IBM®

SOA
ARCHITECT SUMMIT

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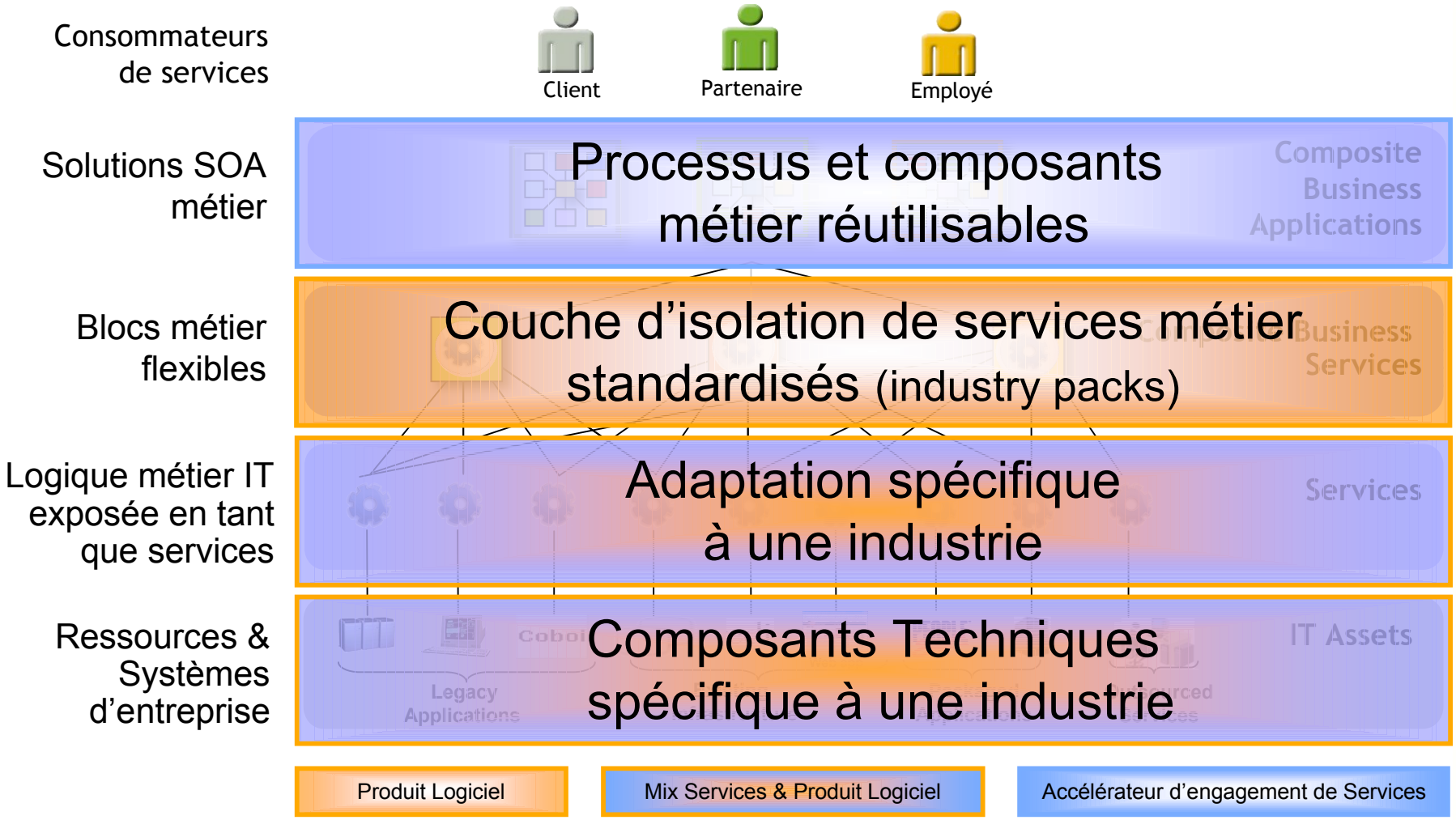
SOA Advanced Technology

IBM SOA ARCHITECT SUMMIT
LE 22 MAI 2008

Solutions SOA pour l'agilité de votre business

Les solutions SOA agiles sont construites avec des blocs à interface flexible aux standards de l'industrie

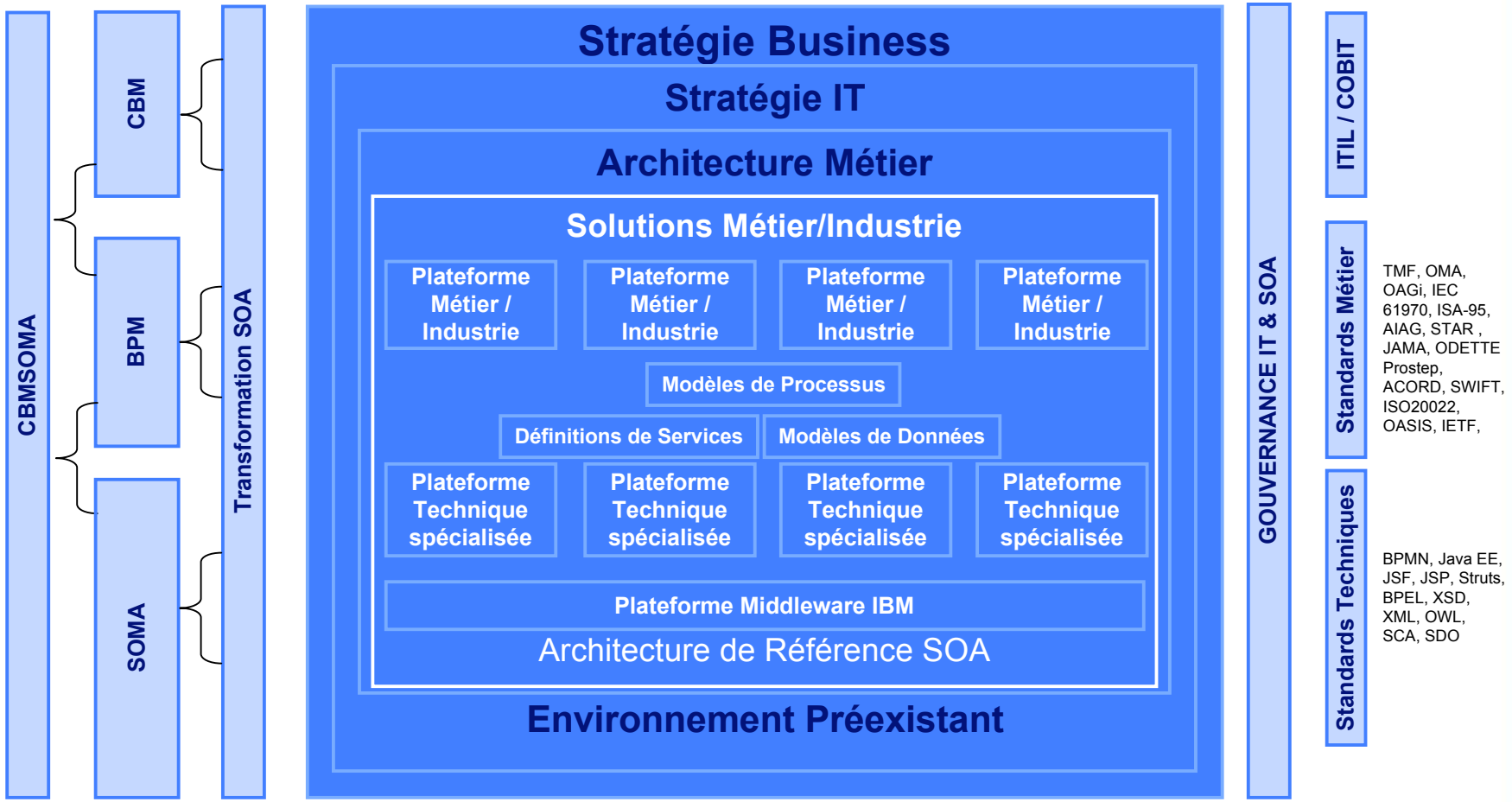


Les solutions agiles SOA intègrent méthode et mise en oeuvre

Approche méthodologique

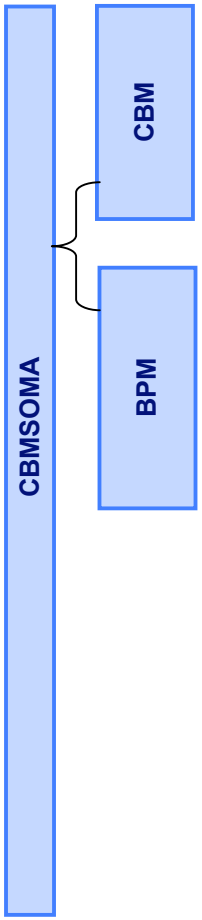
Accélérateurs & Produits
Ensemble de modèles, patrons, éléments de middleware, spécifique à un domaine métier particulier

Contrôle de la mise en oeuvre

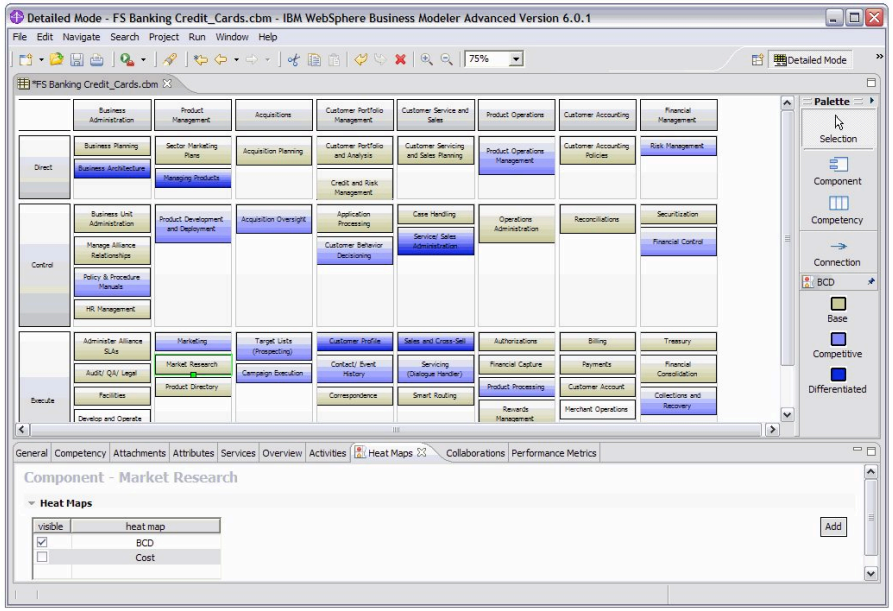


Les cartographies / décompositions fonctionnelles métier « Component Business Model » permettent de trouver les articulations de processus

Component Business Modeling tool 2.0



- 70+ cartes pour 17 industries
- 23 cartes avec indicateurs clés de performance (KPI) et benchmark en référence
- Plus de 2000 spécialistes CBM expérimentés équipés de l'outil CBM
- 30 brevets CBM
- La licence de l'outil CBM disponible aux clients



Intégré avec WebSphere Business Modeler

Un Catalogue de Tableaux de Bord par industrie incluant les indicateurs clé

CBMSOMA

BPM

www.ibm.com/lotus/dashboardcatalog

Déploiement Accéléré par industrie basés sur les packs industrie

Composants préfabriqués et modèles de bonnes pratiques pour réaction rapide

CBMSOMA

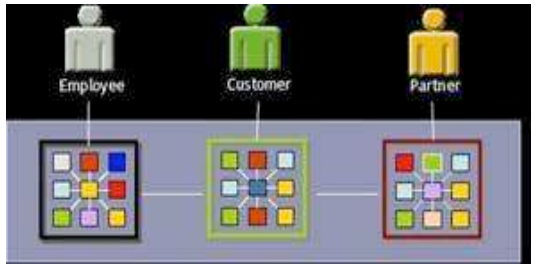
BPM

SOMA

Cinq Composite Business Services

Implémentation adaptable de processus & services pour des industries

- Cotation Assurance Auto
- Cotation Assurance Domicile
- Assurance Santé remboursements
- Assurance Santé inscription
- Sécurité Sociale – gestion de dossiers



