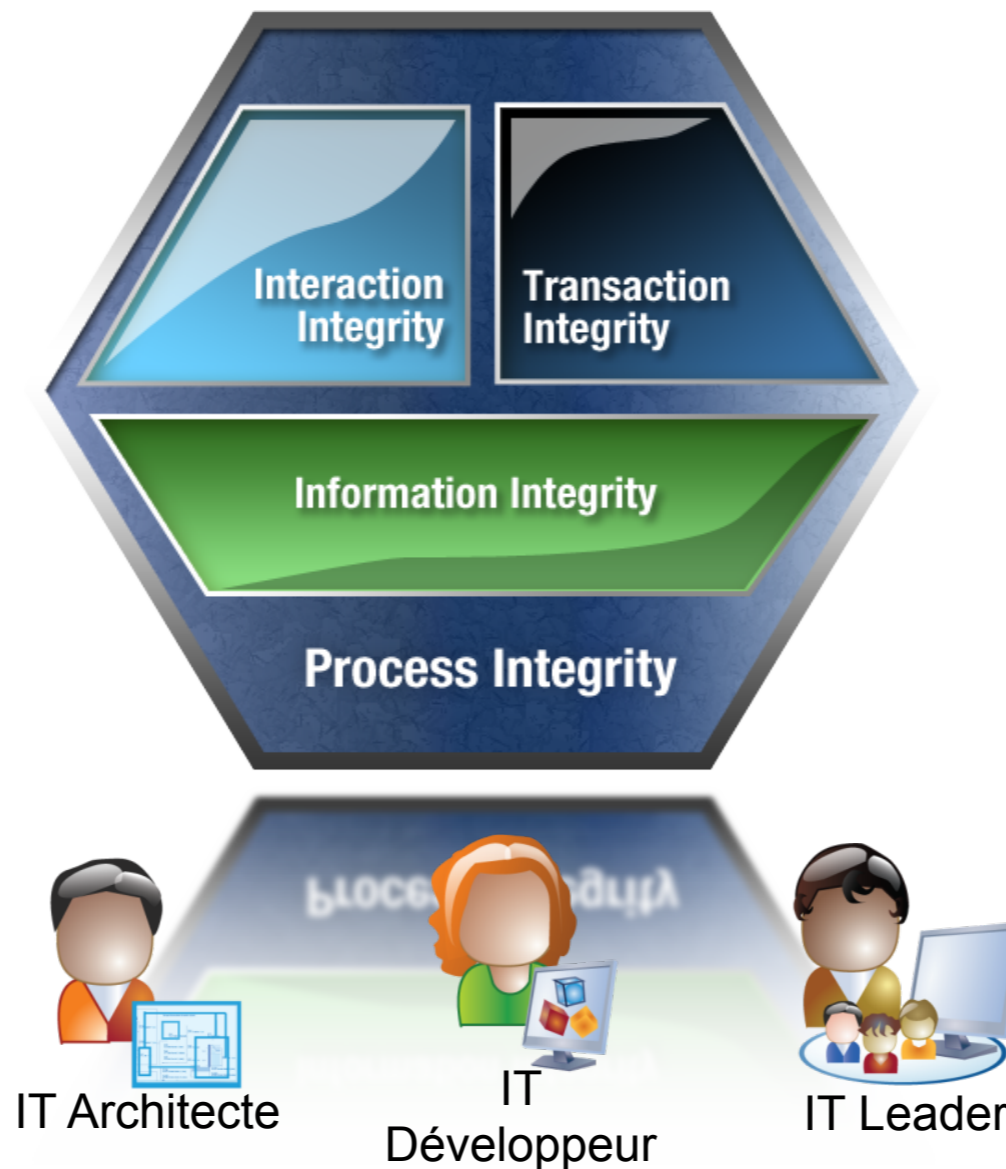


On a fait disparaître les silos pour gérer des grains



La gouvernance SOA est un facteur clé de réussite dans le temps, sans quoi on retombe dans le plat de spaghetti. D'où la mise en place d'un référentiel de service solide...

L'intégrité des processus



Un moteur de processus complet vous assure l'intégrité et la consistance de vos processus dans un environnement faiblement couplé avec la même predictabilité que dans une application packagée

