

SOA Practitioners' Guide Part 4



SOA and ITIL Convergence: Towards a Business Service Information Library

Fourth Service Oriented Architecture for E-Government Conference

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Authors of this SOA Practitioners' Guide

Authors are also the founding members of the SOA Consortium

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The Practitioner's Guide: A Collective BoK



- ❑ Collaborative work of dedicated expert SOA practitioners
- ❑ Authors are also the founding members of the SOA Consortium
- ❑ A series of living documents
- ❑ Collective body of knowledge about SOA
- ❑ Develops a shared language
- ❑ Describes and documents best practices and key learnings
- ❑ Helps fellow practitioners address the challenges of SOA
- ❑ A reference encyclopedia for all SOA stakeholders
- ❑ Guide to Business Agility

Impetus for *this* SOA Practitioners' Guide

- ❑ Manage Service Sprawl
- ❑ Explore More Best Practices for Business Agility
- ❑ Expand SOA and Service Lifecycle Activities and Processes
- ❑ Assemble an Information Library for Business Services:
BSIL: Business Service Information Library

Why are SOA Practitioners interested in ITIL?

- ❑ Leverage the Basic Premise of ITIL:
a well managed IT Organization can act like a business within business
- ❑ Apply ITIL Framework to Business Services
- ❑ Utilize ITIL to Manage Service Sprawl
- ❑ Enrich SOA and Service Lifecycles
- ❑ Investigate BSIL: Business Service Information Library

What is in ITIL?

- ❑ Basic Premise

a well managed IT organization can act like a business within a business

- ❑ A Collection of Best Practices of IT Service Management

- ❑ Started in 1986 → 45 books

- ❑ V2: Process centric → 10 processes/books

- ❑ V3: Service centric → Service Lifecycle, 5 books

ITIL Service Lifecycle

❑ Service Strategy

Design, develop, implement service management

❑ Service Design

Design and develop services and service mgt. processes

❑ Service Transition

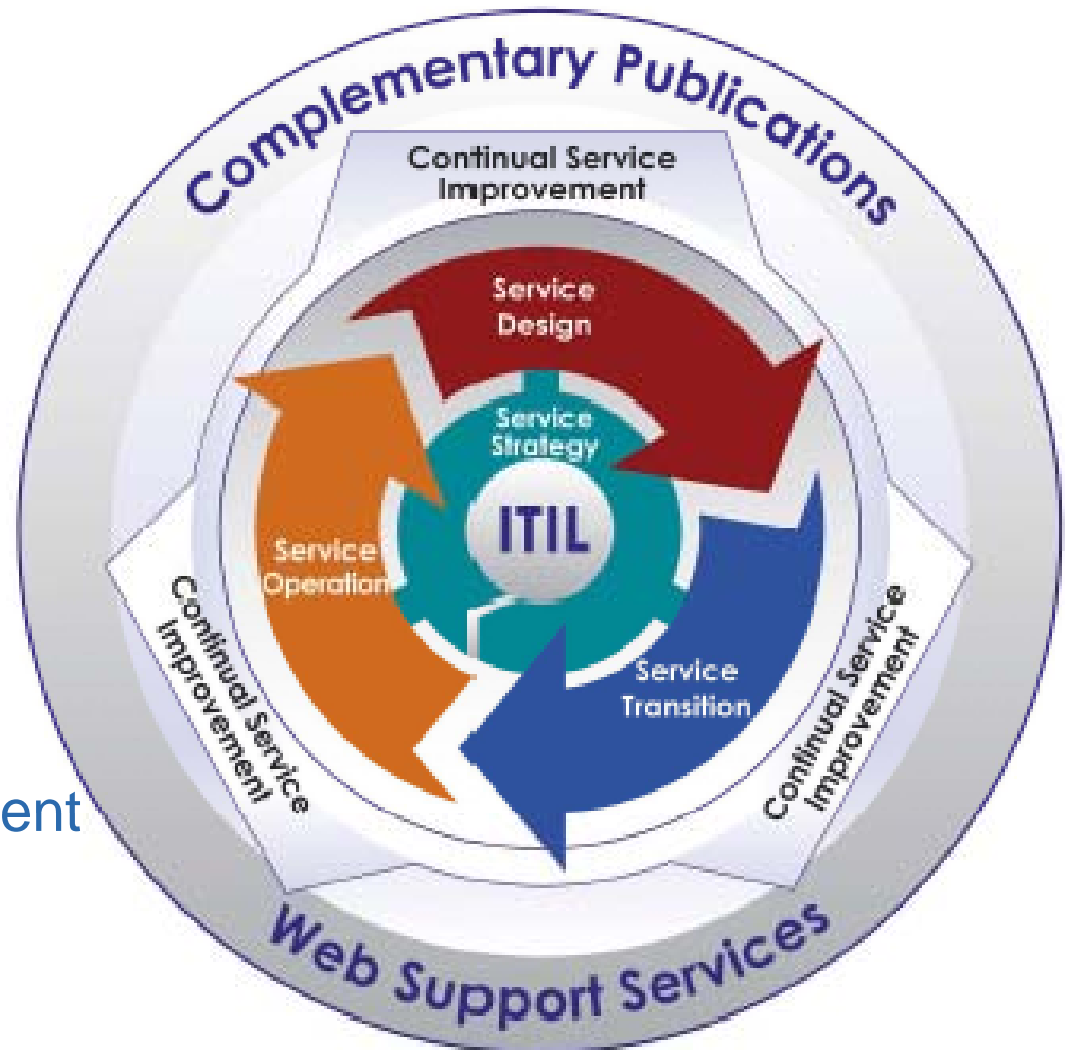
Transition new and changed services into operations

