



ORACLE®

Reflections on How to Bridge the Gap Between Business Needs and IT Delivery

Tom Stenström
Oracle Svenska AB

tom.stenstroem@oracle.com

Agenda Jfokus 2009

- Reflections on How to Bridge the Gap Between Business Needs and IT Delivery
 - Revisiting the "Gap"
 - What are the "problems"?
 - Models
 - Tools
 - From Here To There and Back...



Revisiting the "Gap"



ORACLE

Generalizations ahead!



The "Problem" with the IT Folks...

- Technology focused by nature
- Details, details, details...
 - "let me just fix this!"
- Systematic view
 - SW
 - HW
- Measured on Implementation of a "system"
 - Is system and business the same?!
- Close Team working environment
 - Good and bad

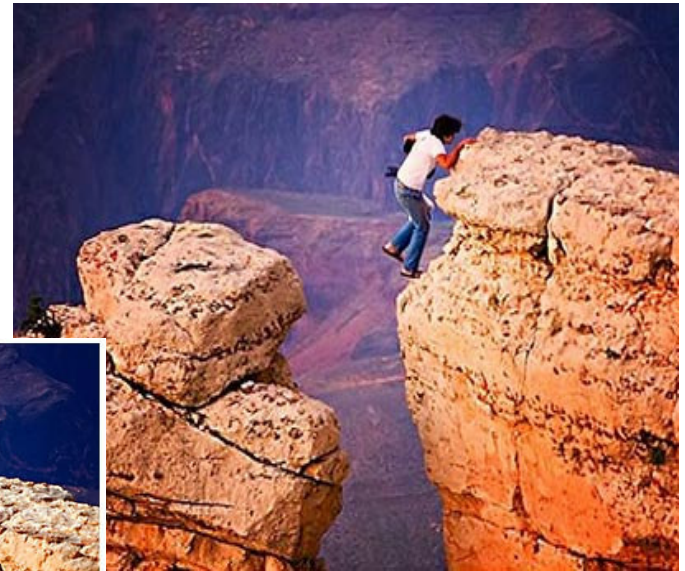


The "Problem" with the Business Folks...

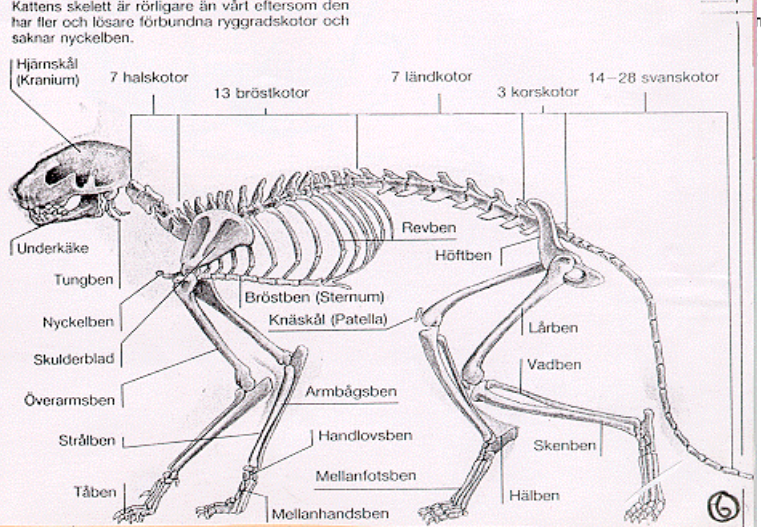
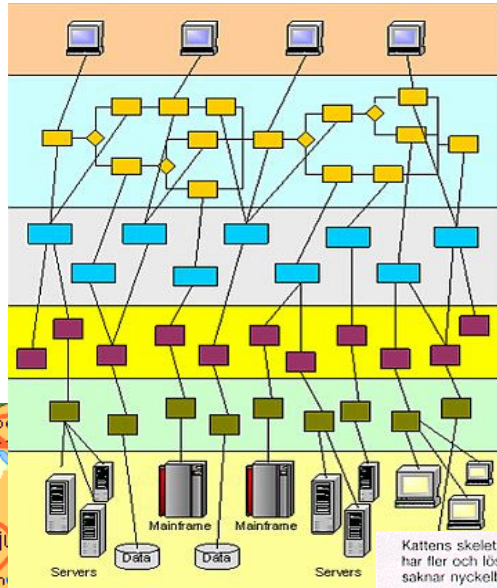
- Business does not include "IT"
 - Difficult to motivate value – seen purely as a cost
- Level of details in the process
 - No real understanding beyond own sandbox
- Many actions and processes are "random"
 - " *fingerspitzgefühl* "
 - Dependent on WHO does it...
- Measured by money!
- Today's business is..
 - Global
 - External influences not under control