WebSphere Services Métier Fabric

Quatre* « Industry Content Packs »

Définitions de services, modèle d'information, ontologies et règles de routages pour des domaines métiers particuliers

Pre-Built Assets in Insurance P&C Content Pack

Insurance P&C Capability-Process Maps

- **Decomposition of business capabilities and processes (only decomposition, no flows)**
- *EXAMPLES: Service Configuration & Activation, Create & Deliver Bill*
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Insurance P&C Business Services Templates

- **Decomposition of business services including assertions, policies, roles and channels**
- *EXAMPLES: Quick Quote, Record Claim, Endorse Policy, Claims Status*
- ***SCA Modules (WID 6.1), Fabric Content Archive (WBS Fabric 6.1)***

Insurance P&C Service Interfaces

- **Insurance P&C specific data types, schemas and web service interfaces based on IAA Interface Design Model (IDM)**
- *EXAMPLES: Activate Insurance Policy, Retrieve Claim Details*
- ***SCA Libraries (WID 6.1)***

Insurance P&C Common Services

- **Insurance P&C specific common transactional functions that include WSDLs/BPELs & implementations**
- *EXAMPLES: ACORD Reject Repair, IVANS Channel, ACORD Validation*
- ***SCA Libraries (WID 6.1), EARs (WPS 6.1)***

Insurance P&C Business Object Model

- **Conceptual view of enterprise data for the Insurance P&C industry. Derived from ACORD P&C Standards and eEG7 Data Model**
- ***UML Models (RSA 7.0)***

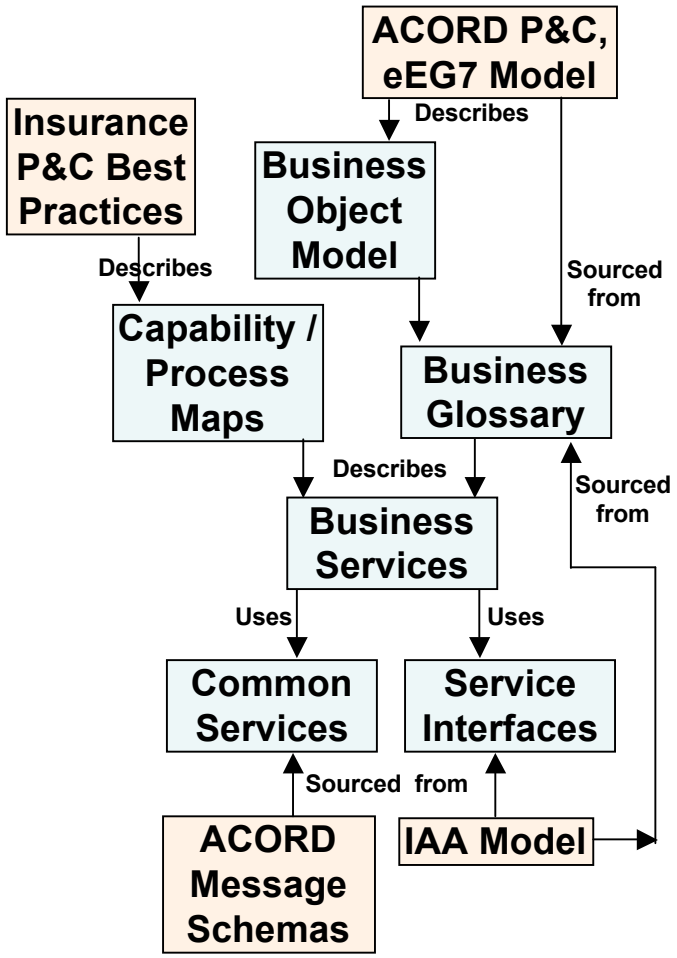
Insurance P&C Business Glossary

- **Insurance P&C specific taxonomy of business terms derived from ACORD P&C Standards, eEG7 Data Dictionary and IFW Business Object Model**
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Knowledge Assets

Reference Architecture, How-To Guide, Reference Implementation, Developer Guide, Install Guide

Use of Insurance Standards in Insurance P&C Content Pack

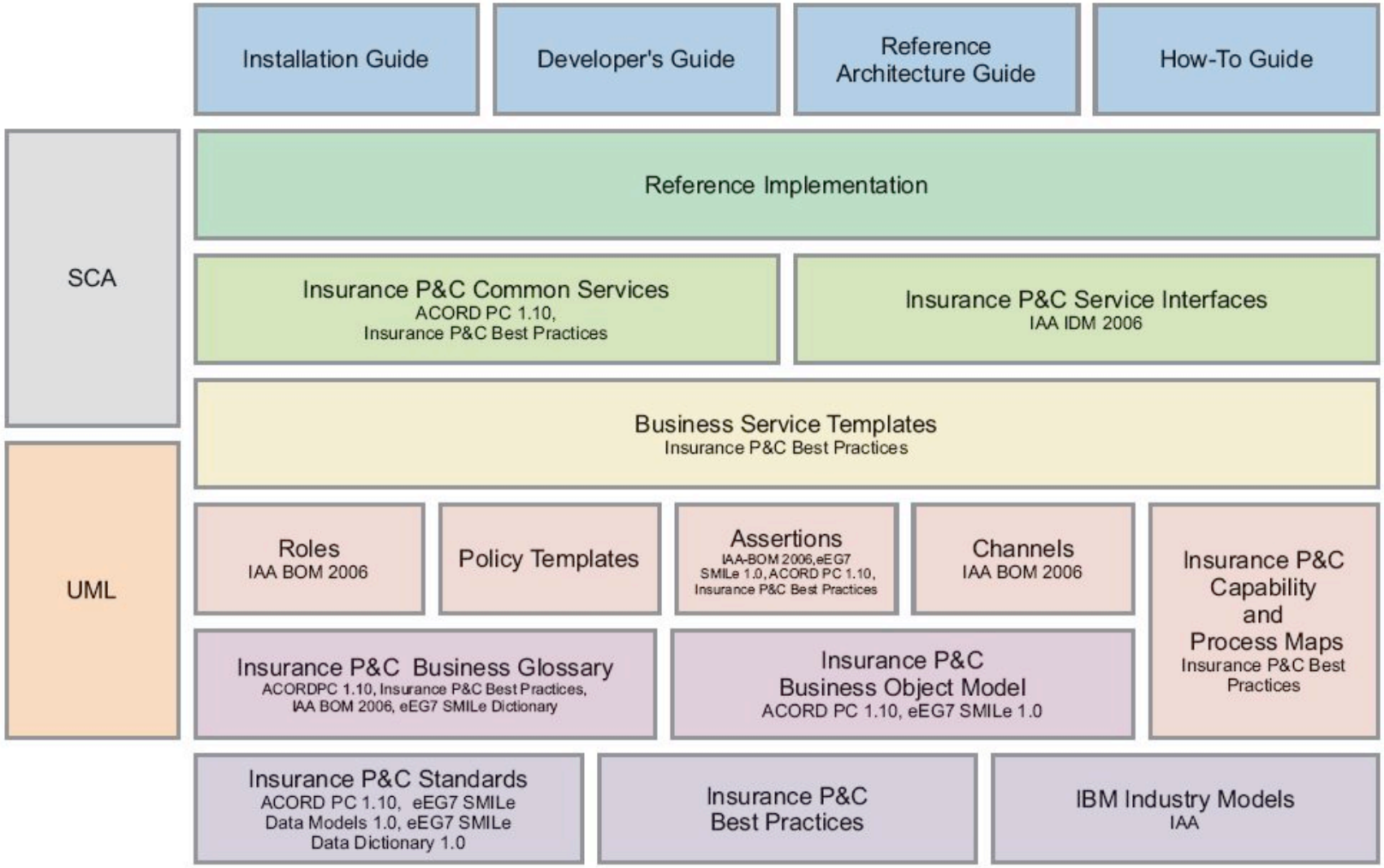


- Source: ACORD P&C Standards v 1.10
  - ACORD P&C Standards are used to derive Insurance P&C Business Object Model.
  - ACORD P&C Standards are used to create a Insurance P&C Business Glossary.
  - ACORD P&C Messaging Model is used to create common services like ACORD Validation Service, ACORD Debulking Service etc.
- Source: eEG7 Standards
  - eEG7 Data Model is used to derive an Insurance P&C Business Object Model.
  - eEG7 Data Dictionary is used to create an Insurance P&C Business Glossary.
- Source: IAA Models
  - A subset of IAA Interface Design Model (IDM) is used to derive P&C-specific Insurance P&C Service Interfaces.
  - P&C-specific business terms from IAA Business Object Model (BOM) are used to create a Insurance P&C Business Glossary.

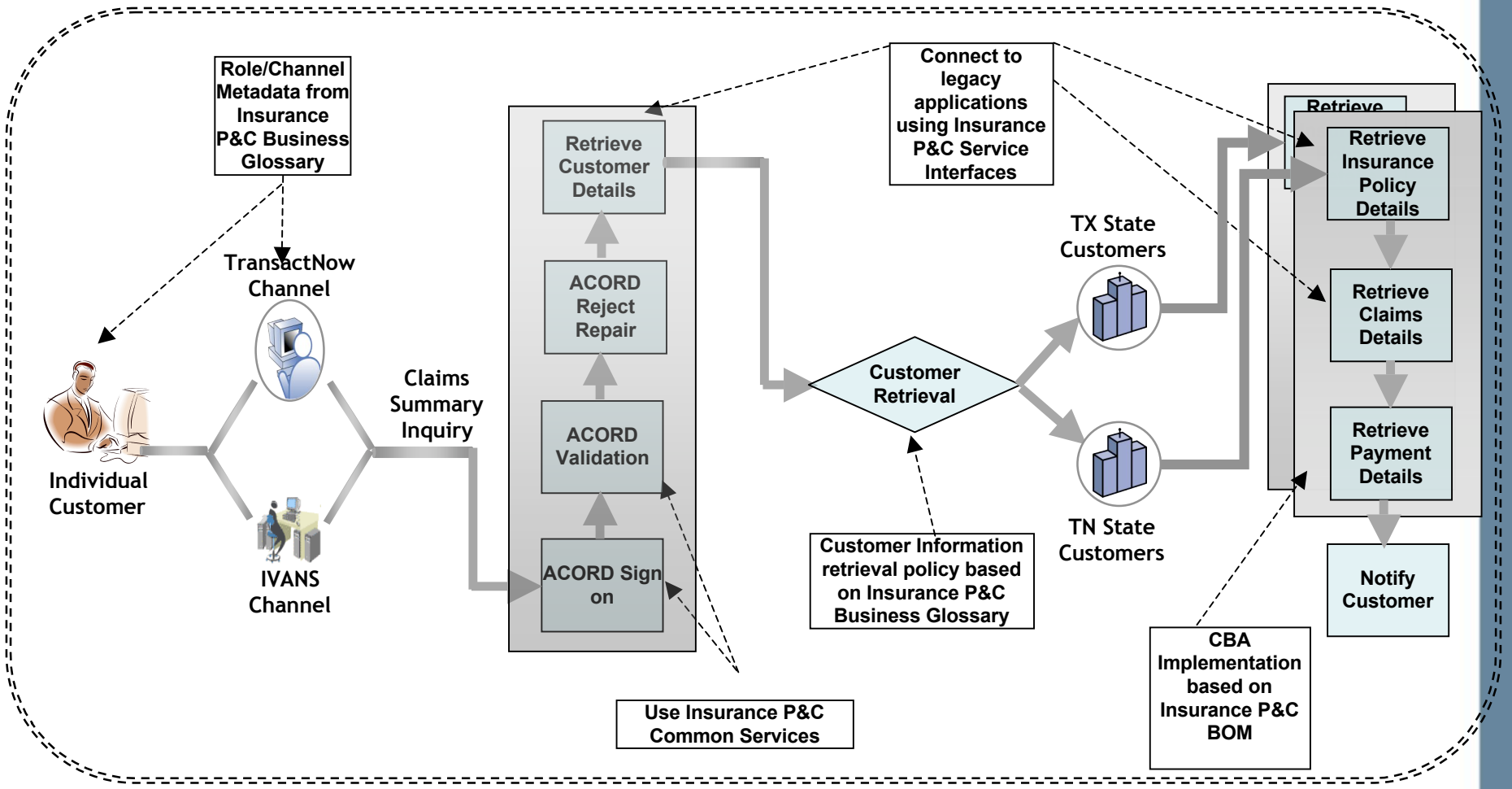
Bill of Material – Insurance P&C Content Pack 6.1