La multiplication des petits pains

Besoins
Génériques

Un faible nombre
d'applications,
beaucoup d'utilisateurs



Un faible nombre
d'utilisateurs,
beaucoup d'applications



Besoins
Spécifiques



La multiplication des petits pains

Besoins
Génériques

Un faible nombre
d'applications,
beaucoup d'utilisateurs



Un faible nombre
d'utilisateurs,
beaucoup d'applications

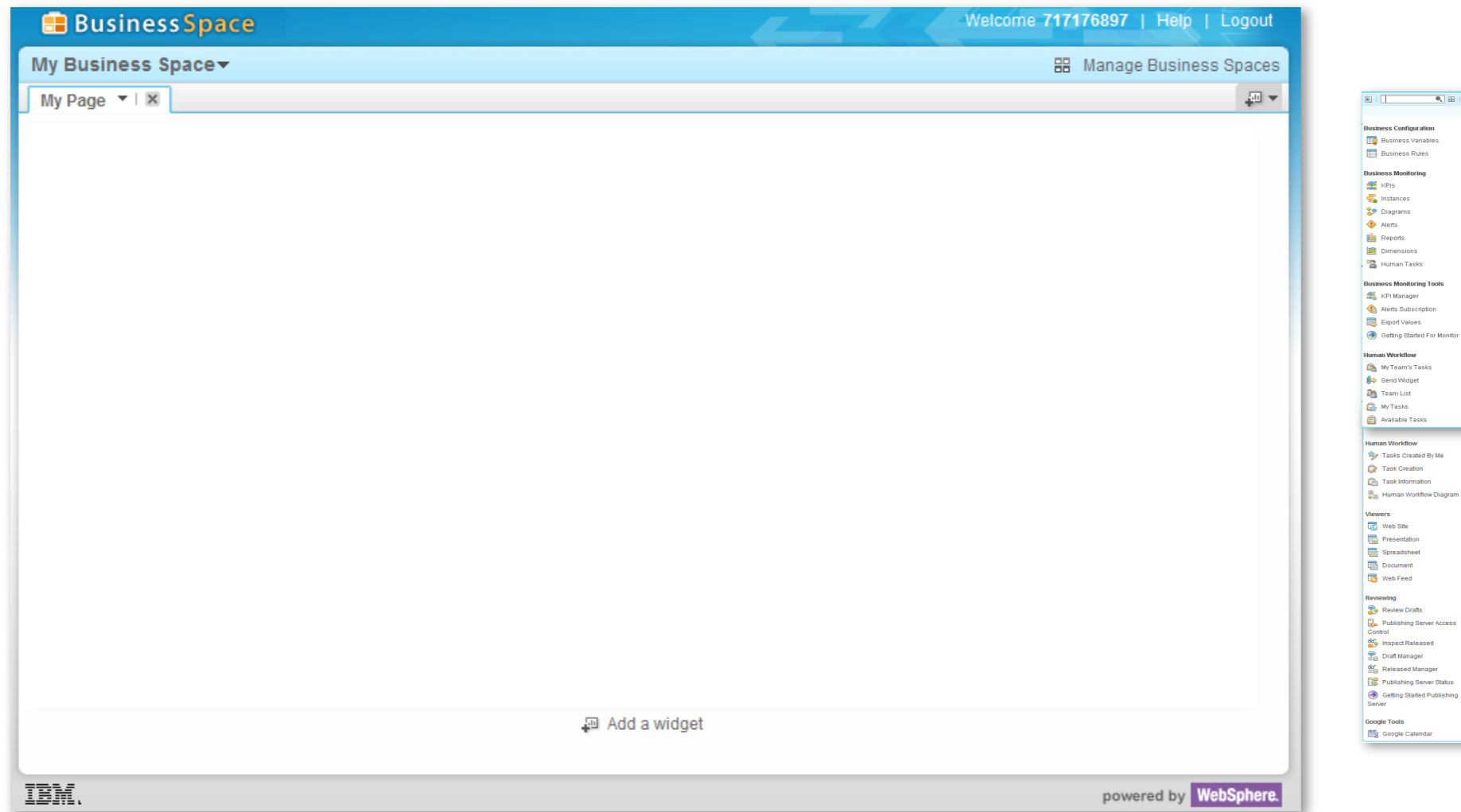


Besoins
Spécifiques

Donnez a vos utilisateurs les moyens de les construire eux-même leurs applications via des Mashups



Comment faire travailler les métiers ?



Comment faire travailler les métiers ?

The screenshot displays the IBM BusinessSpace web application. At the top, the header includes the BusinessSpace logo, a user welcome message 'Welcome 717176897', and links for 'Help' and 'Logout'. Below the header, there's a navigation bar with 'My Business Space' and 'Manage Business Spaces'. The main content area is titled 'Business Rules' and shows a list of tasks. The first task, 'Business rules task 01', is expanded to show details for 'Business rule:1', which is marked as the 'Default rule' and 'Active'. The details include two schedules: 'Schedule 1' (8/1/08 8:00 AM to 8/31/08 8:00 AM) and 'Schedule 2' (10/30/08 8:00 PM to 10/31/08 7:59 PM). A description states 'This is Rule template:1' and a rule value is defined: 'If 'Business rules task 01.Input.int attribute' is greater than or equal to 9900, then 'Business rules task 01.Output.bool attribute' is set to true'. There are 'Save' and 'Reset' buttons. Below this, 'Business rule:2' is shown as 'Inactive'. A list of other tasks (02-10) is visible at the bottom of the expanded view. The interface is powered by WebSphere, as indicated at the bottom right.