**What do we have?
What do we want?
What do we need?**



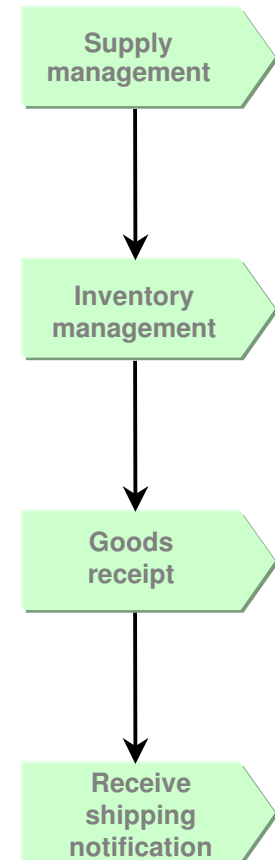
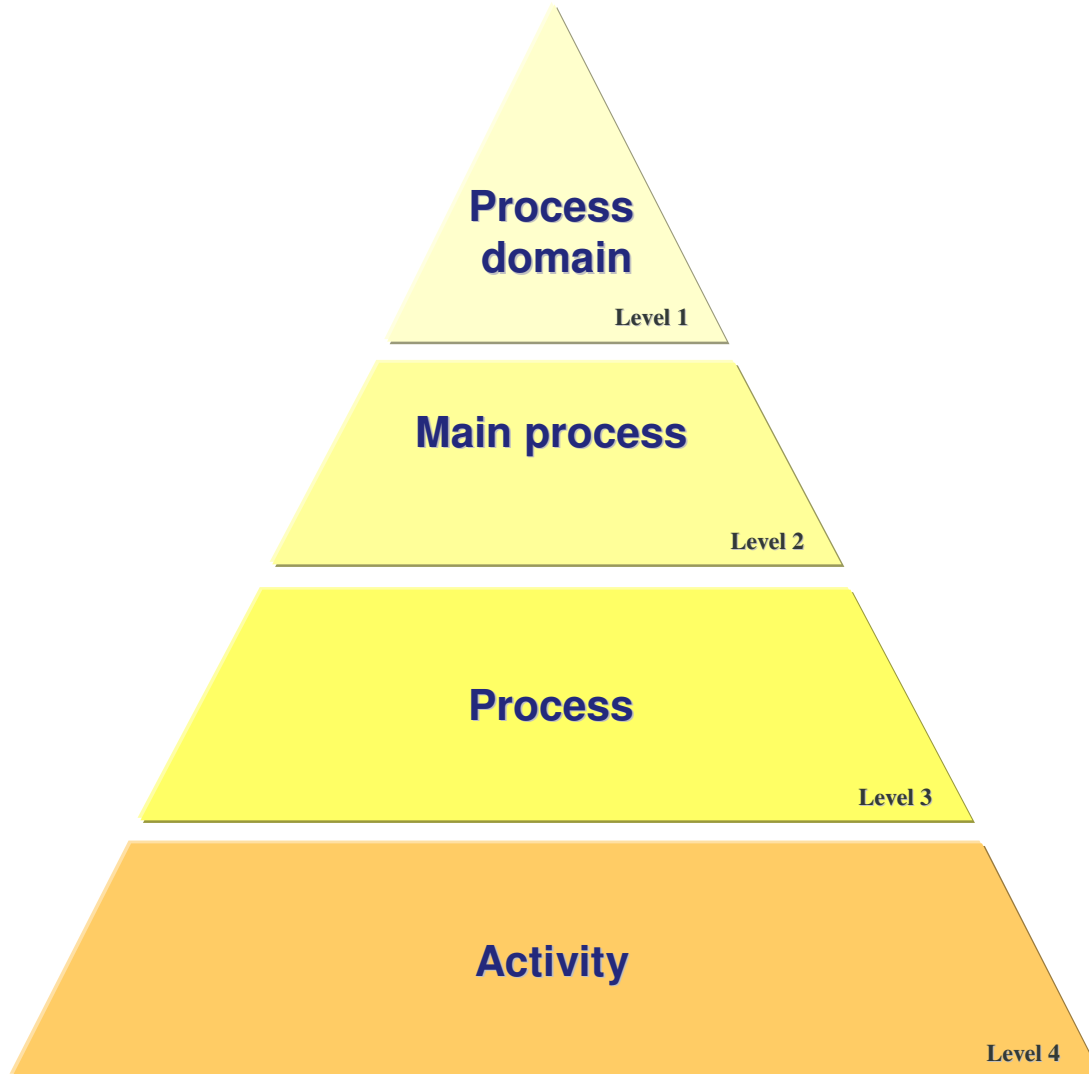
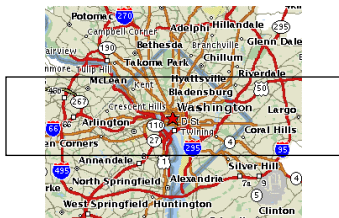
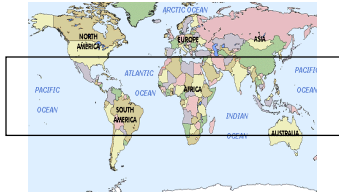
Models