Assets in Insurance P&C Pack	Nos.
Insurance P&C Capability/Process Maps	2
Insurance P&C Business Service Templates	64
Insurance P&C Service Interfaces (based on IAA Interface Design Model)	270
Insurance P&C Business Glossary (based on ACORD P&C, eEG7 Dictionary and IAA BOM)	3
Insurance P&C Common Services (based on ACORD P&C)	14
Insurance P&C Business Object Model (based on ACORD P&C and eEG7 Data model)	2
Knowledge Assets (Reference Implementation) (Reference Architecture, How-To-Guide, Developer Guide, Install Guide)	1 4

Reference Architecture – Insurance P&C Content Pack



Pre-built assets from Insurance P&C Content Pack deliver Claims Summary composite business application



Assets – IBM Insurance P&C Content Pack 6.1

Insurance P&C Business Services Templates

- Activate Agent
- Actuarial Analysis
- Adjudicate Claim
- Agency Performance
- Agent Billing Inquiry
- Agent Consolidated Billing
- Agents Profitability Analysis
- Analyze Adjudication
- Analyze Claims Leakage
- Analyze Commissions
- Analyze Fraud
- Analyze Litigation
- Analyze Subrogation
- Billing Inquiry
- Business Target
- Cancel Policy
- Claim Billing Inquiry
- Claim Consolidated Billing
- Claim Litigation
- Claims Fraud Detection
- Claims Partner Performance
- Claims Ratio Performance
- Claims Status
- Claims Summary
- Claims Trend Analysis
- Commission Inquiry
- Commission Processing
- Commission Setup
- Commission Status
- Consolidated Billing
- Contracts Management
- Cross-Sell

Insurance P&C Business Services Templates

- Customer Information
- Endorse Policy
- FNOL Pending Analysis
- FNOL Rejection Analysis
- FNOL Summary
- Investigate Claim
- Issue Policy
- Lapse Policy
- Lead Management
- Manage Claim Reserves
- Manage Salvage
- Negotiate Claims
- Pay Claims
- Pay Commissions
- Pay Fees
- Pay Premium
- Renew Policy
- Policy Status
- Producer Maintenance
- Producer Setup
- Product Setup
- Quote Performance
- Record FNOL
- Record Quote
- Reinstate Policy
- Reinsurance
- Risk Pre-Qualification
- Route FNOL
- Settle Claim
- Track Quote
- Underwrite
- Up-Sell

Insurance P&C Business Capability/Process Maps

Capability Definitions

- Marketing Strategy
- Marketing Plan
- Marketing Program
- Product Management
- Product Portfolio
- Distribution Management
- Customer Acquisition
- Policy Management
- Claims Management
- Customer Management
- Marketing Objectives
- Market Research
- Market Analysis
- Marketing Promotions
- Product Research
- Product Design
- Product Development
- Product Performance
- Channel Development
- Producer Management
- Sales Initiation
- Quotation Processing
- Policy Administration
- Billing and Payments
- Claims Processing
- Claims Administration
- Customer Information
- Customer Analysis

Assets – IBM Insurance P&C Content Pack 6.1

Insurance P&C Business Capability/Process Maps

Process Definitions

- Create Product Concept
- Validate Market Feasibility
- Define Actuarial Assumptions
- Define Investment Assumptions
- Define Regulatory Compliance
- Define Underwriting Assumptions
- Define Reinsurance Assumptions
- Define Claims Servicing Assumptions
- Define & Setup Product
- Validate & Test Product
- Plan Product Roll-Out
- Launch Product
- Define Product Compensation
- Define Producer Agreement
- Activate Producer
- Maintain Producer Agreements
- Process Producer Compensations
- Process Producer Support
- Identify Customers
- Manage Customer Leads
- Process Customer Acquisition
- Perform Underwriting
- Bind Coverage
- Issue Policy
- Maintain Policy
- Manage Contract Obligations
- Manage Billing Operations
- Manage Premium Payments
- Record Claim
- Service Claim

Insurance P&C Business Capability/Process Maps

Process Definitions

- Manage Salvage & Subrogation
- Analyze Claims
- Manage Fraudulent Claims
- Manage Claims Partners
- Manage Claims Leakage
- Process Customer Information
- Maximize Customer Revenue

Insurance P&C Business Glossary

- ACORD Data Dictionary
- eEG7 Data Model
- Subset of IAA Business Object Model

Insurance P&C Business Object Model

- ACORD Data Dictionary
- eEG7 Data Model

Insurance P&C Common Services

- ACORD Bulking Service
- ACORD Debulking Service
- ACORD File Extraction
- ACORD HRXML Credit Service
- ACORD HRXML Crime Service
- ACORD Reject Repair Service
- ACORD IVAN Channel Service
- ACORD TRANSACTNow Service
- ACORD Signon Service
- ACORD Validation Service
- Error Identification Service
- Image Transformation Service for Insurance
- Rules Engine Service

Insurance P&C Service Interfaces

- Account Agreement Determine Fee
- Auto Policy Contract Change Record Named Driver
- Auto Policy Contract Change Record Vehicle Security
- Auto Policy ContractChange Record Insured Vehicle
- Benefit Payment Establish Payment Schedule
- Bill Presentment Record Payment Facility Request
- Bill Presentment Retrieve Bill Details
- Billing Issue Notice Of Payment Due
- Case Processing Allocate Application To Underwriter
- Case Processing Apply Underwriting Rules For Application
- Case Processing Apply Underwriting Rules For Quote
- Case Processing Determine Underwriting Information Required
- Claim Coverage Confirmation Allocate Claim To Coverage
- Claim Coverage Confirmation Allocate Claim To Policy
- Claim Coverage Confirmation Analyse ClaimsHistory For Claim
- Claim Fraud Detection Determine Potential Fraud
- Claim Fraud Detection Settle Fraudulent Claim
- Claim Handling Allocate Claim To Adjuster
- Claim Handling Allocate Investigation Activity
- Claim Handling Cancel Claim
- Claim Handling Close Claim
- Claim Handling Nullify Claim
- Claim Handling Record Assessment Result Decision
- Claim Handling Validate Claim
- Claim Inquiry Retrieve Claim Details
- Claim Inquiry Retrieve Policies Under Claim
- Claim Investigation Allocate Investigation Expenses
- Claim Investigation Determine Claim Report Requirements
- Claim Investigation Record Claim Investigation

Assets – IBM Insurance P&C Content Pack 6.1

Insurance P&C Service Interfaces

- Claim Investigation Record Damage Details
- Claim Investigation Record External Incident Report
- Claim Investigation Request External Incident Report
- Claim Litigation Initiate Arbitration Against Claimant
- Claim Litigation Record Claim Dispute Result
- Claim Manager Establish Claim Folder
- Claim Manager Establish Claim Offer
- Claim Manager Establish Elementary Claim
- Claim Manager Establish Initial Reserve
- Claim Manager Get Claimed Benefits For Agreement
- Claim Manager Get Claims History For Party
- Claim Manager Get Related Claims For Policy
- Claim Manager Identify Applicable Coverages
- Claim Manager Modify Claim Folder
- Claim Manager Modify Claim Offer
- Claim Manager Modify Claim Reserves
- Claim Manager Modify Elementary Claim
- Claim Manager Retrieve Claim Folders
- Claim Manager Retrieve Claim Offers
- Claim Manager Retrieve Elementary Claims
- Claim Manager Terminate Claim Folder
- Claim Manager Terminate Claim Offer
- Claim Manager Terminate Elementary Claim
- Claim Performance Monitoring Analyse Claim Profitability For Lt
- Claim Performance Monitoring Analyse Claim Profitability For P and C
- Claim Performance Monitoring Analyse Claims By Type
- Claim Reporting Generate Claim Statistics
- Claim Reporting Issue Loss Summary
- Claim Reserve Manager Record Reserve
- Claim Salvage Allocate Salvage Activities
- Claim Salvage Determine Salvage Potential
- Claim Salvage Enact Salvage Activities
- Claim Salvage Record Salvage Results
- Claim Settlement Calculate Benefit Payable
- Claim Settlement Decide On Claim

Insurance P&C Service Interfaces

- Claim Settlement Decide On Pre Authorisation
- Claim Settlement Issue Claim Discharge Document
- Claim Settlement Record Benefit Adjustment
- Claim Settlement Record Claimant Decision On Claim
- Claim Subrogation Allocate Subrogation Activities
- Claim Subrogation Decide On Outgoing Claim
- Claim Subrogation Determine Subrogation Potential
- Claim Subrogation Issue Outgoing Claim
- Claim Subrogation Record Outgoing Subrogation Claim
- Commission Statement Management Establish Commission Statement
- Commission Statement Management Issue Commission Statement
- Commission Statement Management Retrieve Commission Statements For Channel Role
- Contact Management Establish Contact With Customer
- Contact Management Record Communication
- Contact Management Retrieve Contact History
- Credit Verification Service
- Crime Verification Service
- Customer Information Management Record Contact Point
- Customer Information Management Record Contact Points For Party
- Customer Information Management Record Customer Details
- Customer Information Management Record Organization Details
- Customer Information Management Record Organization Hierarchy
- Customer Information Management Record Person Details
- Customer Information Management Retrieve Contact Points
- Customer Information Management Retrieve Customer Details
- Customer Information Management Retrieve Party Details

Insurance P&C Service Interfaces

- Customer Information Management Review Party Information
- Customer Information Management Review Party Relationships
- Customer Service Retrieve Agreement Views For Party
- Customer Service Retrieve Claim Views For Party
- Driver History Information Service
- Employee Information Management Intitate Litigation Against Employee
- Endorsement Processing Modify Address For Policy
- Endorsement Processing Record Billing Details
- Endorsement Processing Record Coverage
- Endorsement Processing Record Insured
- Endorsement Processing Record Insured Object
- Endorsement Processing Record Modified Insurance Policy
- Endorsement Processing Record Party Roles For Policy
- Endorsement Processing Record Sum Insured
- Endorsement Processing Suspend Coverage
- Endorsement Processing Terminate Coverage
- Endorsement Processing Terminate Insured
- Endorsement Processing Terminate Insured Object
- Intermediary Agreement Administration Activate Intermediary Agreement
- Intermediary Agreement Administration Allocate Intermediary Fees
- Intermediary Agreement Administration Determine Actions For Sub Intermediaries
- Intermediary Agreement Administration Evaluate Intermediary Account
- Intermediary Agreement Administration Evaluate Intermediary Account Balance
- Intermediary Agreement Administration Evaluate Potentia Intermediaries
- Intermediary Agreement Administration Record Intermediary Agreement Data
- Intermediary Agreement Administration Record Intermediary Agreement Request
- Intermediary Agreement Administration Record Intermediary Rule Result Overriding

Assets – IBM Insurance P&C Content Pack 6.1

Insurance P&C Service Interfaces

- Intermediary Agreement Administration Reinstate Intermediary Agreement
- Intermediary Agreement Administration Suspend Intermediary Agreement
- Intermediary Agreement Administration Terminate Intermediary Agreement
- Intermediary Agreement Administration Validate Intermediary Agreement Eligibility
- Intermediary Agreement Administration Validate Intermediary Agreement Modification
- Intermediary Agreement Administration Validate Intermediary Agreement Renewal
- Intermediary Agreement Administration Validate Intermediary Agreement Request
- Intermediary Agreement Administration Validate Intermediary Agreement Transfer
- Intermediary Agreement Inquiry Retrieve Intermediary Agreement Details
- Intermediary Agreement Inquiry Retrieve Intermediary Agreements For Product
- Intermediary Authorisation Validate Intermediary Licences
- Intermediary Compensation Allocate Commission
- Intermediary Compensation Allocate Non Monetary Award Credits
- Intermediary Compensation Calculate Commission
- Intermediary Compensation Calculate Compensation Payment Adjustments
- Intermediary Compensation Process Intermediary Remuneration
- Intermediary Compensation Record Bonus Qualification
- Intermediary Compensation Recover Commission

