



**Gartner**  
**Dan Sholler**

Hello. My name is Dan Sholler. I am a research Vice-President with Gartner. And I'm here to talk with you today about the state of SOA.

Service oriented architecture is being pushed by a large number of factors that are all happening at the same time, in many organizations. Mergers and acquisitions, divestitures, the implementation of multi-channel sales strategies, issues around speed to market and time to market that have tremendous competitive differentiation in certain industries, being able to present information and function to your customers, your business partners, and your other members of the ecosystem in which the business operates.

Those demands all really add up to a very -- the requirement for a very high degree of flexibility in our IT systems. And service oriented architecture really is the approach that allows us to make the systems flexible again, and have them keep up with the needs of the business, to implement some of these strategies.

In order to achieve the flexibility, we have to be able to re-use things that we've already done, to make the change process for our IT systems simpler and easier, and be able to utilize the skills of the IT organization in the most efficient way.

The architectural partitioning is the first main benefit, the ability to take these large, complex systems, and break them down into elements, into services, that can be operated independently, that can be maintained independently, and that can be grouped in such a way that it makes the overall system more flexible, because changes in one part don't have these huge web of dependencies across the entire system.

The third part of service oriented architecture, is re-use. And re-use in a service oriented architecture concept really means sharing, the ability to create shared information, to create shared process or sub-processes, to be able to share transactions, to be able to share data. All of that is a very big part of the potential benefit of service oriented architecture.

And clearly that sharing has a large number of both cost reductions associated with it -- you only have to do things in one place. And it also has quality improvements, because if you can focus all your energy on doing that one thing correctly, you can actually make it of higher quality than you would if it were a more distributed type of activity.