A vertical sidebar menu on the right side of the interface, listing various application components and tools. The categories include:

- Business Configuration:** Business Variables, Business Rules.
- Business Monitoring:** KPIs, Instances, Diagrams, Alerts, Reports, Dimensions, Human Tasks.
- Business Monitoring Tools:** KPI Manager, Alerts Subscription, Export Values, Getting Started For Monitor.
- Human Workflow:** My Team's Tasks, Send Widget, Team List, My Tasks, Available Tasks.
- Human Workflow (continued):** Tasks Created By Me, Task Creation, Task Information, Human Workflow Diagram.
- Viewers:** Web Site, Presentation, Spreadsheet, Document, Web Feed.
- Reviewing:** Review Drafts, Publishing Server Access Control, Inspect Released, Draft Manager, Released Manager, Publishing Server Status, Getting Started Publishing Server.
- Google Tools:** Google Calendar.

Comment faire travailler les métiers ?

BusinessSpace Welcome 717176897 | Help | Logout

My Business Space Manage Business Spaces

My Page

Business Rules

Business rules task 01

Business rule:1 Default rule Active

Schedule 1: Start date: 8/1/08 8:00 AM
End date: 8/31/08 8:00 AM

Schedule 2: Start date: 10/30/08 8:00 PM
End date: 10/31/08 7:59 PM

This is Business rule:1 ...

Template Rule:1

Description:
This is Rule template:1

Rule values:
If 'Business rules task 01.Input.int attribute' is greater than or equal to 9900, then 'Business rules task 01.Output.bool attribute' is set to true

Save Reset

Template Rule:2

Business rule:2 Inactive

Business rules task 02

Business rules task 03

Business rules task 04

Business rules task 05

Business rules task 06

Business rules task 07

Business rules task 08

Business rules task 09

Business rules task 10

Save All Reset All

Google Calendar

June 2008

S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Gadgets powered by Google

Human Tasks

Completed	Owner	Creation Time	Claim Time
<input type="checkbox"/>	717176897	June 26, 2008 10:44:41 AM	June 26, 2008 10:48:27 AM
<input type="checkbox"/>	Unassigned	June 26, 2008 10:53:48 AM	

Page 1 of 1 Go to page: Results 1 to 2 of 2

Reports

Basic analysis

CreationTime

All Country Avg Sales

Web Feed

IBM Press Releases - All Topics - United States

* USDA-ARS, Mars and IBM Intend to Sequence and Study The Cocoa Genome

The United States Department of Agriculture-Agricultural Research Service (USDA-ARS), Mars, Incorporated, and IBM I.....

* HOCHTIEF Property Management Selects IBM for Advanced Real Estate Management Information System

German HOCHTIEF Property Management GmbH has signed a five-year information technology (IT) services contract with

* Alain J. P. Belda elected to IBM Board of Directors

The IBM (NYSE: IBM) board of directors today elected Alain J. P. Belda to the board, effective July 29, 2008. Mr. B.....

* IBM and Manulife Sign a Service Agreement Expansion

IBM today announced an expansion and extension of its current service agreement to manage Manulife Financial's

* IBM Opens Africa's First "Cloud Computing" Center, Second Cloud Center in China

BEIJING, CHINA and JOHANNESBURG, SOUTH AFRICA IBM (NYSE: IBM) today announced the opening of new 'cloud comput.....

Next

powered by **WebSphere**

Business Configuration

- Business Variables
- Business Rules

Business Monitoring

- KPIs
- Instances
- Diagrams
- Alerts
- Reports
- Dimensions
- Human Tasks

Business Monitoring Tools

- KPI Manager
- Alerts Subscription
- Export Values
- Getting Started For Monitor

Human Workflow

- My Team's Tasks
- Send Widget
- Team List
- My Tasks
- Available Tasks

Human Workflow

- Tasks Created By Me
- Task Creation
- Task Information
- Human Workflow Diagram

Viewers

- Web Site
- Presentation
- Spreadsheet
- Document
- Web Feed

Reviewing

- Review Drafts
- Publishing Server Access Control
- Inspect Released
- Draft Manager
- Released Manager
- Publishing Server Status
- Getting Started Publishing Server

Google Tools

- Google Calendar

Comment faire travailler les métiers ?

The screenshot shows the IBM BusinessSpace web application. The main content area is titled 'My Business Space' and contains several widgets:

- Business Rules:** A tree view on the left shows 'Business rules task 01' expanded, containing 'Business rule:1' (Default rule, Active) and 'Template Rule:1'. Below, the rule details for 'Business rule:1' are shown, including schedules and a description: 'This is Rule template:1'. Rule values are defined as: 'If 'Business rules task 01.Input.int attribute' is greater than or equal to 9900, then 'Business rules task 01.Output.bool attribute' is set to true'. There are 'Save' and 'Reset' buttons.
- Google Calendar:** A calendar widget for June 2008.
- Human Tasks:** A table with columns: Completed, Owner, Creation Time, Claim Time. It shows two tasks, one assigned to user 717176897 and another to 'Unassigned'.
- Reports:** A 3D bar chart titled 'Basic analysis' showing 'All Country Avg Sales' over 12 periods. The y-axis ranges from 0 to 1,750.
- Web Feed:** A list of news items from IBM Press Releases, including 'USDA-ARS, Mars and IBM Intend to Sequence and Study The Cocoa Genome' and 'IBM and Manulife Sign a Service Agreement Expansion'.