Insurance P&C Service Interfaces

- Intermediary Compensation Validate Transactions For Compensation
- Intermediary Information Determine Intermediary Training Needs
- Intermediary Information Record Intermediary Details
- Intermediary Information Record Intermediary Hierarchy
- Intermediary Information Record Intermediary Skills Matrix
- Intermediary Information Retrieve Intermediary Details
- Intermediary Information Retrieve Intermediary Hierarchy
- Intermediary Loan Processing Determine Intermediary Loan Repayment
- Intermediary Loan Processing Record Intermediary Loan Agreement
- Intermediary Loan Processing Retrieve Loans For Intermediary Agreement
- Intermediary Loan Processing Validate Intermediary Loan Eligibility
- Intermediary Payment Management Pay Advance To Intermediary
- Intermediary Payment Management Pay Intermediary
- Intermediary Performance Monitoring Analyse Agent Training And Competency
- Intermediary Performance Monitoring Analyse Customer Managers And Agents Performance
- Intermediary Performance Monitoring Analyse Intermediary Profitability
- Intermediary Performance Monitoring Monitor Intermediary Performance In Product Group
- Location Information Verification Service
- Loss Evaluation Analyse Injuries

Insurance P&C Service Interfaces

- Loss Evaluation Analyse Investigation Reports
- Loss Evaluation Analyse Loss Circumstances
- Loss Evaluation Calculate Loss Amount Estimate
- Loss Evaluation Determine Liability In Loss Event
- Loss Notification Determine Investigation Requirements
- Loss Notification Establish Loss Documentation
- Loss Notification Record Anticipated Loss Event
- Loss Notification Record Auto Claim Details
- Loss Notification Record Claim Details
- Loss Notification Record Homeowners Claim Details
- Loss Notification Record Roadside Assistance Claim Details
- Motor Vehicle Registration Information
- Needs Analysis Identify Cross Selling Lead
- Needs Analysis Record Investment Profile
- Needs Analysis Record Prospect Communication
- Needs Analysis Select Best Suited Products For Customer
- New Business Process Suspend Application
- New Business Processing Cancel Application
- New Business Processing Record Proposal Decision
- Party Notification Notify Claimant
- Party Notification Notify Customer Of Underwriting Decision
- Party Notification Notify Employee
- Party Notification Notify Reinsurance Company
- Party Notification Notify Service Provider
- Payment Allocation Settle Debt
- Payment Processing Apply Outgoing Payment
- Payment Processing Authorise Outgoing Payment
- Payment Processing Establish Outgoing Payment
- Payment Processing Evaluate Payment
- Payment Processing Issue Notice Of Payment
- Payment Processing Retrieve Payment Details
- Payment Processing Validate Incoming Invoice
- Policy Administration Calculate Agreement Value

Assets – IBM Insurance P&C Content Pack 6.1

Insurance P&C Service Interfaces

- Policy Administration Calculate Annual Premiums
- Policy Administration Calculate Premium Estimate
- Policy Administration Calculate Refund
- Policy Administration Define Terms And Condition
- Policy Administration Modify Intermediary On Policy
- Policy Billing Record Premium Due
- Policy Data Recording Convert Information From Referenced Policy
- Policy Data Recording Record And Verify Agreement Completion Data
- Policy Data Recording Record Auto Policy Related Data
- Policy Data Recording Record Home Owner Policy Related Data
- Policy Data Recording Record Other Application Data
- Policy Data Recording Record Policy Request
- Policy Data Recording Record Travel Policy Related Data
- Policy Data Validation Validate Auto Policy Related Data
- Policy Data Validation Validate Home Owner Policy Related Data
- Policy Data Validation Validate Policy Request
- Policy Data Validation Validate Travel Policy Related Data
- Policy Inquiry Retrieve Insurance Policies For Role Player
- Policy Inquiry Retrieve Insurance Policy Details
- Policy Inquiry Retrieve Insurance Policy For Intermediary Agreement
- Policy Inquiry Retrieve Policies For Role Player For Insured Object
- Policy Inquiry Retrieve Policy Billing Details
- Policy Issuance Issue Financial Services Agreement Adjustment Documentation
- Policy Issuance Issue Financial Services Agreement Documentation
- Policy Issuance Issue Maturity Prenotification
- Policy Issuance Issue Proposal Documentation

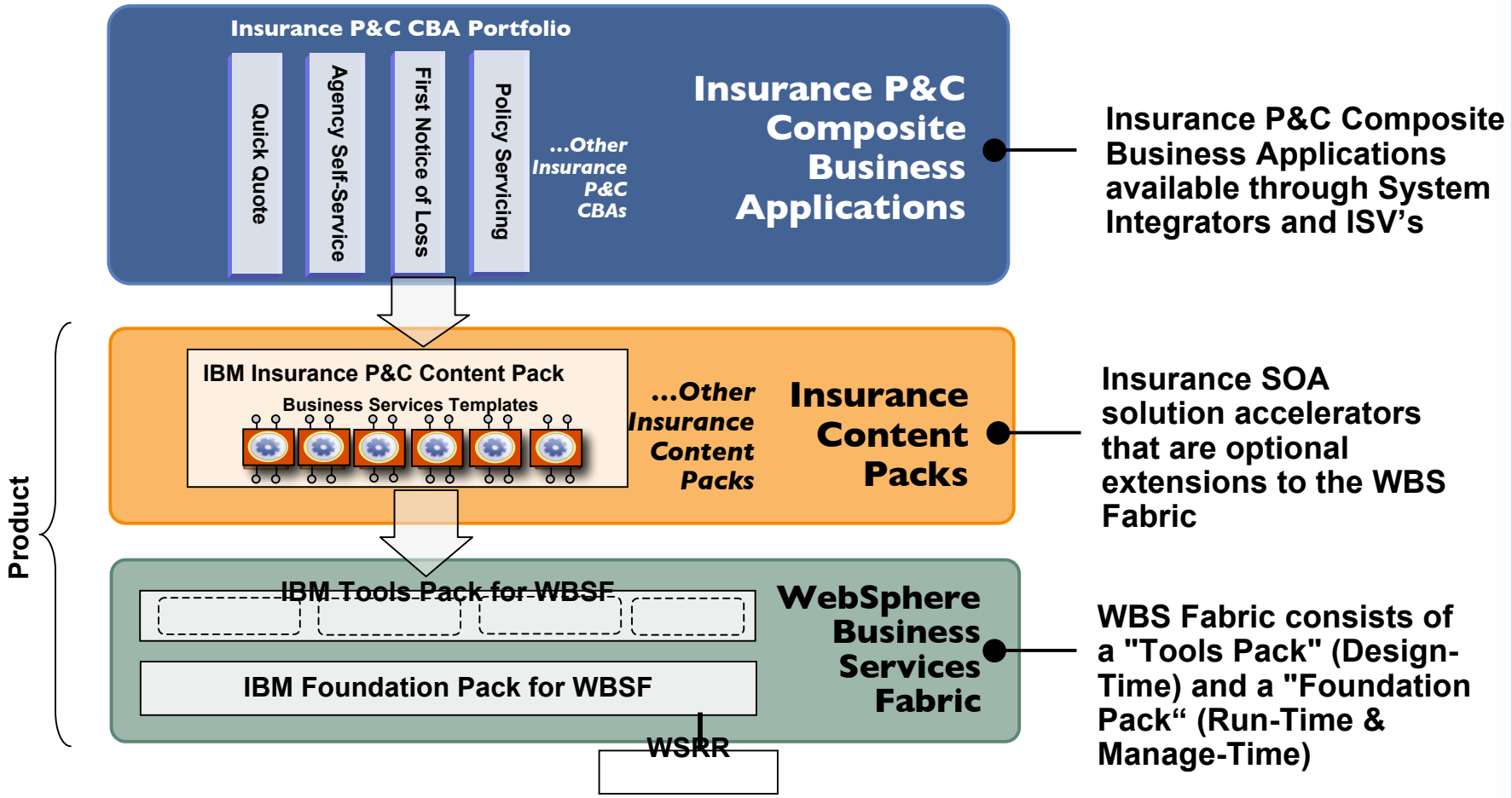
Insurance P&C Service Interfaces

- Policy Issuance Issue Renewal Invitation
- Policy Issuance Issue Renewal Notification
- Policy Quote Evaluate Quote
- Policy Quote Offer Personal Articles Quote
- Policy Statement Management Record Premium Statement
- Policy Statement Retrieve Premium Statements For Party
- Policy Status Change Activate Insurance Policy
- Policy Status Change Cancel Insurance Policy
- Policy Status Change Determine Policies For Renewal
- Policy Status Change Lapse Insurance Policy
- Policy Status Change Reinstate Insurance Policies
- Policy Status Change Renew Insurance Policies
- Policy Status Change Suspend Insurance Policy
- Policy Status Change Terminate Insurance Policy
- Process Performance Monitoring Analyse Claim Handling Efficiency
- Process Performance Monitoring Analyse Claim Process Performance For P and C
- Process Performance Monitoring Analyse Policy Management Process Perfomance
- Process Performance Monitoring Analyse Underwriting Process Performance
- Product Performance Monitoring Analyse Customer Policy Renewal
- Product Performance Monitoring Analyse Product Profitabiltiy For Channels
- Product Performance Monitoring Analyse Product Volume Sales
- Product Performance Monitoring Analyse Underwriting Profitability
- Prospect Quote Record Offer
- Prospect Quote Record Quotes
- Prospect Quote Retrieve Quotes
- Provider Agreement Administration Activate Provider Agreement
- Provider Agreement Administration Decide On Provider Application
- Provider Agreement Administration Evaluate Provider Account Balance