The Power Of Models



Models to create a view of a process...





Why do we model a SW system in the first place?

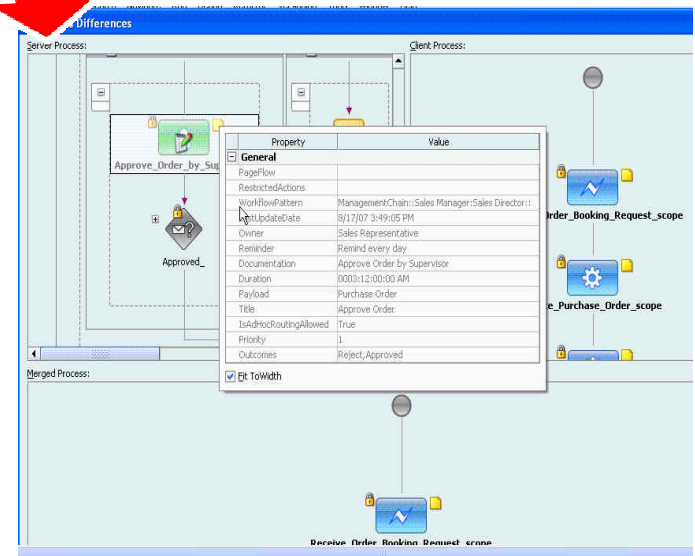
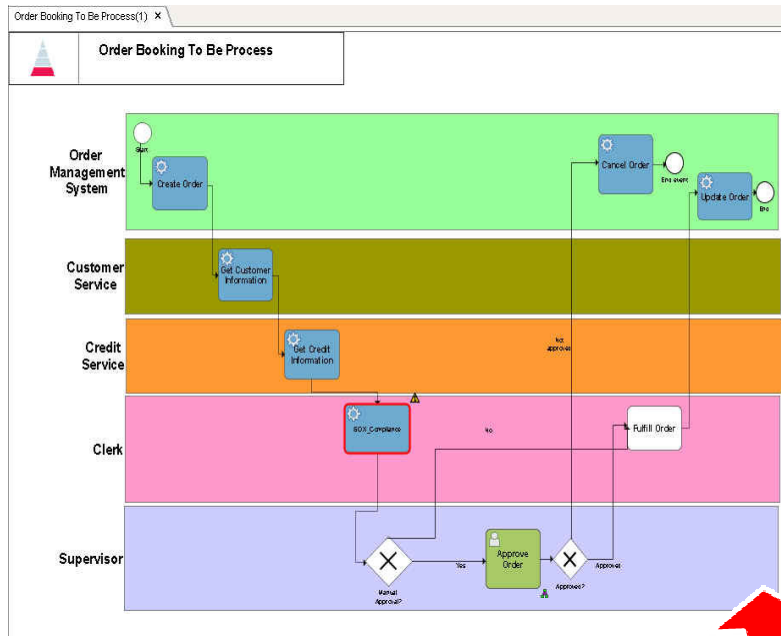
- A model is place for common understanding of the processes that "run" the business
- Create it, publish it, feedback on it and make live
- Why use a modeling tool when you can use pen and paper, postit-notes or "flanellograf"?!
 - A model is / should be a living thing with more dimensions than just a "static" picture...
- How do you get from a model to system?
- Key point: **MUTUAL UNDERSTANDING** of the **MODELS!**
 - Common standards!



