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Service Identification Techniques



Track: SOA Modeling & BPM

Art Ligthart
 Jan-Willem Hubbers
 Linda Terlouw



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About the workshop organizers



- Art Ligthart (art.ligthart@ordina.nl)
1988 – 1994: MSc in Business Administration
1994 – 2008: Solution Architect/Partner



- Jan-Willem Hubbers (jan.willem.hubbers@ordina.nl)
1988 – 1993: MSc in Computer Science
1994 – 1998: PhD in Computer Science
1998 – 2008: Solution Architect



- Linda Terlouw (linda.terlouw@ordina.nl)
1998 – 2003: MSc in Computer Science/
Business Information Technology
2003 – 2005: Consultant
2005 – 2008: Solution Architect
2005 – 2008: PhD Researcher



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Goal and agenda



The goal of this workshop is to gain practical experience with service identification techniques.



Agenda:

- 13:00 – 13:10: Introduction to Service Identification
- 13:10 – 13:35: Do-it-Yourself Case Study
- 13:35 – 13:44: Feedback on Case Study
- 13:44 – 13:45: "Service Identifier of the Year" Prize Announcement



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Method 5: starting from current systems

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Main idea:

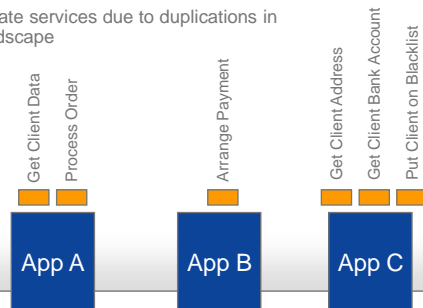
- existing legacy applications as starting point

Pros:

- pragmatic and quick
- can be used in a context where little process or function models are available

Cons:

- Law of Conservation of Challenges
- possible duplicate services due to duplications in application landscape



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Method 5: starting from current systems

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- Step 1. Analyse:
 - User interfaces
 - Data model
 - Menus
 - System manual: functions
 - Transactions
 - Application interfaces
 - Batches
 - Output: Reports, ...
- Step 2. List functionalities
- Step 3. Cluster functionalities
- Step 4. Determine candidate services
- Step 5. Feasibility study
- Step 6. Document services

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Method 1: process decomposition

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Main idea:

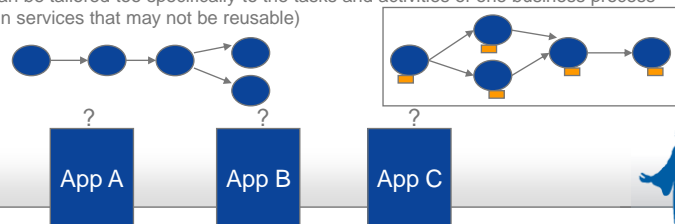
- The business process is subdivided into sub-processes or decomposed into granular activities and tasks. The lowest level tasks can consist of small, cohesive "logical units of work" that are supported by the functionality offered by distinct services.

Pros:

- resulting services have a guaranteed fit with an organization's functional needs
- very intuitive (use it for proof-of-concepts and pilot projects)

Cons:

- may result in a (too large) gap between services and existing application landscape
- services can be tailored too specifically to the tasks and activities of one business process (resulting in services that may not be reusable)



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Method 1: process decomposition

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- Step 1. Analyse process design
 - Phases
 - (sub)Processes
 - Activities
 - Tasks
- Step 2. Detail (if necessary)
 - Ensure that each Task is a Logical Unit of Work
- Step 3. Determine candidate services
 - Each Task is a candidate service
- Step 4. Feasibility study
 - Remove duplicates
- Step 5. Document services



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And now you have to do some work!

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- The CEO of the insurance company Protector is fed up with the "never ending discussions of architects" and decided to organize a *pressure cooking* workshop.
- During this workshop you are expected to identify services. Though time is limited, it would severely disappoint the CEO of Protector if you would return without results!



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Do-it-Yourself Case Study (1/4)

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- Please read the assignment carefully
- You have 2 minutes for reading it!!



End



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Do-it-Yourself Case Study (2/4)

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- Please make assignment A: Identifying Services from Existing Systems
- You have 8 minutes!!



8 minutes have passed!



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Do-it-Yourself Case Study (3/4)

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- Please make assignment B: Identifying Services from Business Processes
- You have 13 minutes!!



13 minutes have passed!



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- Which other methods for service identification would you consider?
- You have 2 minutes for giving your opinion!!



End



“Service Identifier of the Year” Prize Announcement



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Backup slides



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- A service is a task offered by a service provider to (potential) service consumers that conforms to the following properties:
 - accessible through an interface;
 - described by a service specification;
 - implementation is hidden to service consumers;
 - autonomous;
 - stateless.

- Service identification is about finding the right services!

Possible pitfalls:

Services in Name Only

Babel Services

Perfect Non-Existent Services

And Never Shall They Meet Services

Spaghetti Services