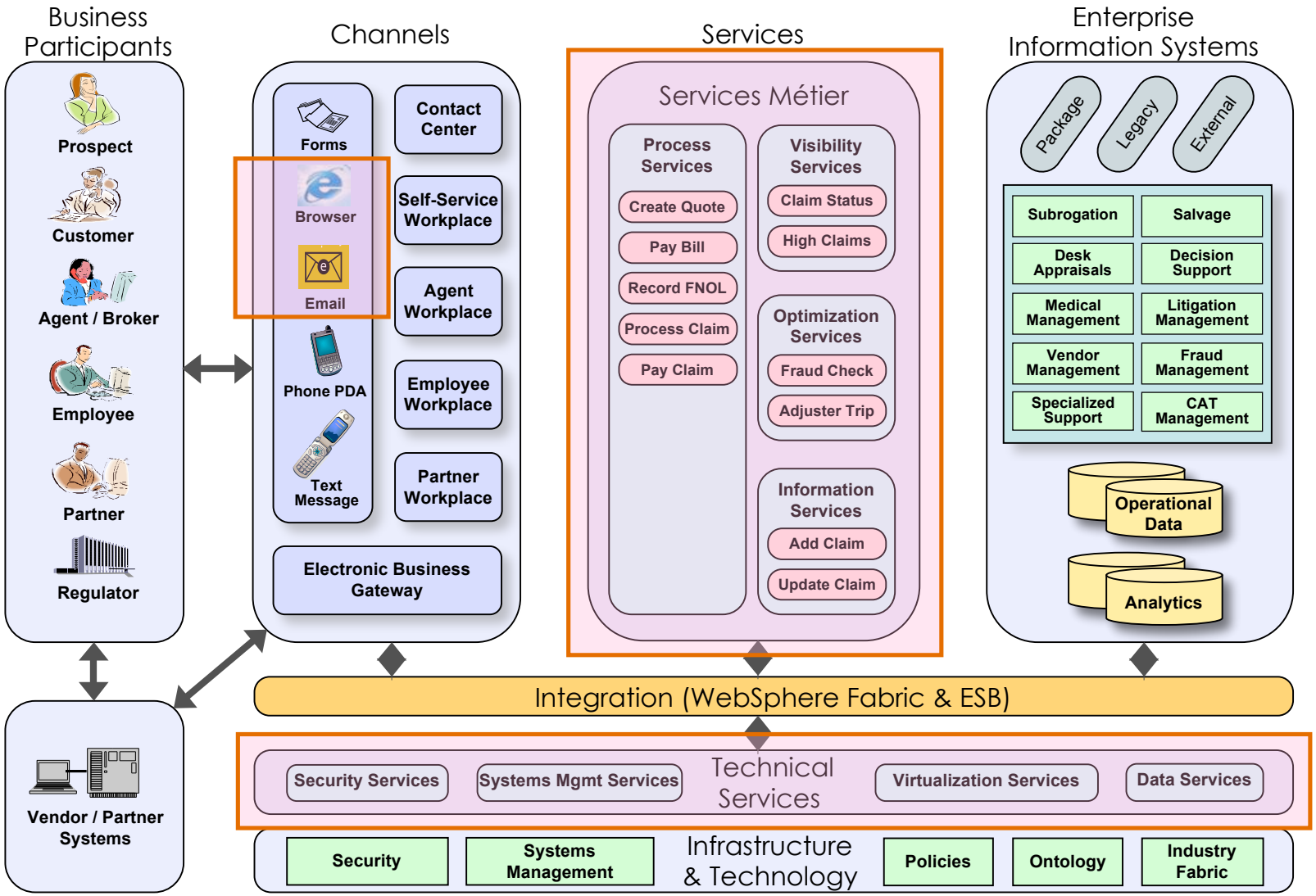
Insurance P&C Service Interfaces

- Intermediary Compensation Release Commission
- Intermediary Compensation Reverse Commission
- Provider Agreement Administration Modify Provider Request
- Provider Agreement Administration Record Provider Agreement Data
- Provider Agreement Administration Record Provider Request
- Provider Agreement Administration Validate Provider Agreement Eligibility
- Provider Agreement Administration Validate Provider Agreement Modification
- Provider Agreement Administration Validate Provider Request
- Provider Agreement Inquiry Retrieve Provider Agreement Details
- Provider Bill Management Establish Provider Bill
- Provider Bill Management Retrieve Provider Bill Details
- Provider Information Evaluate Potentia lProvider
- Provider Information Record Provider Details
- Provider Information Retrieve Provider Details
- Reinsurance Agreement Administration Calculate Reinsurance Premium
- Risk Analysis Analyse Claims History For Underwriting
- Risk Analysis Analyse Object At Risk By Expert
- Risk Analysis Analyse Other Risks
- Risk Analysis Determine Acceptability Of Risk
- Risk Analysis Determine Imposed Condition And Rates
- Risk Analysis Validate Expert Assessment
- Task Execution Establish Task
- Task Execution Modify Task
- Task Execution Retrieve Tasks
- Task Execution Terminate Task
- Territory Information Service

Insurance P&C Content Pack serves as a SOA accelerator for WBS Fabric-based composite business applications



A potential Claims Solution – (CBS architecture layer depiction)



Pre-Built Assets in Telecom Operations Content Pack

Telecom Operations Capability-Process Maps

- **Decomposition of business capabilities and processes (only decomposition, no flows)**
- *EXAMPLES: Service Configuration & Activation, Create & Deliver Bill*
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Telecom Operations Business Services Templates

- **Decomposition of business services including assertions, policies, roles and channels**
- *EXAMPLES: Process Customer Order, Service Trouble Ticketing*
- ***SCA Modules (WID 6.1), Fabric Content Archive (WBS Fabric 6.1)***

Telecom Operations Service Interfaces

- **Telecom specific data types, schemas and web service interfaces based on NGOSS SID (Shared Information Data) Model**
- *EXAMPLES: Create Service Specification, Deactivate Resource*
- ***SCA Libraries (WID 6.1)***

Telecom Operations Common Services

- **Telecom specific common transactional functions that include WSDLs/BPELs & implementations**
- *EXAMPLES: OSS/J Order Management on WTX / DXSI*
- ***SCA Libraries (WID 6.1), EARs (WPS 6.1)***

Telecom Operations Business Object Model

- **Conceptual view of enterprise data for the Telecom industry. Derived from NGOSS SID Standards**
- ***UML Models (RSA 7.0)***

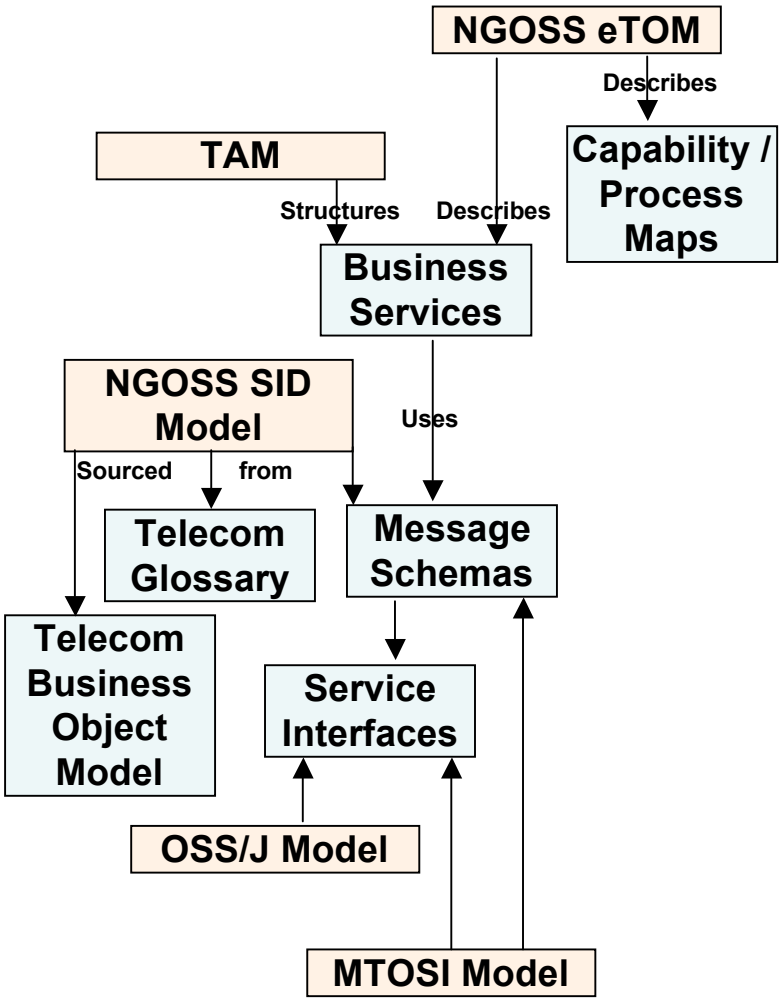
Telecom Operations Business Glossary

- **Telecom specific taxonomy of business terms derived from NGOSS SID Standards**
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Knowledge Assets

Reference Architecture, How-To Guide, Reference Implementation, Developer Guide, Install Guide

Use of Telecom Standards in Telecom Operations Content Pack



- Source: Telecom Applications Map (TAM)
  - The TAM Applications are used as the basis for the business services decomposition. Each business service is assigned as a responsibility to a TAM Application.
- Source: NGOSS enhanced Telecom Operations Map (eTOM)
  - The eTOM business processes are used in the decomposition of telecom capability/process map decomposition
  - The eTOM business processes are used as the basis for the business services decomposition.
- Source: NGOSS Shared Information Data (SID) Model
  - NGOSS SID Model is used to create Telecom Operations Business Glossary, The business terms in the glossary are used to define business policies, roles and channels for business services.
  - NGOSS SID Model is used to create Telecom Operations Business Object Model that represents conceptual view of an enterprise.
- Source: OSS/J Model
  - NGOSS OSS/J Model is used for creating Telecom Operations Service Interfaces and Telecom Operations Common Services.
- Source: MTOSI Model
  - NGOSS MTOSI Model is used for creating Telecom Service Interfaces and Telecom Operations Common Services.

Bill of Material – Telecom Operations Content Pack 6.1

Assets in Telecom Operations Pack	Nos.
Telecom Operations Capability/Process Maps	2
Telecom Operations Business Service Templates	48
Telecom Operations Service Interfaces (based on NGOSS SID, OSS/J, MTOSI)	149
Telecom Operations Business Glossary (based on NGOSS SID Model)	1
Telecom Operations Common Services (based on NGOSS SID, OSS/J, MTOSI)	4
Telecom Operations Business Object Model (based on NGOSS SID Standards)	1
Knowledge Assets (Reference Implementation) (Reference Architecture, How-To-Guide, Developer Guide, Install Guide)	1 4

Pre-built assets in Banking Payments Content Pack

Banking Payments Capability-Process Maps

- Decomposition of business capabilities and processes (only decomposition, no flows)
- *EXAMPLES: Payment Initiation, Prepare Onward Interbank Payment*
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Banking Payments Business Services Templates

- Decomposition of business services including assertions, policies, roles and channels
- *EXAMPLES: Manage Accounts, Pay Vendors, Trade Payments*
- ***SCA Modules (WID 6.1), Fabric Content Archive (WBS Fabric 6.1)***

Banking Payments Service Interfaces

- Payments specific data types, schemas and web service interfaces derived from IFW
- *EXAMPLES: Calculate FeesReverse Payment Request*
- ***SCA Libraries (WID 6.1)***

Banking Payments Common Services

- Payments specific common transactional functions that include WSDLs/BPELs & implementations
- *EXAMPLES: ISO 20022 Unbundling Service, SEPA Validation Service,*
- ***SCA Libraries (WID 6.1), EARs (WPS 6.1)***

Banking Payments Business Object Model

- Conceptual view of enterprise data for the banking payments industry. Derived from ISO 20022 Standards
- ***UML Models (RSA 7.0)***

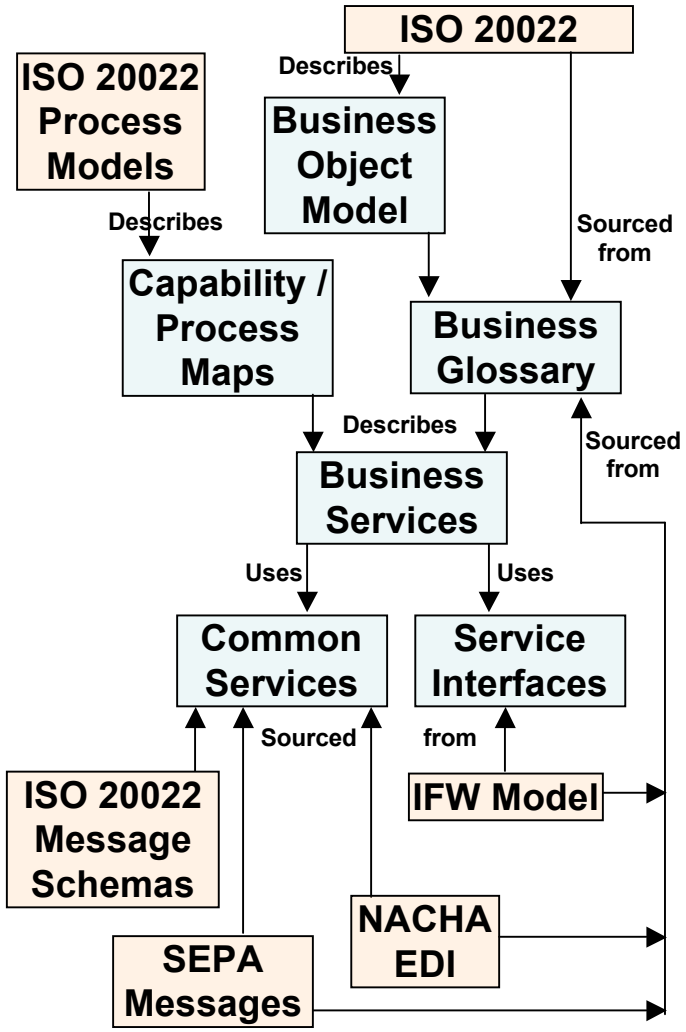
Banking Payments Business Glossary

- Payments specific taxonomy of business terms derived from multiple payments standards, viz., ISO 20022, SEPA, NACHA, IFW
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Knowledge Assets

Reference Architecture, How-To Guide, Reference Implementation, Developer Guide, Install Guide

Use of Payments Standards in Banking Payments Content Pack



- Source: ISO 20022 Standards (also support SWIFT)
  - ISO 20022 Process Models are used to define Banking Payments Business Process Maps
  - ISO 20022 UML Models are used to derive Banking Payments Business Object Model
  - ISO 20022 Dictionary is used to create a Banking Payments Business Glossary.
  - ISO 20022 Messaging Model is used to create common services like ISO 20022 Validation Service, ISO 20022 Debulking Service etc.
- Source: SEPA Standards
  - SEPA Messaging Model is used to create a Banking Payments Business Glossary.
  - SEPA Messaging Model is used to create common services like NACHA Validation Service.
- Source: IFW Models
  - A subset of IFW Interface Design Model (IDM) is used to derive payments-specific Banking Payments Service Interfaces.
  - Payments-specific business terms from IFW Business Object Model (BOM) are used to create Banking Payments Business Glossary.
- Source: NACHA Standards
  - NACHA EDI to create a Banking Payments Business Glossary.
  - NACHA EDI Model to create common services like NACHA Validation Service.