Modeling languages, some of them – take a pick...

- UML – Unified Modeling Language
- BPMN – Business Process Modeling Notation
- EPC – Event Driven Process Chains
- BPEL – Business Process Execution Language
- XPDL – XML Process Definition Language
- + countless others

Where do we use the models?



Simple Drawing Tools



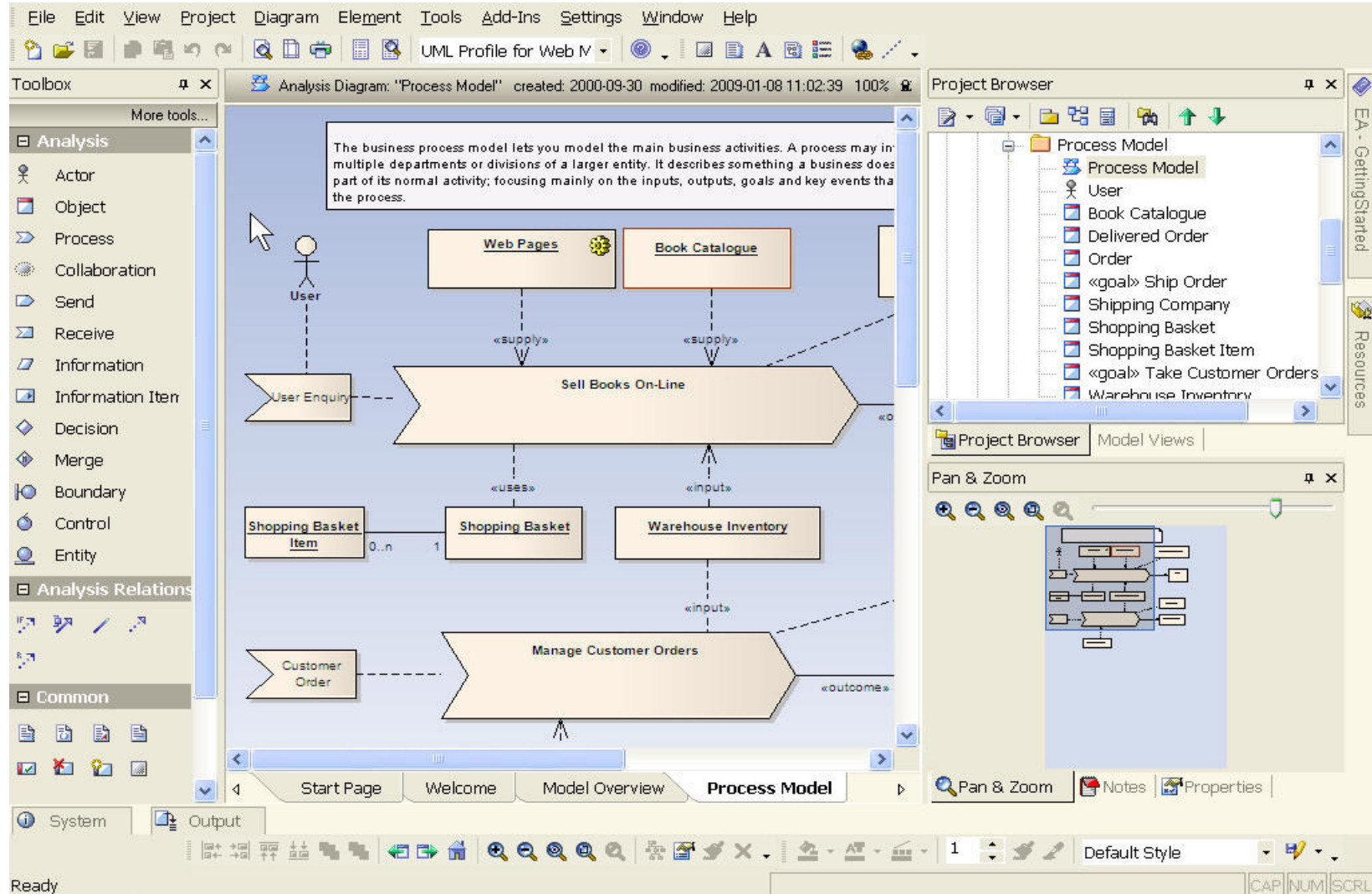


Simple Drawing Tools – pros & cons

- Very easy to work with
- If you know most "Office" products you know these kinds of tools
- Efficient in getting a PICTURE of what you want

- One dimensional
- Single owner of the picture
- Efficient for you – but what about your audience?
 - what about sharing and feedback?

