



City University
London

SOA at
City University

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Maven Associates

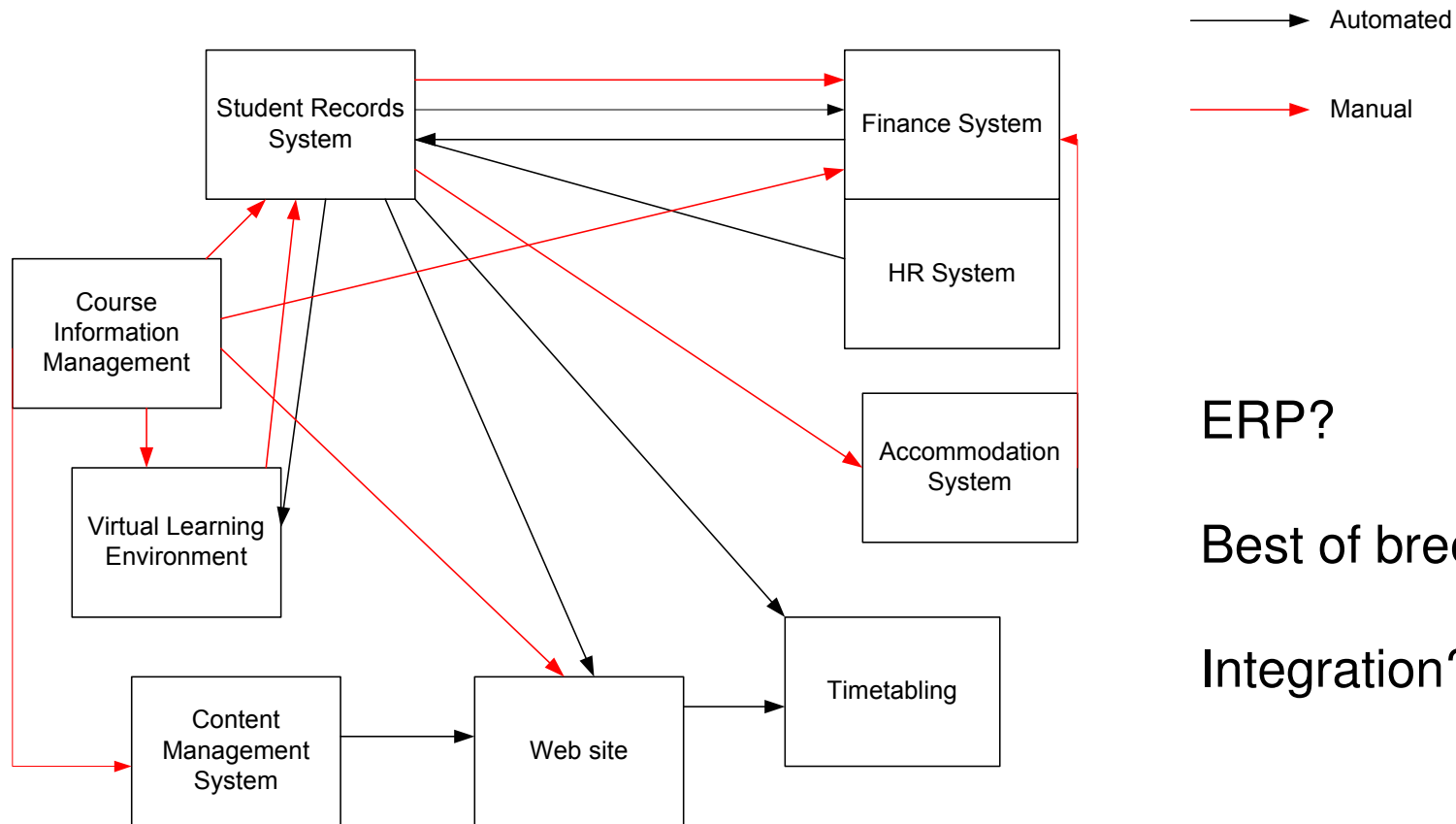
Agenda

- Introduction
 - City University
 - Why SOA at City?
- Implementation
 - Technology Selection
 - Projects
 - Benefits
 - Lessons Learned
- Next Steps
 - Where now for SOA at City?

City University

- **Over 20,000 ‘Customers’**
 - Our students come from 157 different countries
- **Over 2,000 staff**
 - Approx. 120 IT staff (FTE)
 - But this includes Library staff...
- **Business and the Professions**
 - Efficient and effective modern systems and processes
 - Diverse needs leading to flexibility, agility, and growth

Why SOA – the challenge...