Bill of Material – Banking Payments Content Pack V 6.1

Assets in Banking Payments Pack	Nos.
Banking Payments Business Capability/Process Maps	2
Banking Payments Business Service Templates	30
Banking Payments Service Interfaces (based on subset of Interface Design Model of IFW)	119
Banking Payments Business Glossary (based on ISO 20022, NACHA and subset of IFW BOM)	5
Banking Payments Common Services (based on ISO 20022 standards)	17
Banking Payments Business Object Model (based on ISO 20022 UML Model)	1
Knowledge Assets (Reference Implementation) (Reference Architecture, How-To-Guide, Developer Guide, Install Guide)	1 4

Pre-built assets in Healthcare Payor Content Pack

Healthcare Payor Capability-Process Maps

- **Decomposition of business capabilities and processes (only decomposition, no flows)**
- *EXAMPLES: Provider Management, Process Claims, Manage Billing*
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Healthcare Payor Business Services Templates

- **Decomposition of business services including assertions, policies, roles and channels**
- *EXAMPLES: Claims Correction, Manage Enrollment, Modify Plan*
- ***SCA Modules (WID 6.1), Fabric Content Archive (WBS Fabric 6.1)***

Healthcare Payor Service Interfaces

- **Health Insurance specific data types, schemas and web service interfaces derived from HL7 and ASC X12 EDI standards**
- *EXAMPLES: Validate Member, Copy Plan, Retrieve Group*
- ***SCA Libraries (WID 6.1)***

Healthcare Payor Common Services

- **Health Insurance specific common transactional functions that include WSDLs/BPELs & implementations**
- *EXAMPLES: EDI 835 Unbundling Service, HL7 Validation Service,*
- ***SCA Libraries (WID 6.1), EARs (WPS 6.1)***

Healthcare Payor Business Object Model

- **Conceptual view of enterprise data for the Healthcare Payor industry. Derived from HL7 Reference Information Model**
- ***UML Models (RSA 7.0)***

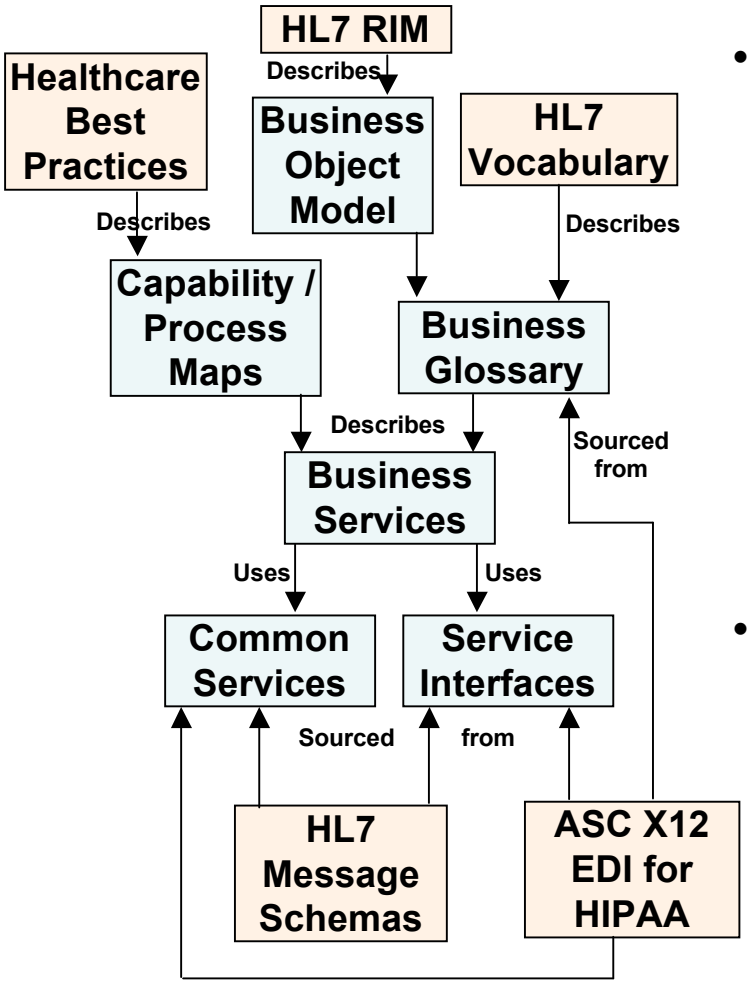
Healthcare Payor Business Glossary

- **Health insurance specific taxonomy of business terms derived from HL7 Vocabulary and ASC X12 EDI standards**
- ***UML Models (RSA 7.0), Fabric Content Archive (WBS Fabric 6.1)***

Knowledge Assets

Reference Architecture, How-To Guide, Reference Implementation, Developer Guide, Install Guide

Use of Health Insurance Standards in Healthcare Payor Content Pack



- Source: HL7 Standards
  - HL7 Reference Information Model (RIM) is used to create a Healthcare Payor Business Object Model.
  - HL7 Vocabulary is used to create a Healthcare Payor Business Glossary. The terms and enumerations in this glossary are used to define assertions, policies, roles and channels for a Composite Business Application.
  - HL7 messages are used to create Healthcare Payor Service Interfaces and Healthcare Payor Common Services.
- Source: ASC X12 EDI for HIPAA Standards
  - ASC X12 EDI for HIPAA standards are used to create a Healthcare Payor Business Glossary. The terms and enumerations in this glossary are used to define assertions, policies, roles and channels for a Service Oriented Application.
  - ASC X12 messages are used to create Healthcare Payor Service Interfaces and Healthcare Payor Common Services.

Bill of Material –Healthcare Payor Content Pack V 6.1

Assets in Healthcare Payor Pack	Nos.
Healthcare Payor Business Capability/Process Maps	2
Healthcare Payor Business Service Templates	36
Healthcare Payor Service Interfaces (based on HL7 and ASC X12 EDI standards)	52
Healthcare Payor Business Glossary (based on HL7 Vocabulary & ASC X12 EDI)	2
Healthcare Payor Common Services (based on HL7 and ASC X12 EDI standards)	37
Healthcare Payor Business Object Model (based on HL7 Reference Information Model)	1
Knowledge Assets (Reference Implementation) (Reference Architecture, How-To-Guide, Developer Guide, Install Guide)	1 4

Conclusions

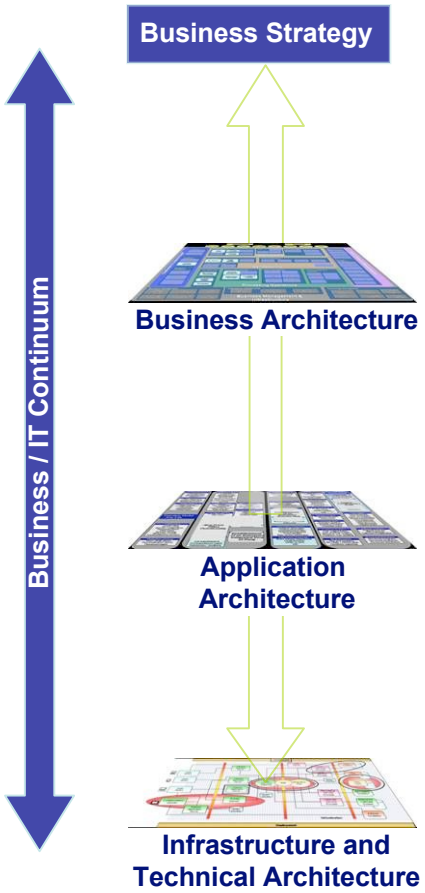
- La base pour la flexibilité des solutions métier SOA est un couche d'isolation de services métier basée sur des standards métiers
- IBM a constitué les Industry packs sur ce principes avec le support pour la variabilité et la dynamicité
- Un ensemble de solutions SOA réalisées à partir de ces interfaces de services et de modèles d'information sont disponibles en engagement de services

Questions ?

Merci

Backup Slides

Architecture d'entreprise Solution Assurance
Déclaration de Sinistres « Claims »

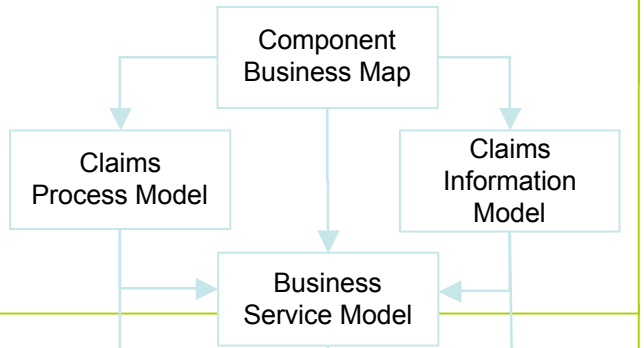


Business Strategy

The vision and purpose of the Claims department, including financial targets, business model, and high-level market identification

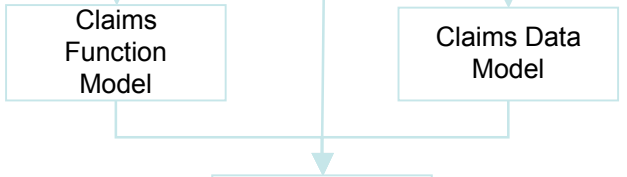
Business Architecture

The operating model that supports the business strategy. Comprised of business components which offer Services Métier



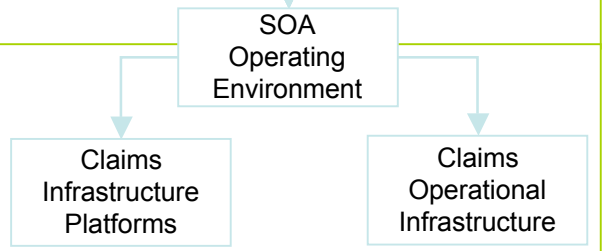
Application Architecture

The software applications that fulfill the functional requirements of the business components and their services



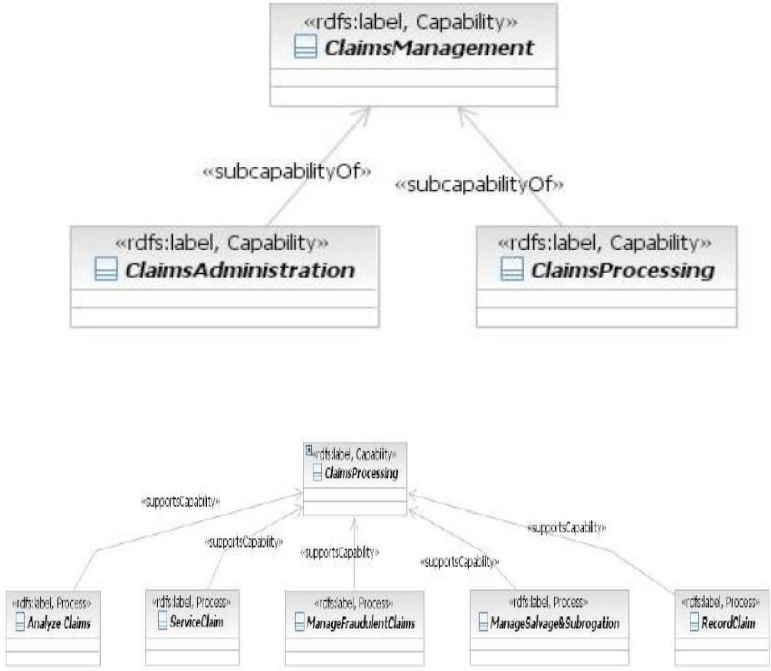
Flexible Infrastructure & Technical Architecture