The interface is powered by WebSphere. A vertical navigation sidebar on the right contains various tool categories like Business Configuration, Business Monitoring, and Human Workflow.

Réduisez la durée de vos projets et reporter les coûts de modification sur les métiers en leur donnant les moyens d'agir

Faire Plus avec Moins



Faire Plus avec Moins

Liste des Taches personnalisée et ordonnée par priorité

Formulaire de saisie Consistance et Validation

Liste de mon equipe Partage du travail

Suivez le statut de ce processus

The screenshot displays the IBM Business Space for Human Workflow interface. It features several key components:

- My Tasks (4):** A list of tasks sorted by due date, including 'Check claim' requests for Mercedes, BMW, and Volvo.
- Team Tasks (2):** A list of tasks assigned to the team, such as 'Check claim' requests for Porsche and Audi.
- Details:** An 'Employee Personal Data Form' for 'Schoenka, T | Maxwell' with fields for birth date, citizenship, education level, contact info, and emergency contact.
- Task Launchpad:** A 'Report a claim' button for car insurance.
- Human Workflow Diagram:** A visual representation of the process flow, showing tasks like 'Approve', 'Decision', and 'Audit claim' connected by arrows.
- Users:** A list of team members with their task counts: Katharina Jaspers (2 tasks), Frank Leo Mielke (0 tasks), and Andrea Elias (1 task).

Faire Plus avec Moins

Liste des Taches personnalisée et ordonnée par priorité

Formulaire de saisie Consistance et Validation

Liste de mon equipe Partage du travail

Suivez le statut de ce processus

The screenshot displays the IBM Business Space for Human Workflow interface. On the left, there are three task lists: 'My Tasks (4)', 'Team Tasks (2)', and 'My Tasks (4)'. The 'My Tasks (4)' list shows tasks like 'Check claim request for a Mercedes created by customer 112358'. The 'Team Tasks (2)' list shows tasks like 'Check claim request for a Porsche created by customer 1234'. The main area features an 'Employee Personal Data Form' with fields for Name, Birthdate, Birth Place, Citizenship, and Contact Info. Below the form is a 'Human Workflow Diagram' showing a process flow with decision points and task nodes. On the right, there is a 'Task Launchpad' with a 'Report a claim' button and a 'Users' list showing names and task counts.

Pouvoir créer et fournir rapidement des applications de workflow avec formulaire est un plus. La dématérialisation du papier n'est pas une nouveauté, mais les conditions économiques actuelles demandent une excellence opérationnelle.



Réduire le temps de mise en oeuvre

The screenshot displays the IBM BusinessSpace interface. On the left, a map titled "Average Sales in Europe" shows sales performance by region, color-coded as follows:

- Good (Green)
- Average (Yellow)
- Poor (Red)
- No data (Orange)

On the right, the "Business Rules" configuration panel is shown for a rule named "ClassifyCustomer". The rule is active and has a default classification of "STANDARD". Below this, there are two rule definitions:

- Classify_Med:** Description: "Default classification is STANDARD". Buttons: Save, Reset.
- Classify_High:** Description: "If credit score is larger than 700 then customer is classified as GOLD". Buttons: Save, Reset.

At the bottom of the Business Rules panel, there are "Save All" and "Reset All" buttons. The interface also includes an "Alerts" section at the bottom left showing a list of alerts with columns for "Subject" and "Date and Time".

Réduire le temps de mise en oeuvre

Visualiser vos indicateurs

The screenshot displays the IBM BusinessSpace interface. On the left, a map titled "Average Sales in Europe" shows various European countries color-coded by sales performance: green for "Good", yellow for "Average", red for "Poor", and orange for "No data". A legend below the map identifies these categories. Below the map is an "Alerts" section with a table of notifications:

Subject	Date and Time
Service Level Agreement has been missed	June 19, 2008 9:13:00 AM
Service Level Agreement has been missed	June 19, 2008 9:01:08 AM
Service Level Agreement has been missed	June 19, 2008 9:00:26 AM

On the right, the "Business Rules" configuration panel is visible. It shows a rule named "ClassifyCustomer" which is active and the default rule. The rule is configured with the following description and values:

Description:
 Rule values:
 Default classification is STANDARD

Classify_Med

Classify_High

Description:
 Rule values:
 If credit score is larger than 700 then customer is classified as GOLD

Buttons for "Save", "Reset", "Save All", and "Reset All" are present for each rule configuration.

Réduire le temps de mise en oeuvre

The screenshot displays the IBM BusinessSpace interface. On the left, a map titled 'Average Sales in Europe' shows sales performance by region, color-coded as Good (green), Average (yellow), Poor (red), or No data (orange). Below the map is an 'Alerts' section with a table of notifications.