❑ Service Operation

Manage IT Service delivery and support

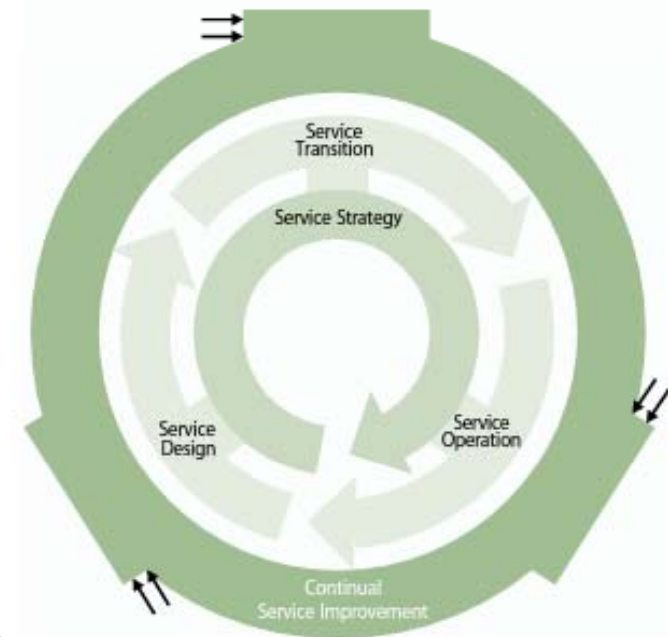
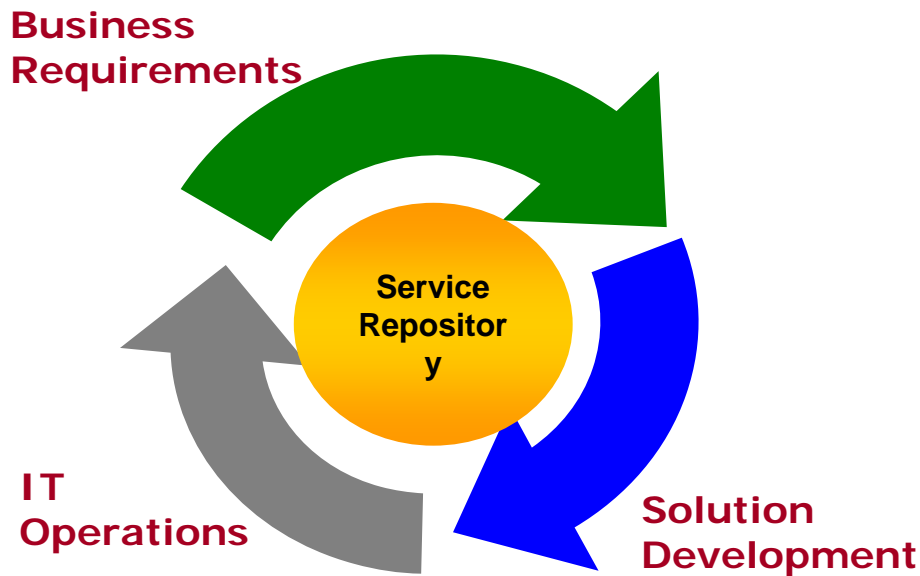
❑ Continual Service Improvement