Advanced Drawing Tools



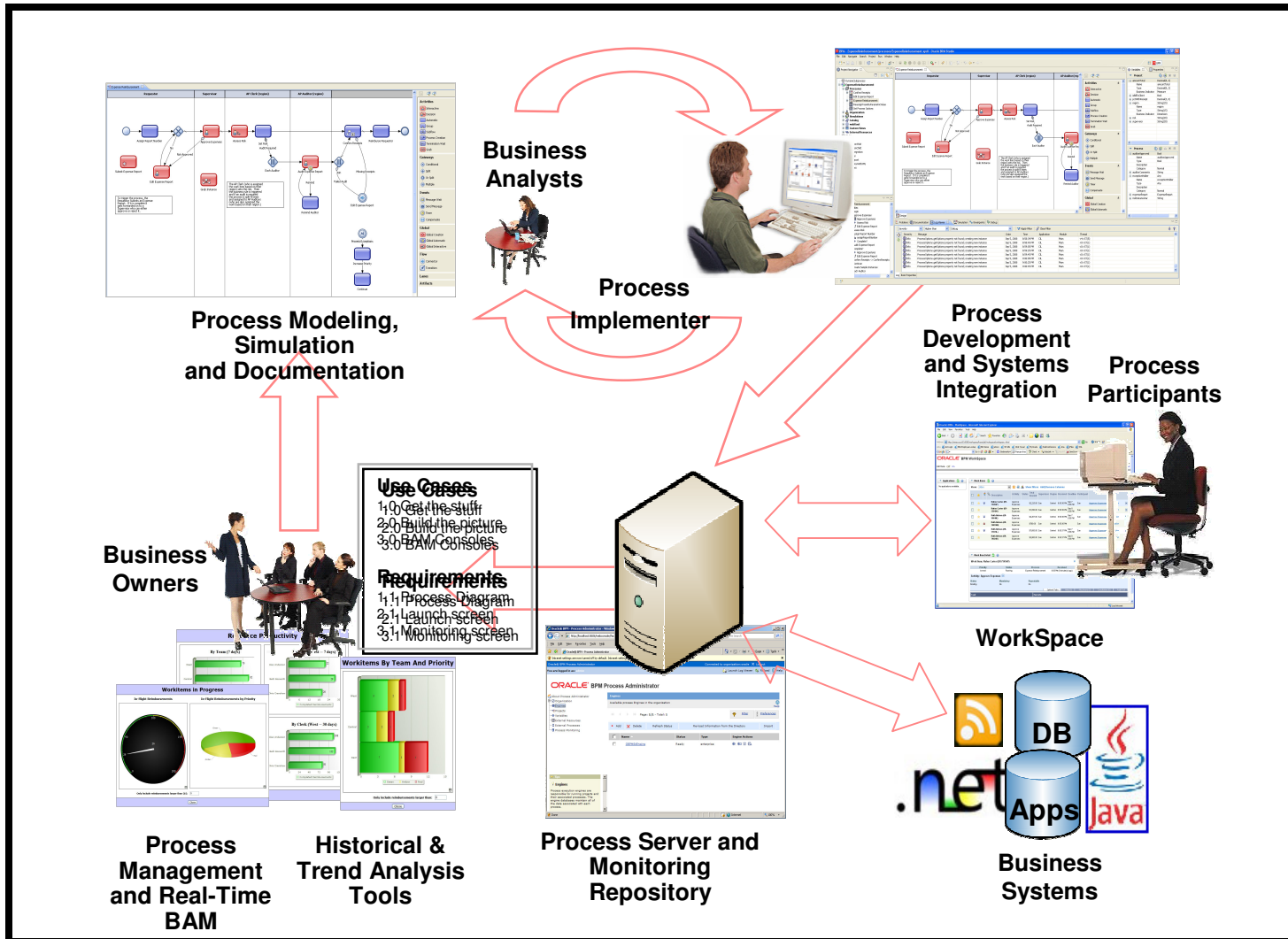



Advanced Drawing Tools – pros & cons

- Combines easy drawing with more advanced features
- Higher level of quality
- Simulation if present – more dynamics in the models