Subject	Date and Time
Service Level Agreement has been missed	June 19, 2008 9:13:00 AM
Service Level Agreement has been missed	June 19, 2008 9:01:08 AM
Service Level Agreement has been missed	June 19, 2008 9:00:26 AM

On the right, the 'Business Rules' configuration panel is shown. It lists several rules, including 'ClassifyCustomer' which is the 'Default rule' and is 'Active'. The 'Classify_High' rule is expanded, showing its configuration:

- Description:**
- Rule values:** If credit score is larger than then customer is classified as **GOLD**
- Buttons: Save, Reset, Save All, Reset All

Réagissez en modifiant des règles métiers



Réduire le temps de mise en oeuvre

The screenshot displays the IBM BusinessSpace interface. On the left, a map titled "Average Sales in Europe" shows sales performance by region, color-coded as Good (green), Average (yellow), Poor (red), or No data (orange). A legend below the map identifies these categories. On the right, the "Business Rules" configuration panel is visible, showing a rule named "ClassifyCustomer" with a "Default" rule and two other rules: "Classify_Med" and "Classify_High". The "Classify_High" rule is configured with a description: "If credit score is larger than 700 then customer is classified as GOLD". The interface includes navigation and control elements like "Save", "Reset", "Save All", and "Reset All" buttons. A speech bubble points to the "Classify_High" rule configuration with the text "Observer les résultats".

Observer les résultats

Réduire le temps de mise en oeuvre

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On the right, the 'Business Rules' configuration panel is visible. It shows a rule named 'ClassifyCustomer' with a 'Default' rule and two other rules: 'Classify_Med' and 'Classify_High'. The 'Classify_High' rule is configured with the following description and rule values:

Description: Rule values: If credit score is larger than then customer is classified as GOLD

Buttons for 'Save', 'Reset', 'Save All', and 'Reset All' are present for each rule configuration.

An alert table is visible at the bottom left of the interface:

Subject	Date
Service Level Agreement has been missed	June 19, 2008
Service Level Agreement has been missed	June 19, 2008
Service Level Agreement has been missed	June 19, 2008

A speech bubble points to the 'Classify_High' rule configuration with the text: "Observer les résultats".

Augmenter la réactivité de votre entreprise en modifiant le comportement d'un processus, d'une application, sans passer par un cycle projet complet

Conclusion

- La Mise en place des fondations est bien avancée
- Les nouveaux challenges ne sont pas technologiques
- Les Solutions existent pour
 - Accélérer la mise en oeuvre de SOA
 - Fournir plus de valeur aux entreprises
- Être orienté service utilisateur final pour définir les cibles



Merci
Des Questions ?



The Scenario



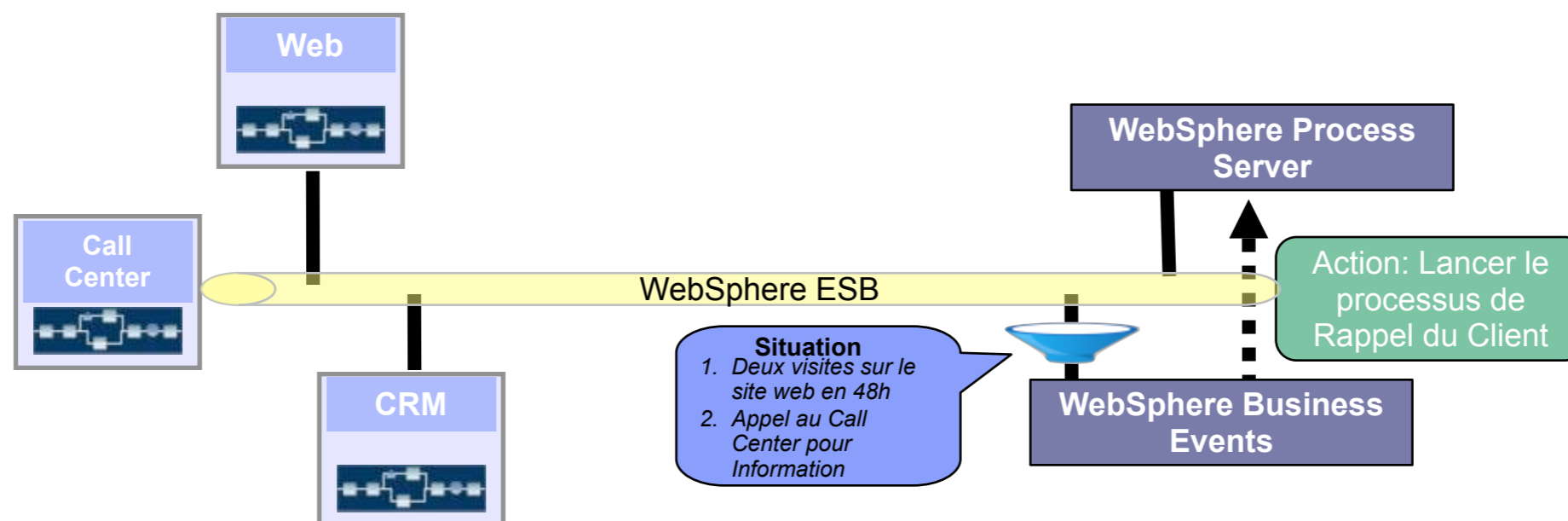
Now that we have modeled and automated our hiring process, we need to bring it into production... how long will it take IT to build the new infrastructure and make the new system available to us? We need it NOW! ... we can't afford any failures...