ERP?
Best of breed?
Integration?

Why SOA – an Example

- SITS manages student records
 - Student status
 - Module diets / selection
- CitySpace provides an eLearning environment for students
- CitySpace must incorporate some of the student info managed by SITS
- Key to student perception of IS services

Why SOA – the ideal solution...

- **Develop strategic approach to integration**
 - Robust, re-useable, consistent, generic
- **Simpler approach to process/application creation**
 - Extract benefit from existing systems
 - Move towards composite applications
- **Support specific project objectives**
 - More services for students & staff online

Technology Evaluation

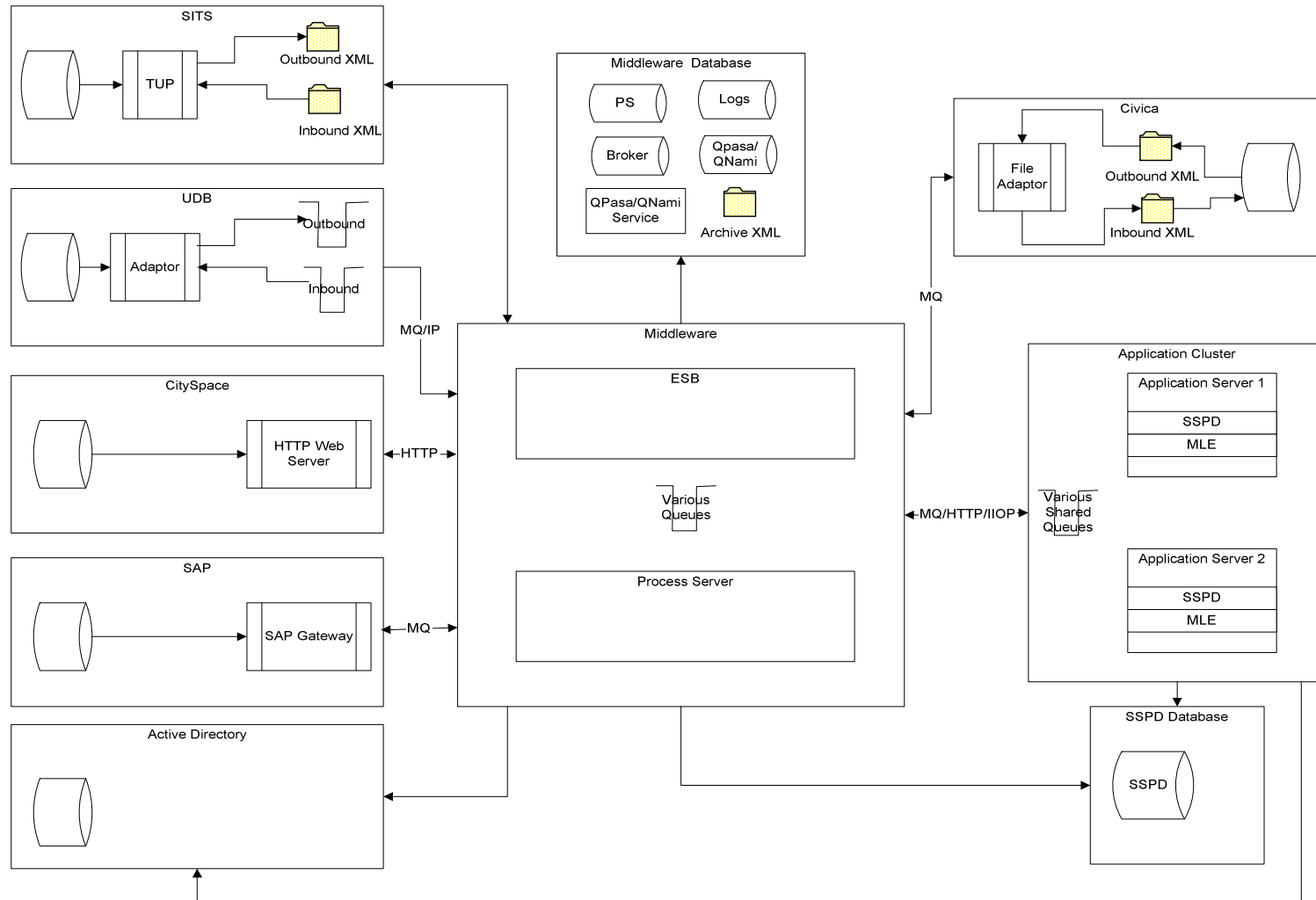
- Generic technical & functional requirements
- Market evaluation – what solutions available?
- Presentations from 4 vendors to IS
- Vendor evaluation against criteria
- 2 Vendor demos to smaller IS team
- Use of independent consultants