- Requires more knowledge in detail of the process
- More functions to use – more mistakes to make
- If "code generation" included – mostly useless
 - And IT hates generated code anyway ;-)
- "Advanced" features might scare off business people that feel they "don't know IT"

BPMS Suites – "All in One Black Boxes"



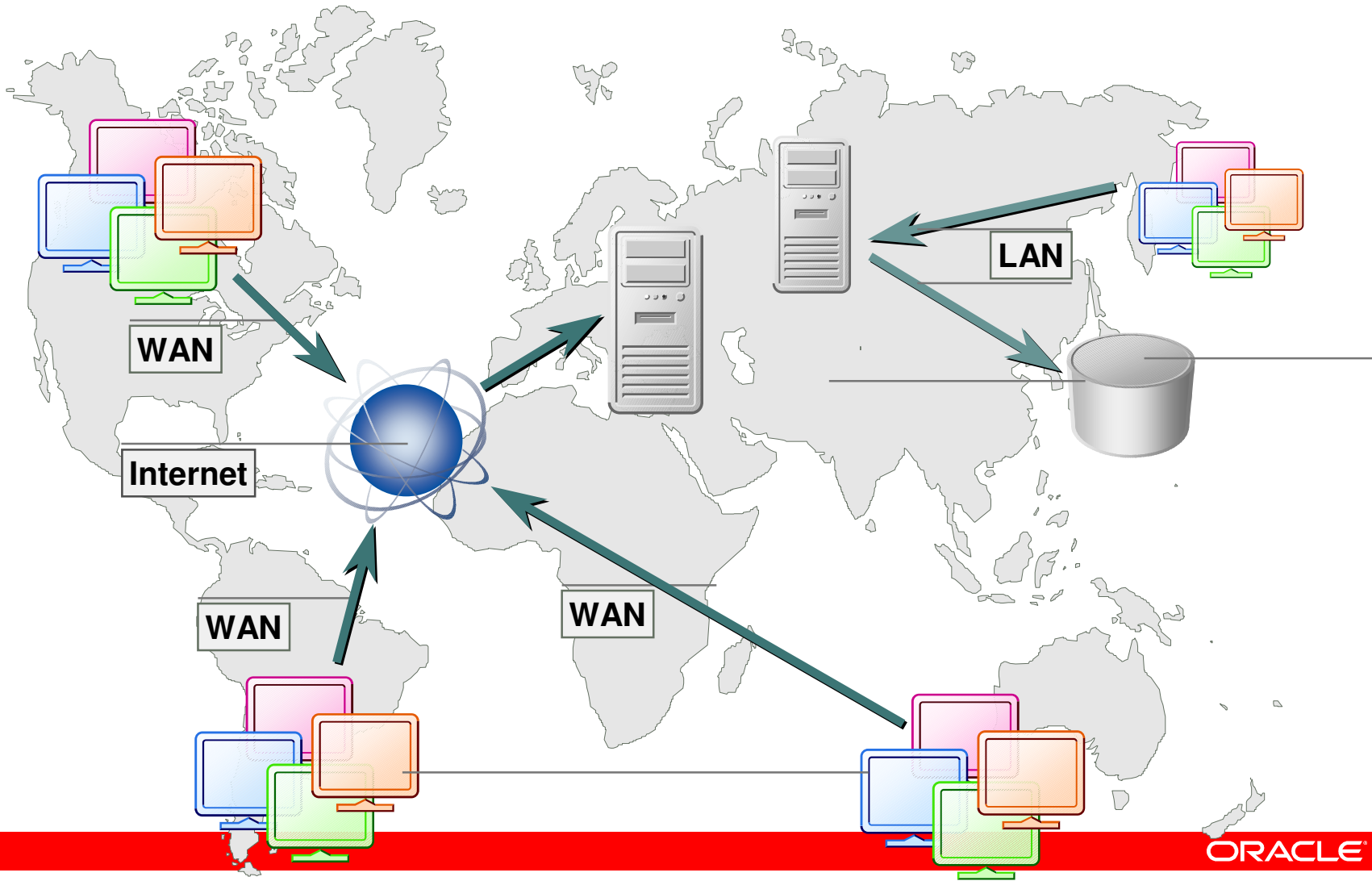


BPMS Suites – pros & cons

- Powerful all-in-one environments for BPM
- Integrates models, design, test, simulation and execution in one "box"
- Quick roundtrip time when changes occur
- A bit like the good old 4GL products!