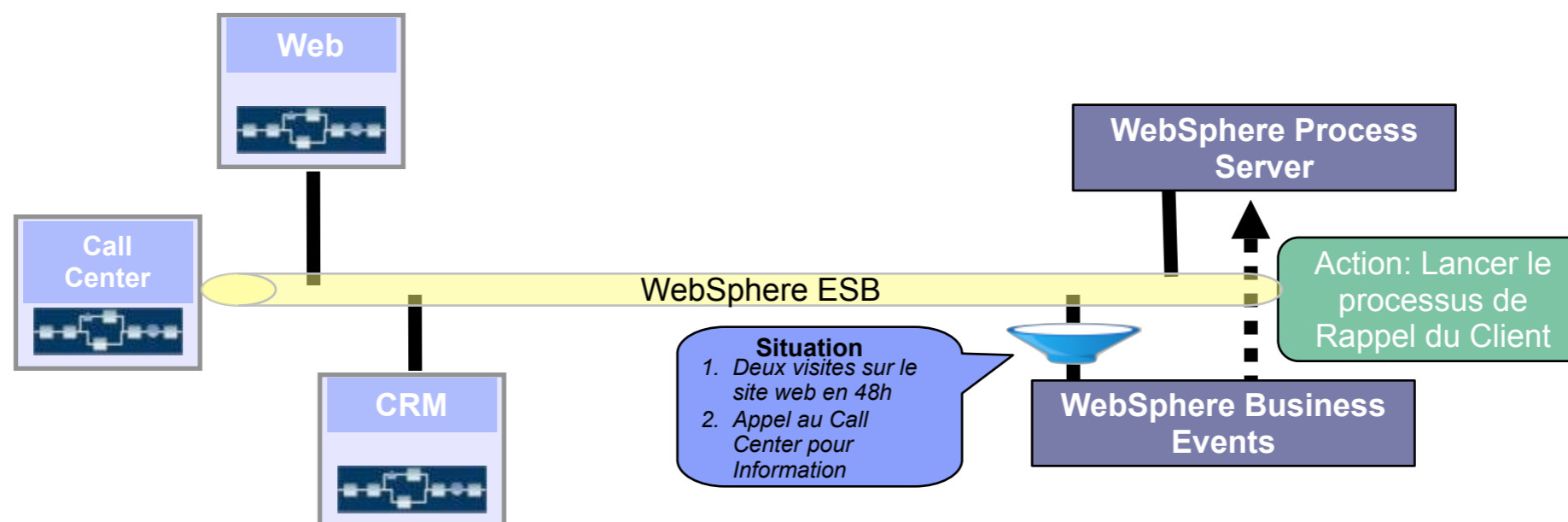
No problem, we can set up the additional infrastructure components quickly... deploying the new application is easy... with WebSphere BPM, we have a fault tolerant and highly available infrastructure!



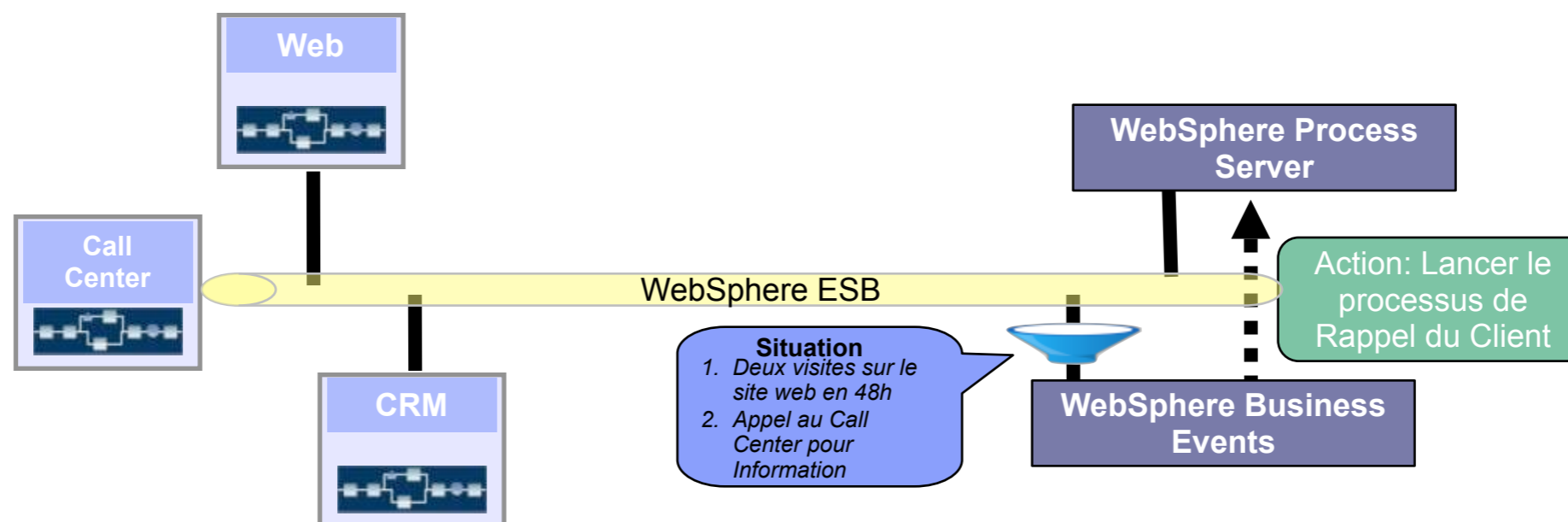
Réagir plus vite a de nouvelles situations