The infrastructure runs the applications, and includes operating systems, databases, servers, networks and data centers

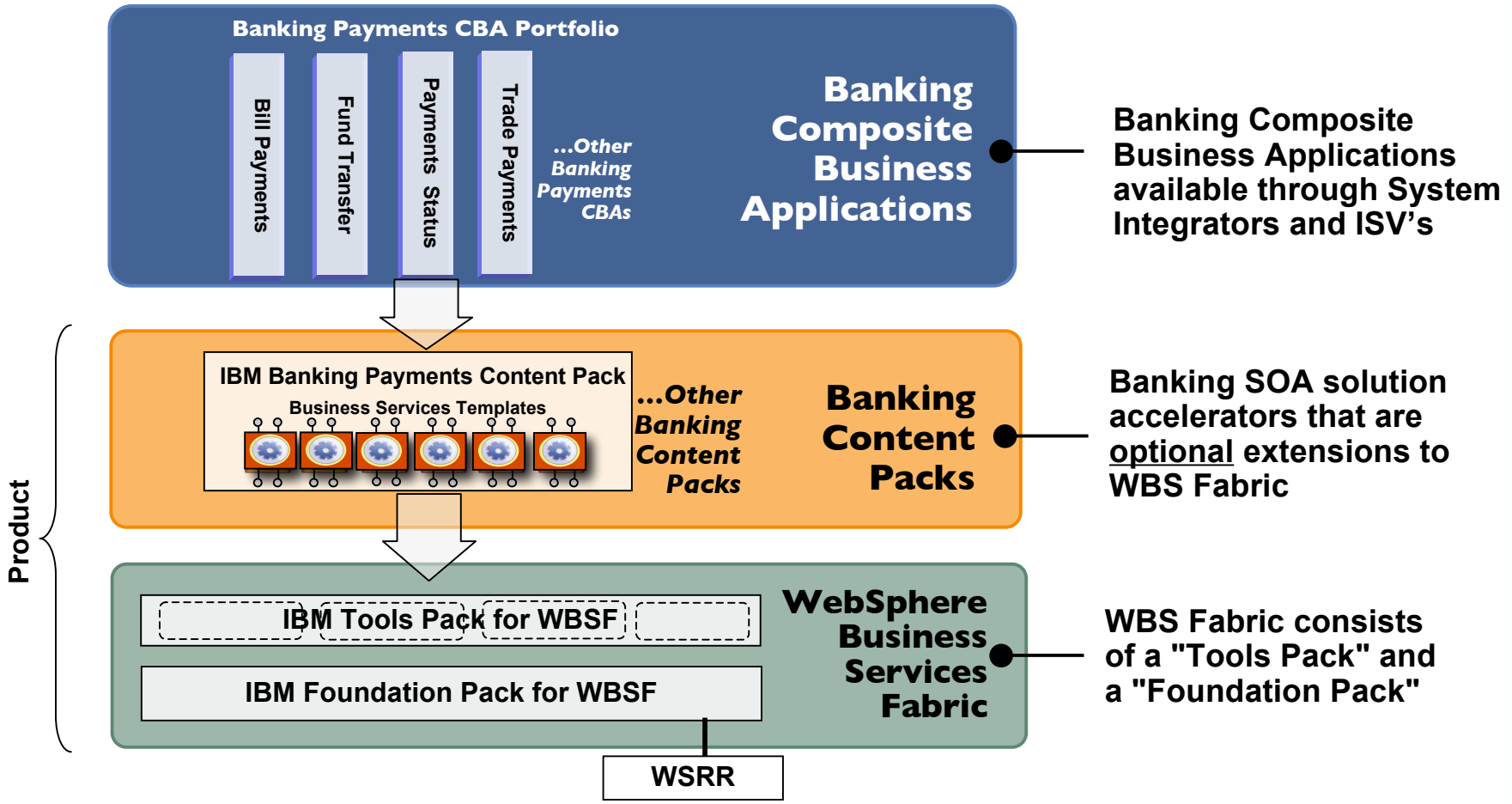


Using Insurance P&C Business Capability/Process Maps in a P&C Composite Business Application

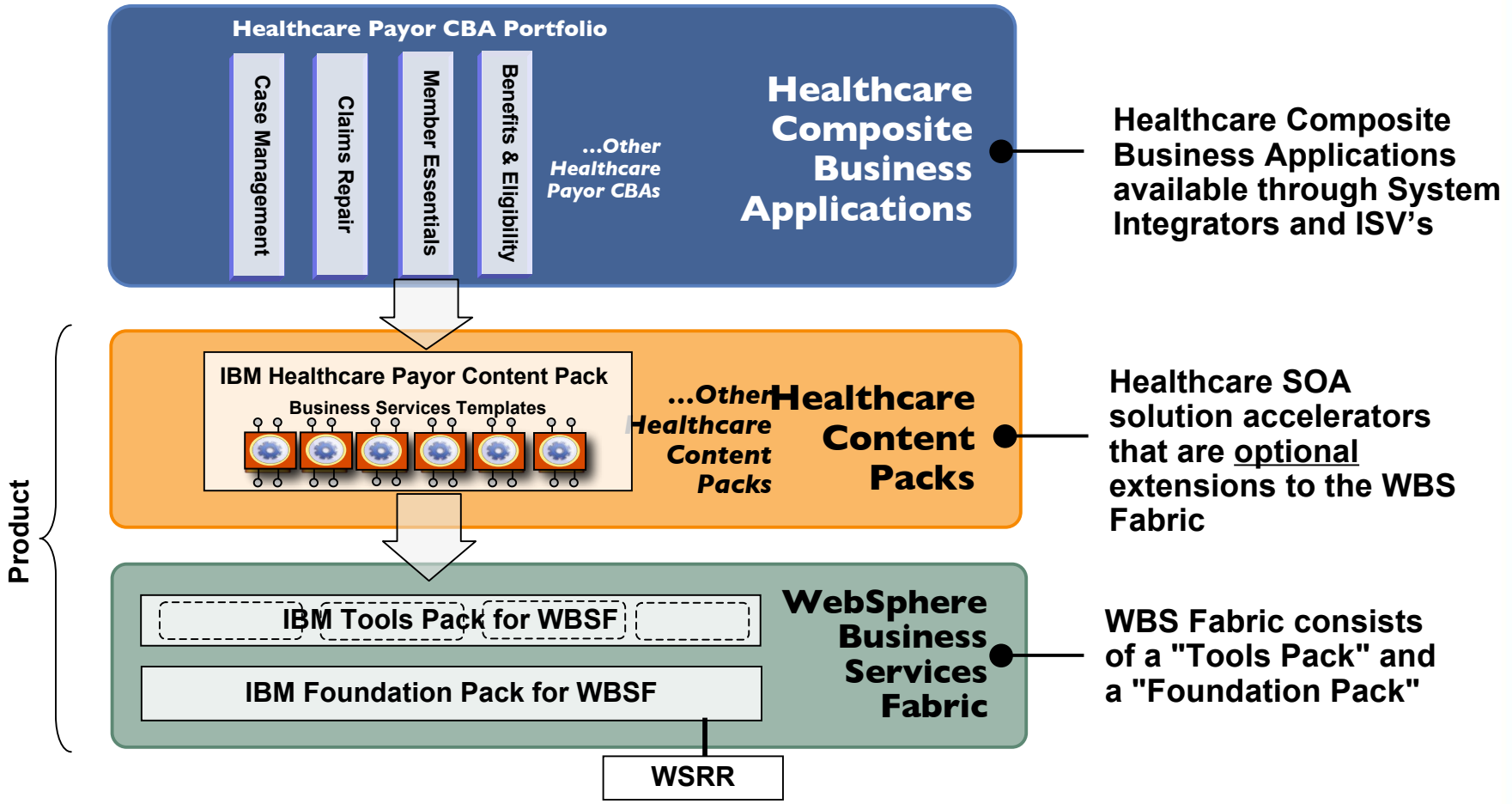
- Select the Insurance P&C Capability Map model to create a Freeform diagram.
- Create a new Class diagram and appropriately name the diagram to indicate the mapping.
- Select the capability class from Insurance-PNC-Capabilities and drag this class onto the new class diagram.
- Select the process class from Insurance-PNC-Processes and drag this onto the class diagram.



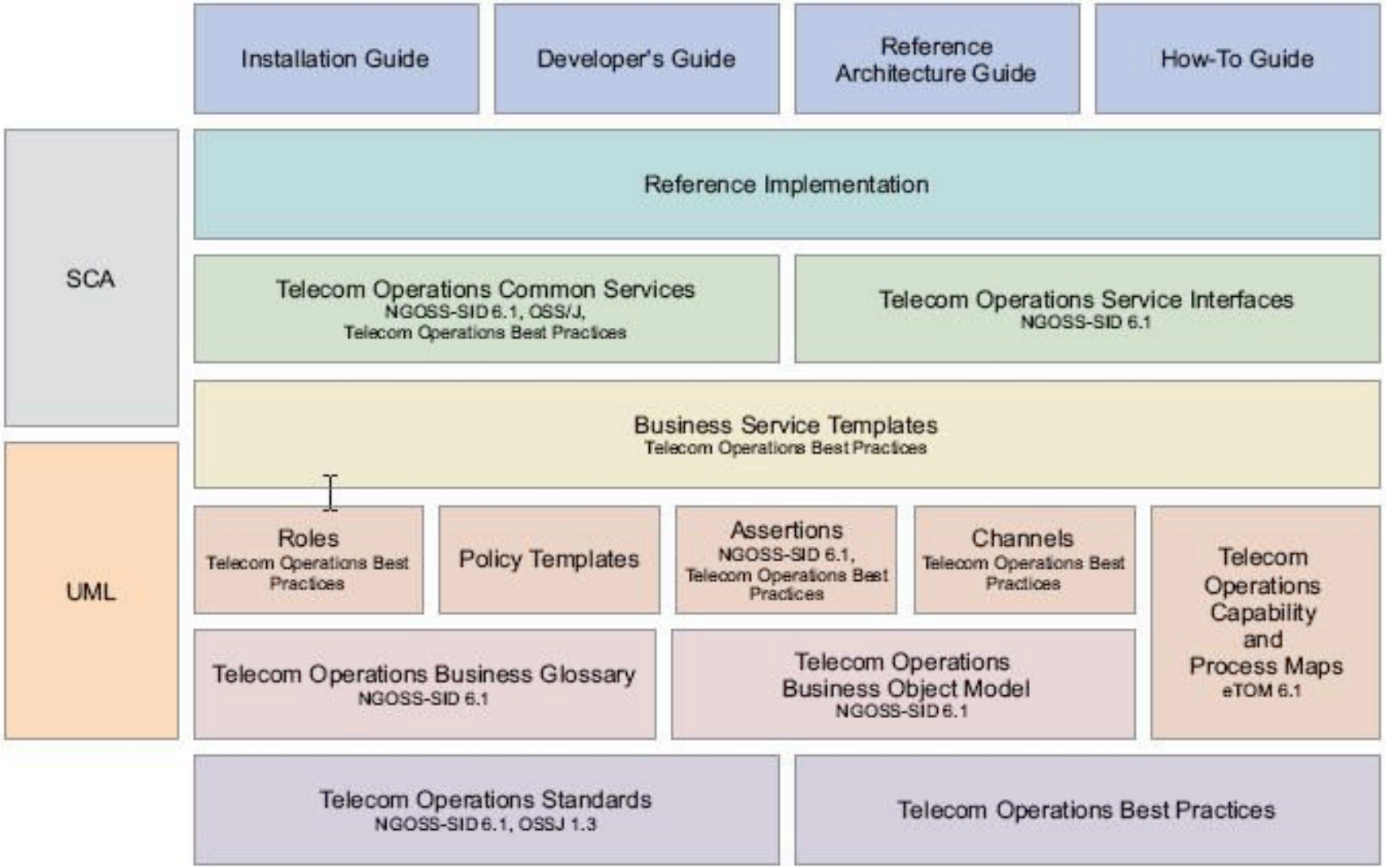
Banking Payments Content Pack serves as a SOA accelerator for WBS Fabric-based composite business applications