- IT centric in most cases (the Gap!)
- Perceived as "system development environments" by business
- Not viewed as "real development" by the IT...
- All-in-one-box can be a limiting factor...
 - Scalability, performance, administration, integration e.t.c.
- Power of the language used – a compromise
- Or a combination of languages with parsing challenges

EA Suites, advanced tools and infrastructure platforms for BPM/SOA



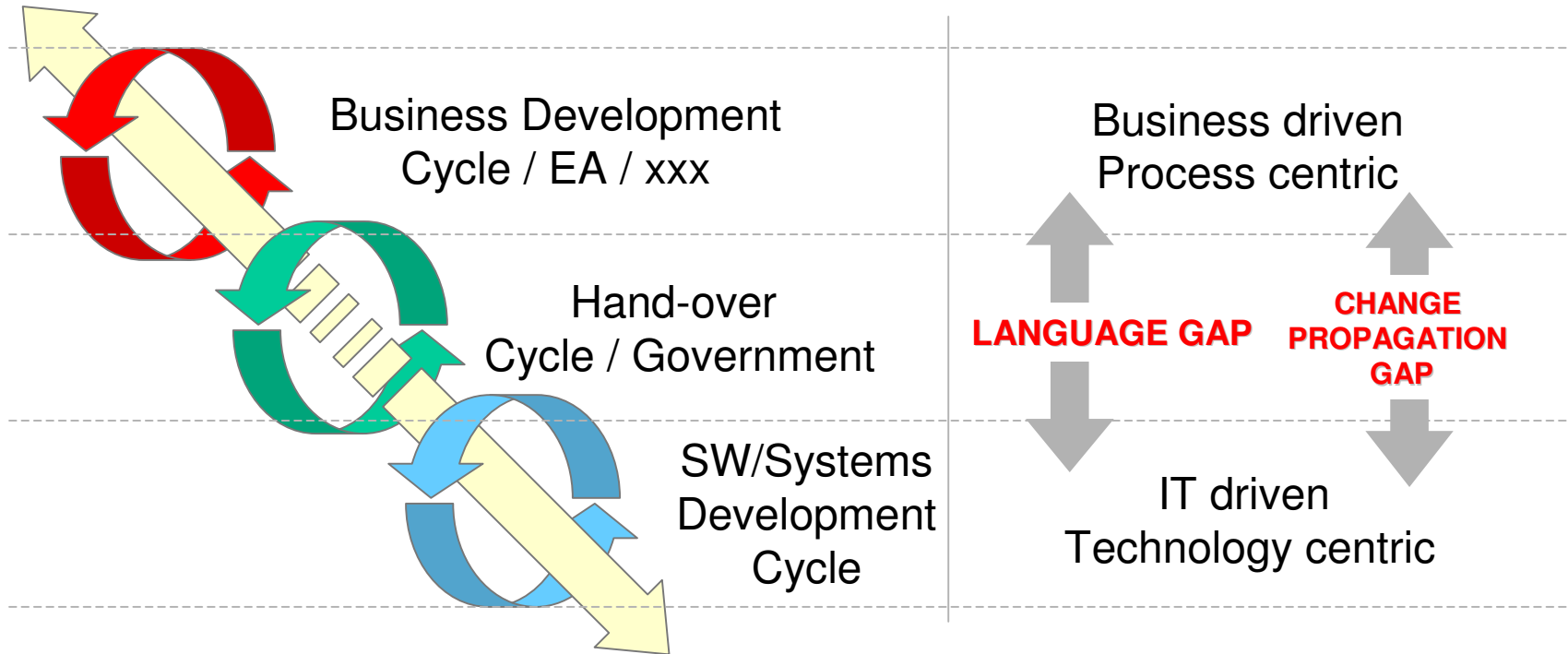


EA Suites tools etc. – pros & cons

- Powerful solution for business driven development
- Repository based, metamodel driven
 - Extensions, shareability, security
- Promotes "true" EA thinking
- Promotes focus on infrastructure and not "patchwork"

- Costly, long term investment
- Requires commitment and governance to work
- Forces business and IT to "bridge the gap"
 - Is this good or bad?
 - Is it EVEN DESIRABLE?!

Another Take: The Three Cycles idea...



Put it in another way – A bridge...



Summary – some observations

- The Gap is there – use it!
- IT and Business have different issues!
- Models are good – exploit them!
- Tools exist – a lot of them!
- Combine solutions and approaches!
- Work with open standards!
- New ideas come along all the time...



ORACLE