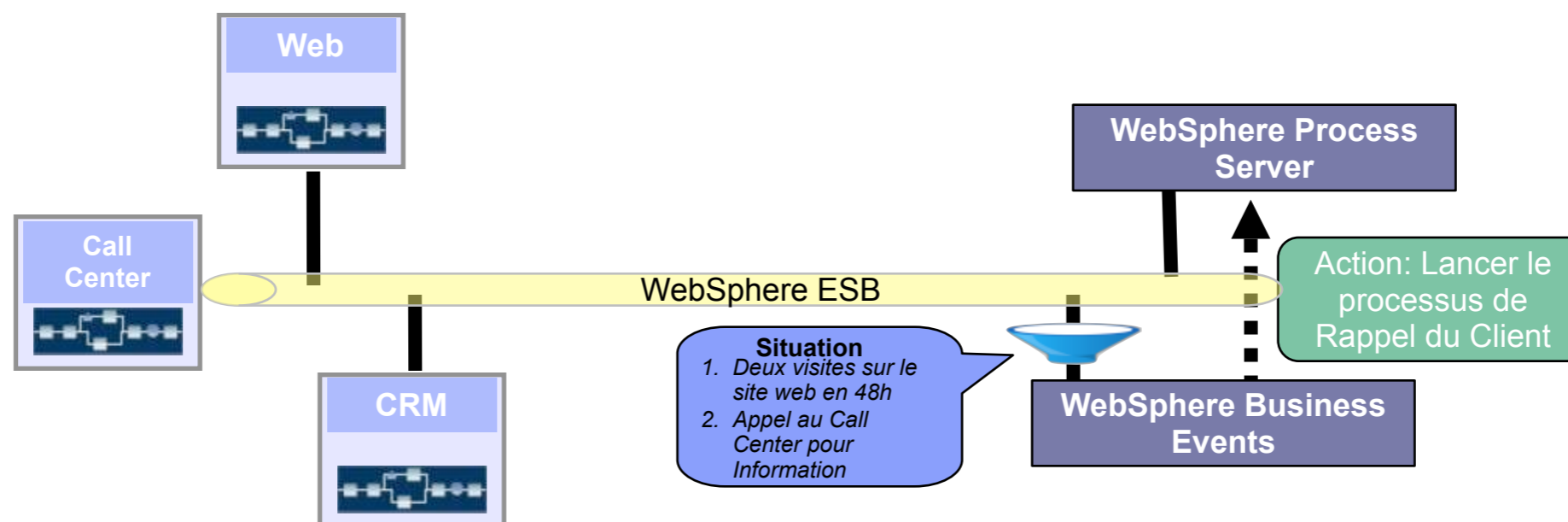
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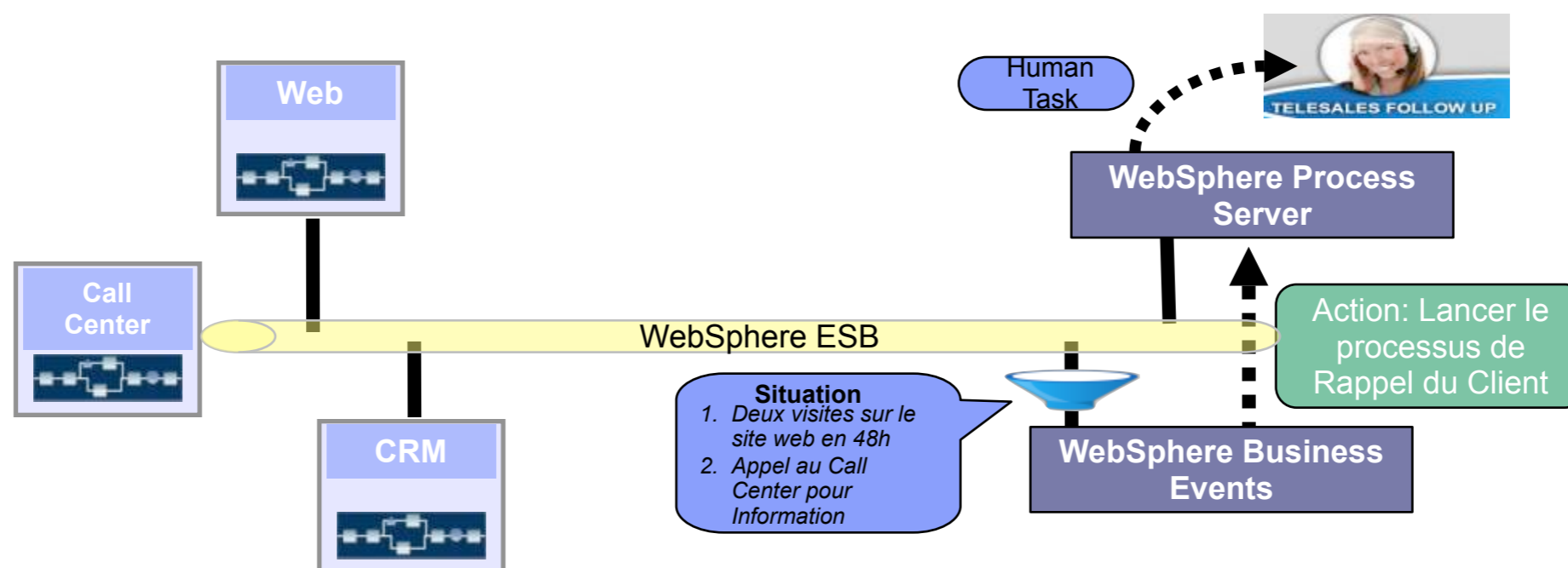
Réagir plus vite a de nouvelles situations