Create and maintain business value through better service design, transition and operations

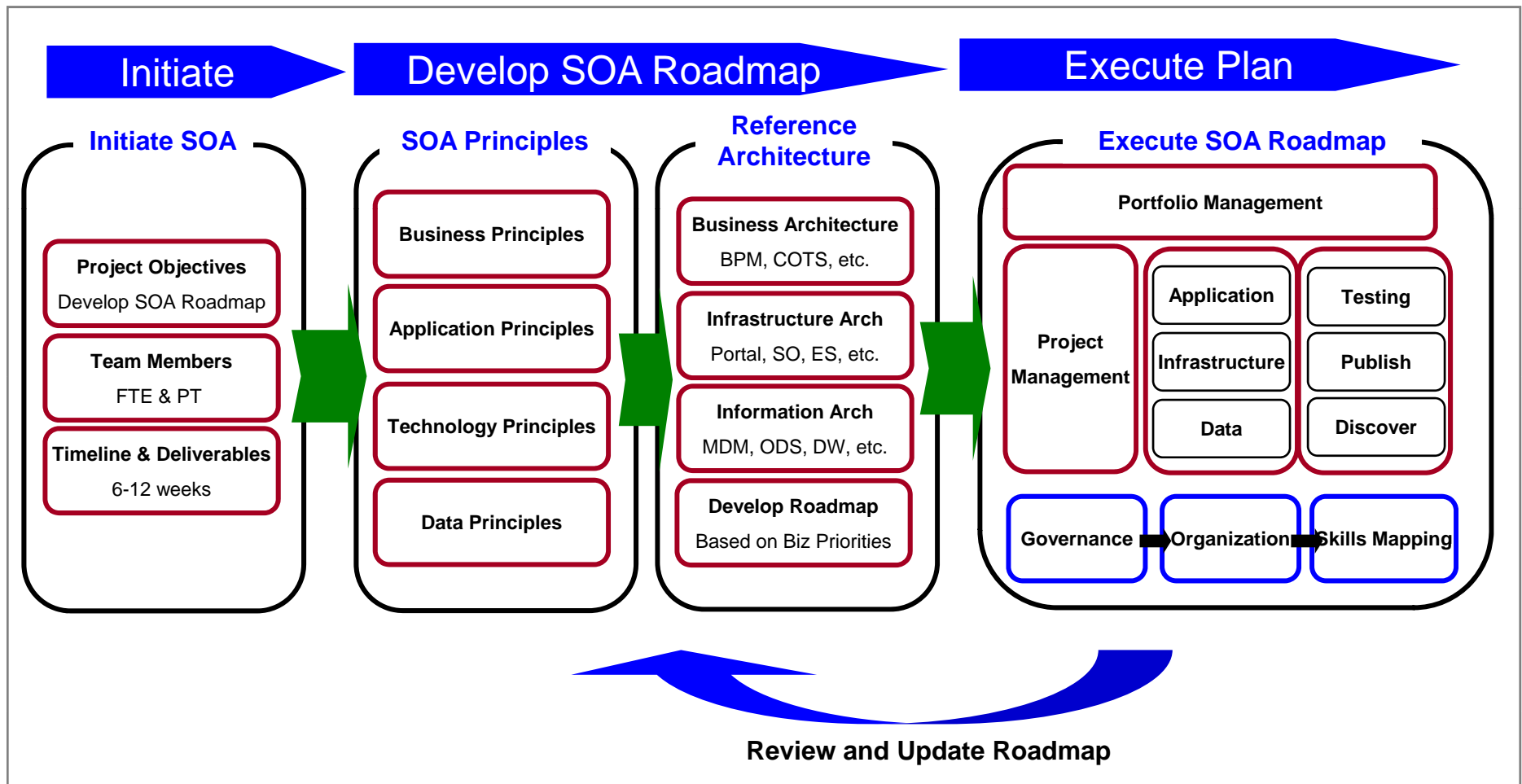


ITIL and SOA Practitioners' Lifecycles Converge

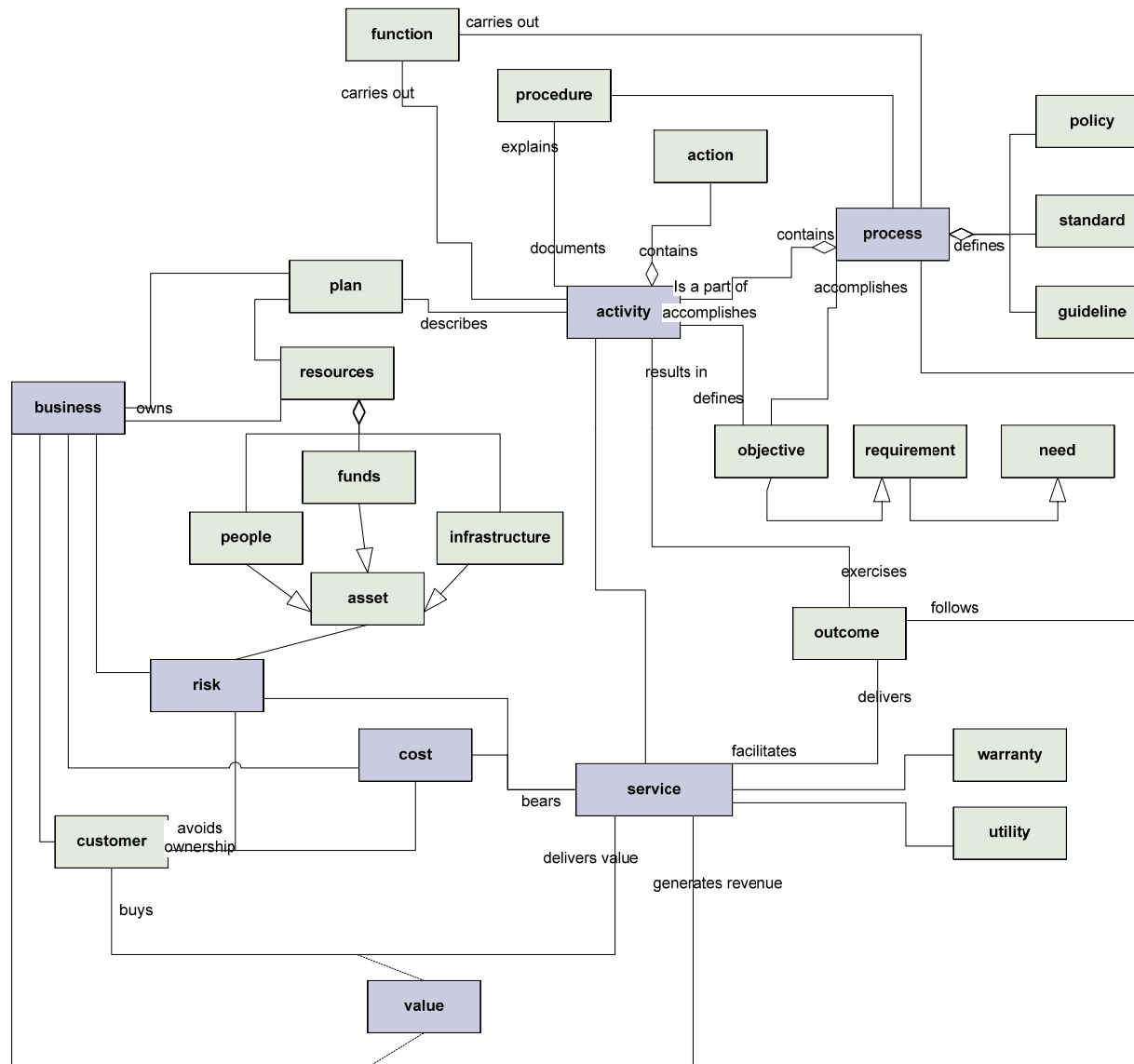
SOA Practitioners		ITIL	
SOA Lifecycle		Service Strategy	
Service Lifecycle	Requirements & Analysis	Service Design Service Improvement	Service Lifecycle
	Design and Development	Service Transition	
	IT operations	Service Operation	



Practitioners' Strategy is SOA Lifecycle



ITIL offers a rich vocabulary



What is in an ITIL Stage?

ITIL v3 is more than processes

- ❑ Principles
- ❑ Processes
- ❑ Activities
- ❑ Organization/Function
- ❑ Technology Considerations
- ❑ Implementing
- ❑ Challenges, Critical Success Factors and Risks
- ❑ Appendices

ITIL	SOA Practitioners
Principles	Key Considerations
Processes	Recommended Process
Activities	
Organization/Function	Actors
Technology Considerations	Best Practices
Implementing	
Challenges, Critical Success Factors and Risks	
Appendices	Appendices

What is in an ITIL Process?