Selection Criteria

- **Technical**
 - Architectural fit
 - Standards-based
- **Functional**
 - Does it do what we need?
 - Development Tools
- **Commercial**
 - Cost (total cost of ownership)
 - Overall product offering
 - Sector experience

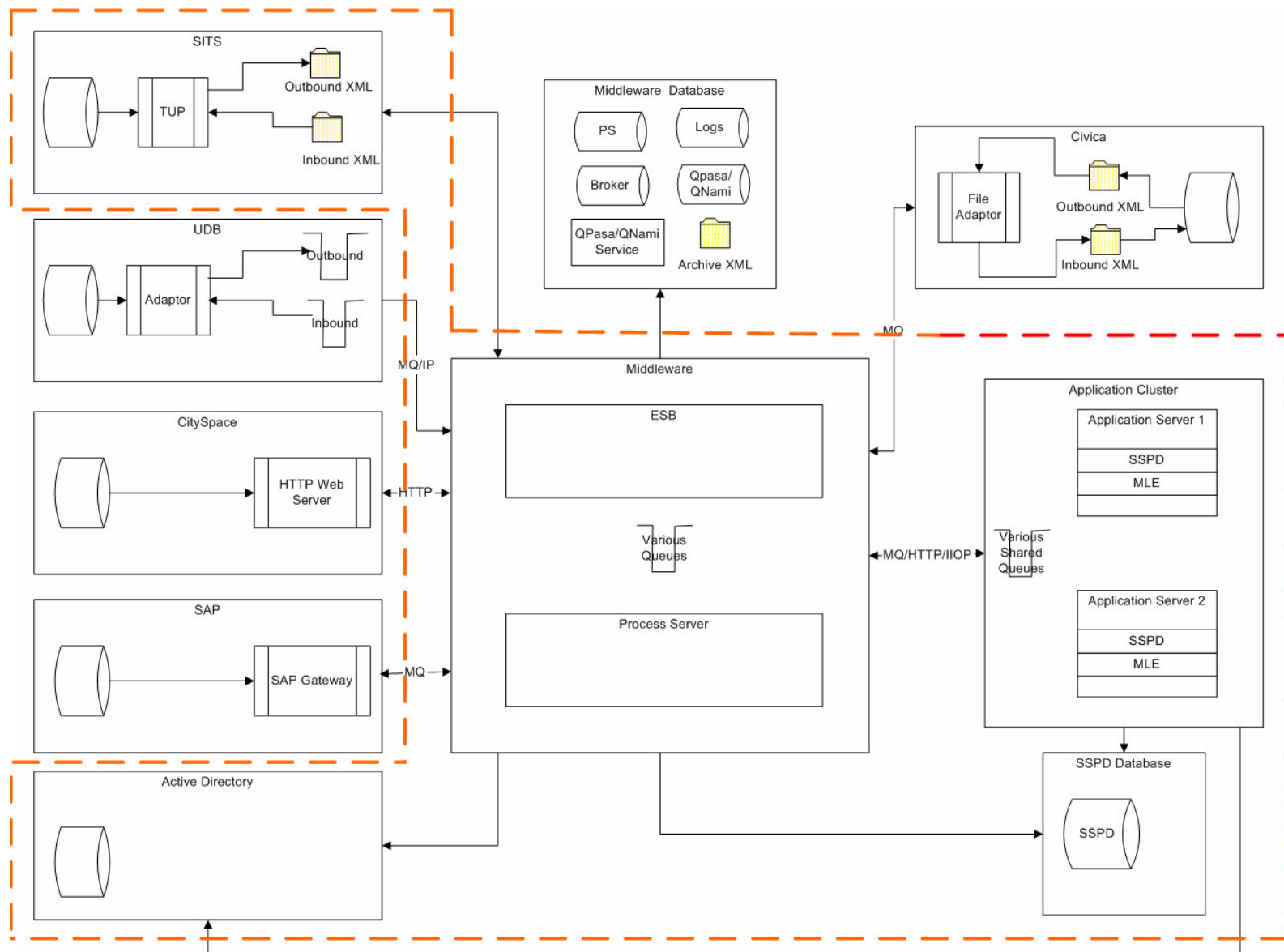
Implementation approach

- Manageable chunks
 - Individual business issues addressed
- Build generic re-usable services
 - Examine data from institution point of view
 - Involve key business staff in analysis
- Pragmatism required!
 - But make interim solutions easy to replace
- Ensure consultant knowledge transferred
 - Built into project AND support plans