Réagir plus vite a de nouvelles situations



Réagir plus vite a de nouvelles situations



Tackling claims handling process

delta lloyd

Business challenge

- ✓ To maintain its competitive edge, Delta Lloyd wanted to reduce the time and cost of processing claims pay outs

Objectives

- ✓ A faster process with better access to information vital to decision making

Actions

- ✓ Implement a new claims system based on IBM's business integration software and FINEOS' claims administration system

■ Outcomes:

■ *Business value*

- One percent annual reduction in total damages paid out
- 2 to 2.5 million euros a year improved risk assumption and pricing
- Less staff turnover, leading to increased productivity and reduced hiring and training costs
- Reduction in maintenance costs



Erie adopts an SOA strategy to drive business agility



Business Challenge:

Be the best possible insurer in all territories where we operate. Invest in technology to maximize the access, ease of doing business, marketing and personalized service we offer our customers and Agents while improving the effectiveness and efficiency of our operations.

- Solution: Adopt a SOA strategy to model, build, assemble, deploy, services to the business. The SOA strategy will facilitate incremental delivery and agile solutions.
- Results: SOA vendor analysis, proof of concept, and product acquisition are complete. Implementation of the architecture is underway. First phase successful. Planning ongoing for full realization.
- Implementation Details: WebSphere Message Broker, WebSphere Process Server, WebSphere Business Services Fabric, WebSphere Integration Developer for Z, CICS TS 3.1.



New York State Department of Taxation and Finance

IBM BPM helps reduce backlogs and exceptions processing



NEW YORK STATE

Department of Taxation and Finance

Slow Tax return process. Manual, paper-intensive, with long exception processing

With IBM BPM

- Exception backlog reduced 60%
- Effective event processing.
- Refund inventory reduced by 70%.
Avoid paying undue interest.
- More effectively prioritize work, allocate new and existing staff.



Process Automation Business Value Propositions by Industry



- Enhanced services towards brokers and consumers
- Straight-through processing for business acquisition claims
- Increased business flexibility and customer responsiveness

Banking



- Increased efficiency in loan approval, for example applications processed in just hours compared to 2 or 3 days
- Improve operational efficiency with single account opening process
- Flexible work styles for extended delivery of customer service

Government



- Ability to deploy applications once and make them accessible throughout an agency via services, reducing IT administrative overhead, improving services to constituents.
- Improved accountability between government and commercial vendors
- Tax and revenue processing reduction in time and labor needed to update tax policies and forms and processing of filings

Examples of Process Automation Delivering REAL value Today

Respond Quickly

with processes based on a flexible infrastructure.



Enhanced customer service operations with an SOA based Process Automation implementation Cut average problem resolution time from **two days** to less than **one hour**

Manage Change

integration of processes throughout organization



SOA platform enables rapid scalability to **respond more quickly** to customer requests, provide **deeper customization** of product, **reduce error rate**, and **improve productivity**. In addition, they were able to **integrate** and **automate** business processes across the enterprise.

Leverage for Efficiency

by streamlining and automating key business functions .



Lower costs and **improved production** efficiency through the consolidation of well monitoring and management into onshore facilities. Expected **5% increase** in oil and gas production and expected **30% reduction** in costs through the use of predictive maintenance practices.



WebSphere Delivers Real Customer Value Today

Leverage For Efficiency

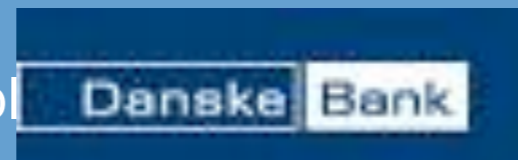
by intelligently adapting for optimal performance



Call center volume down *40% in 3mths*
 IT asset reuse at *52% after 6 mths*
 SOA to deliver *\$200M savings over 5yrs*

Respond Quickly

with processes based on a flexible infrastructure.



Realized *\$2M savings* in the first year and increase in productivity

Manage Change

by modeling and analyzing existing or new processes.



Reduced mortgage process time by *53%*
Achieved 34% gains in efficiency
Estimated annual savings of \$4M