- ❑ Purpose/Goal/Objective
- ❑ Scope
- ❑ Value to Business
- ❑ Policies, Principles and Basic Concepts
- ❑ Process Activities, Methods, and Techniques
- ❑ Triggers, Inputs, Outputs and Interfaces
- ❑ Key Performance Indicators
- ❑ Information Management
- ❑ Metrics
- ❑ Challenges, Critical Success Factors, Risks

SOA Practitioners	ITIL
Actors	
Tools	Process, Activities, Methods, and Techniques
Artifacts	Information Management Triggers, Inputs, Outputs and Interfaces
Key Considerations (business motivation)	Value to Business
Recommended Process	Purpose/Goal/Objective Scope Process Activities, Methods, and Techniques
Best Practices	Policies, Principles and Basic Concepts Key Performance Indicators, Metrics Challenges, Critical Success Factors and Risks

ITIL Processes and Activities address Service Sprawl

Lifecycle Stage	Process	Activity
Service Design	Service Catalog Management Service Level Management Capacity Management IT Service Continuity Management Information Security Management Supplier Management	Requirement Engineering Data and Information Management Application Management
Service Transition	Change Management Service Asset and Configuration Knowledge Management Transition Planning and Support Release and Deployment Management Service Validation and Testing Evaluation (performance)	Communications Management Organizational and Stakeholder Change Management Stakeholder Management
Service Operation	Event Management Incident Management Problem Management Request Fulfillment Access Management (IAM)	Monitoring and Control Network Management Database Administration Middleware Management Main Frame Management Server Management and Supports Directory Services Management Facilities and Data Center Management Information Security Management Improvement of Operational Activities IT Operations Storage and Archive Desktop Support Internet/Web Management
Continual Service Improvement	Seven-Step Improvement Process Service Reporting Service Measurement ROI Business Involvement Service Level Management	Assessment (gap analysis) Benchmarking Measurement and Reporting Balanced Scorecard SWOT Deming Cycle

SOA Practitioners' Processes and Activities Address Business Services



Lifecycle Stage	Process	Activity
Requirements & Analyses	Project Initiation Architecture Statement	Portfolio Management Requirement Capture User Experience Simulation Business Process Modeling <i>SOA Repository</i>
Design	Composite Application Design	Service Orchestration/Modeling Service Composition SOA Registry Information/Data Modeling Application Modeling <i>SOA Repository</i>
Development	Service Creation & Construction	Development Tools and Environment Testing <i>SOA Repository</i>
IT Operations	Service Deployment	Release Management Enterprise Management Systems <i>SOA Repository</i>

Towards a Business Service Information Library

Processes and the discipline of ITIL can also be applied to business service creation and usage. SOA Practitioners propose the creation of a BSIL, Business Service Information Library. Leveraging existing frameworks and disciplines, BSIL shall be a series guidelines on all aspects related to business services, from business values to best practices for processes and activities. It shall walk a stakeholder in step by step manner how to discover, define, create, deploy, maintain and improve services.

- ❑ ITIL addresses service sprawl
- ❑ ITIL framework can be used in business service realization
- ❑ ITIL and SOA Practitioners' frameworks are complimentary
- ❑ BSIL is an aggregation, a collection of links and BoKs
 - EDA-Event Driven Architecture
 - Business Architecture, POA -- Process Oriented Architecture
 - BPM
 - COBIT, IDEAL, EPIC, PMBOK, SWEBOK, ...
 - Enterprise Architecture
 - More processes/activities:
 - Security, Legal, Domain/Industry Specific

Where to find SOA Practitioners' Guides



- ❑ *Living Document at*

<http://soaalliance.jot.com/MemberPublications>

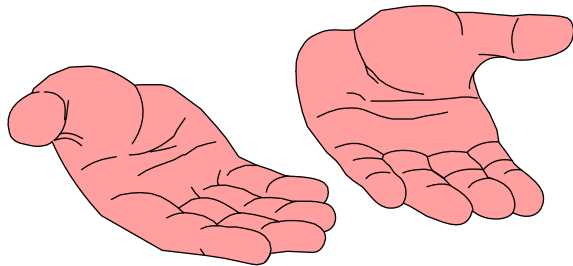
which shall be constantly updated based on the SOA Practitioners' experience

- ❑ *Download at*

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Thanks
Ready for Q/A



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Business Service Information Library**

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