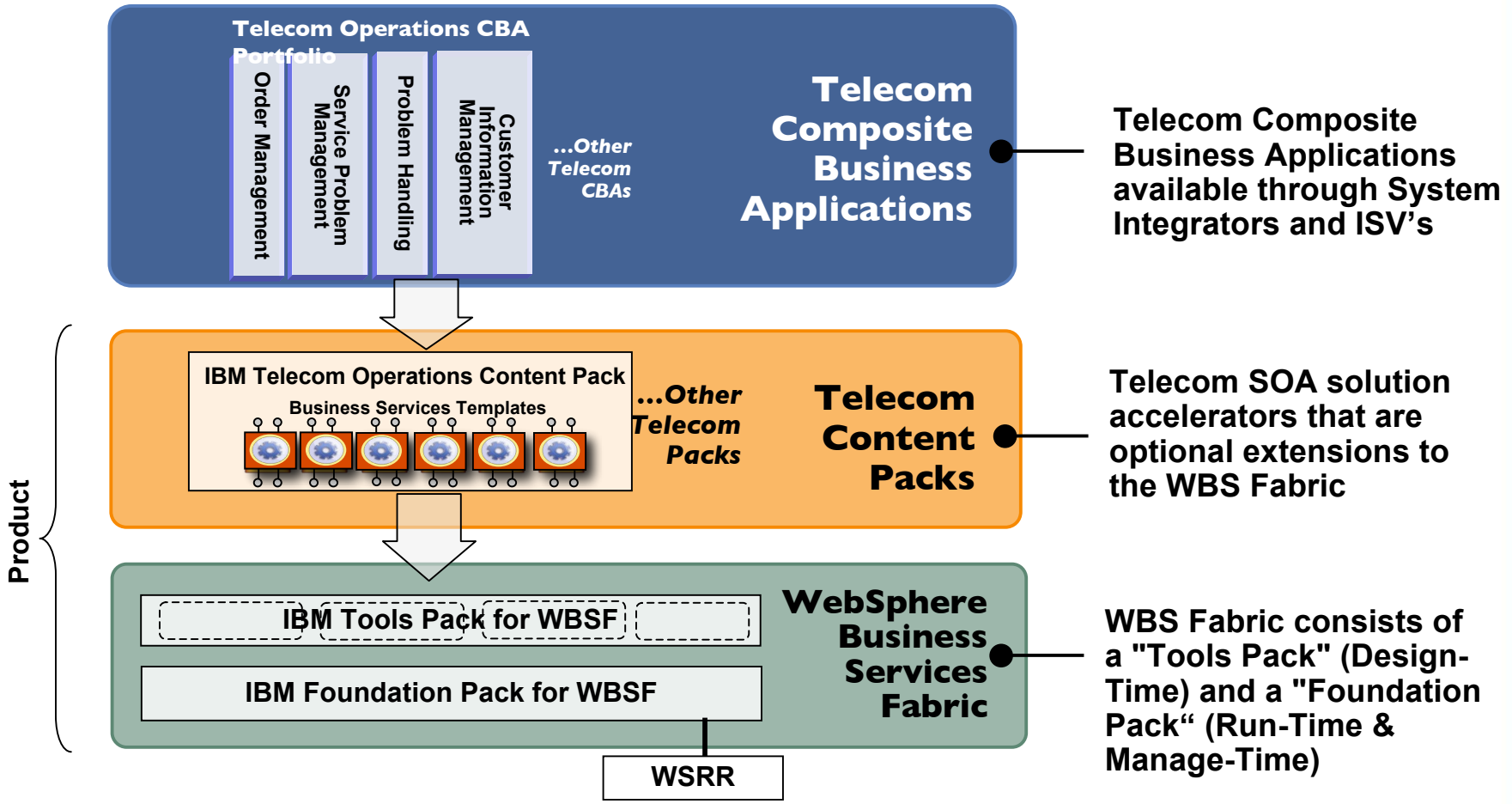
Healthcare Payor Content Pack serves as a SOA accelerator for WBS Fabric-based composite business applications



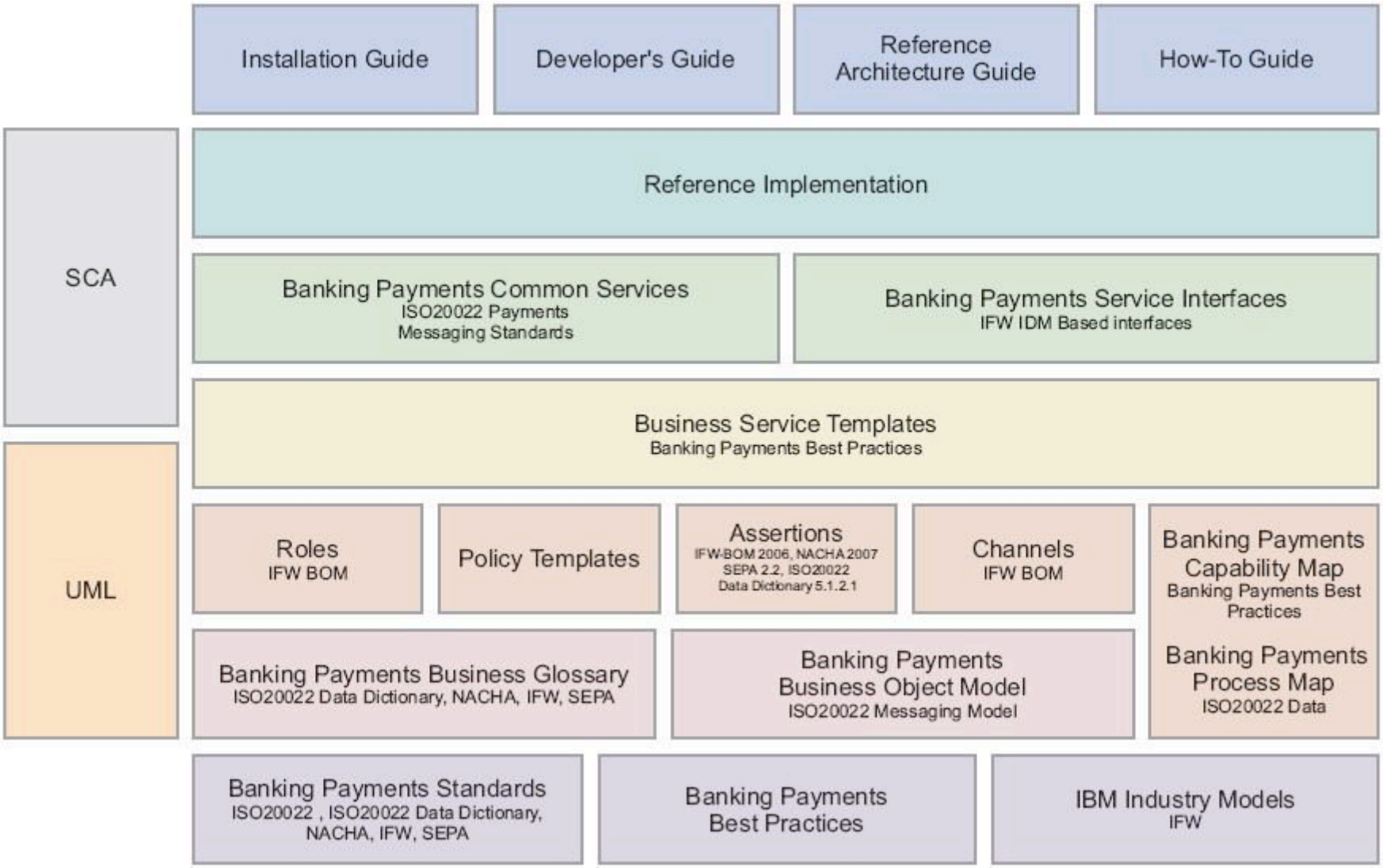
Reference Architecture – Telecom Operations Content Pack



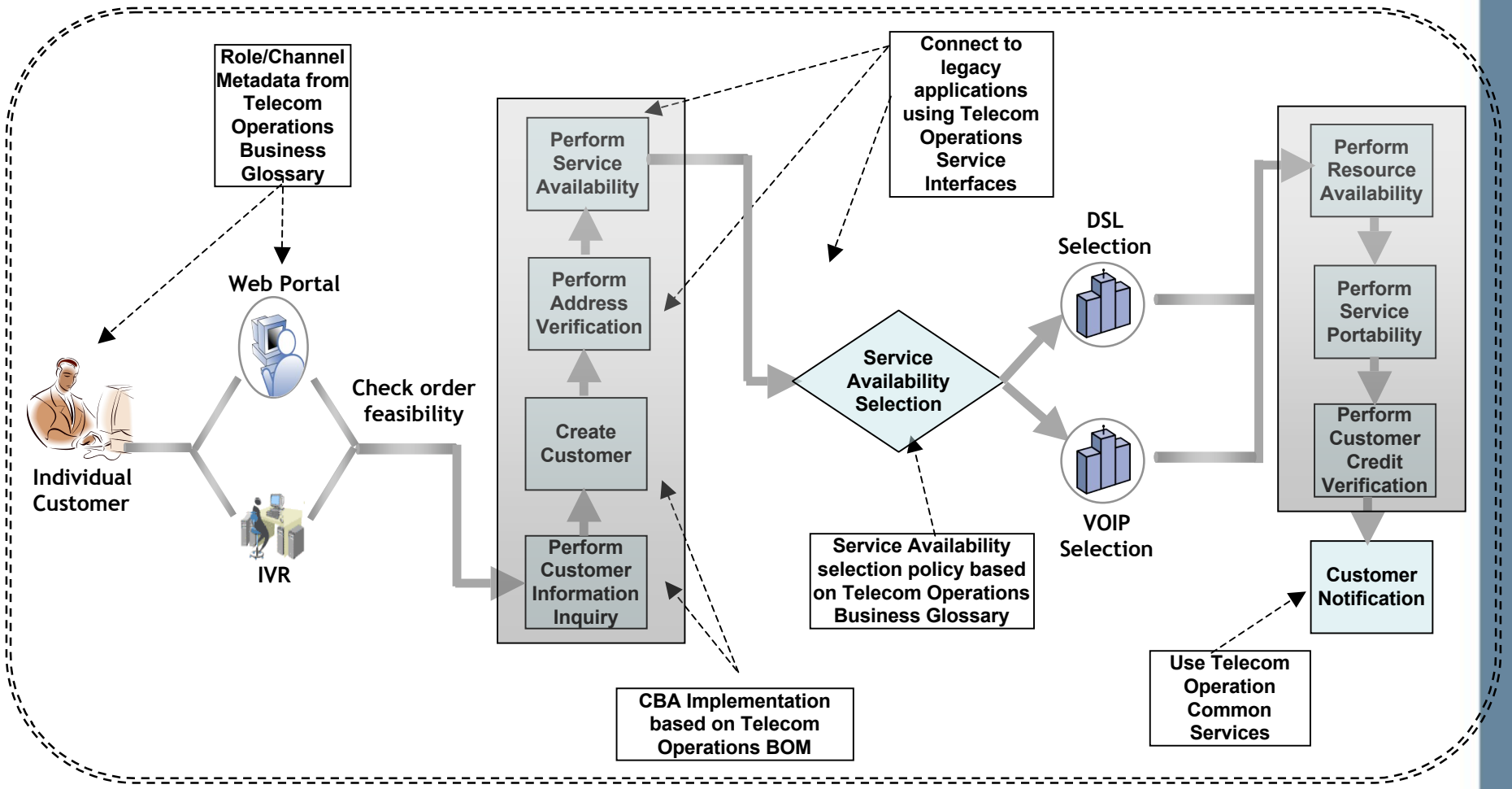
Telecom Operations Content Pack serves as a SOA accelerator for WBS Fabric-based composite business applications



Reference Architecture – Banking Payments Content Pack



Pre-built assets from Telecom Operations Content Pack deliver Customer Order Feasibility composite business application



Closing Slide