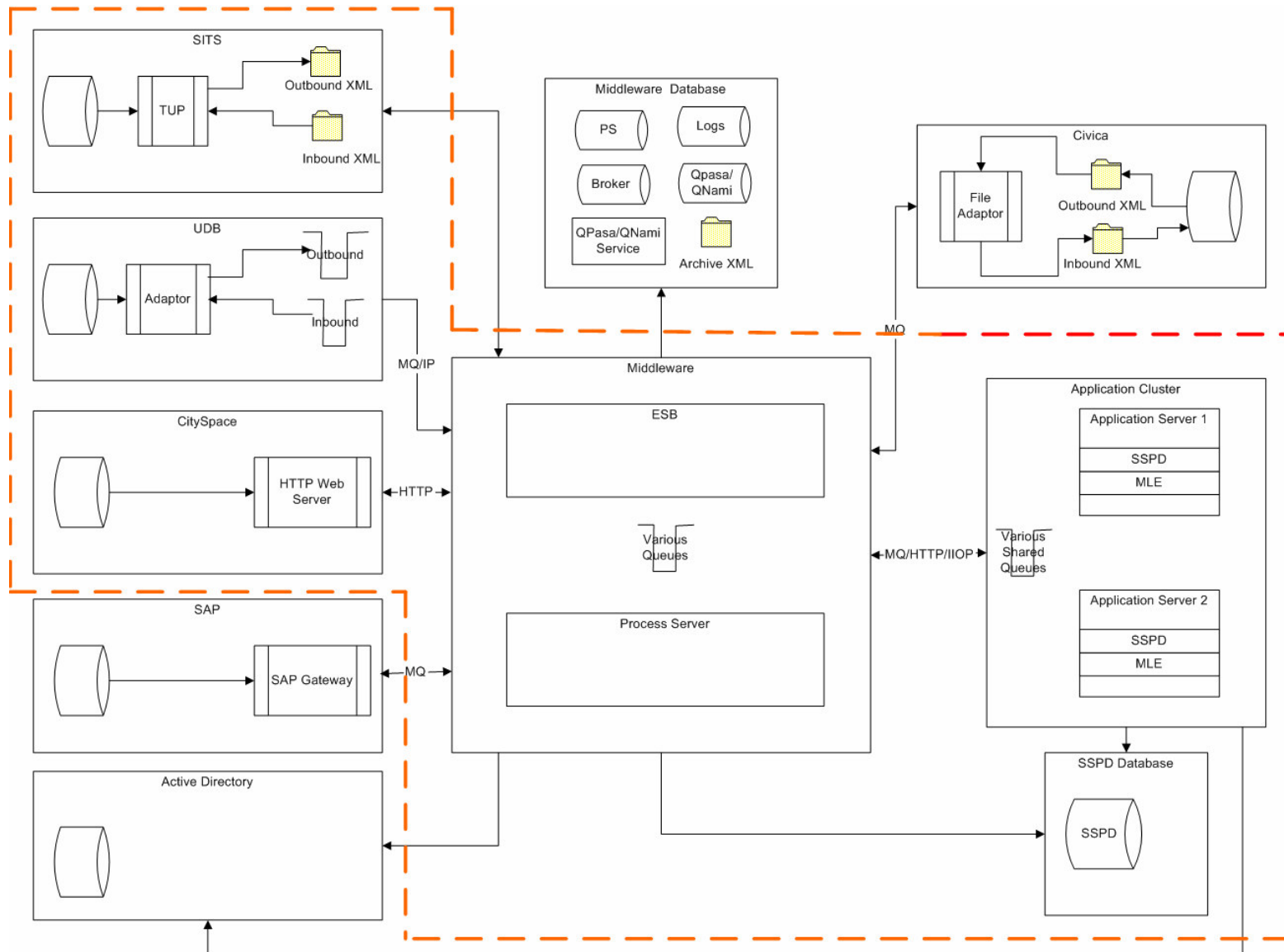
Single Sourcing of Programme Data

- Overall implementation of SOA environment
- Composite application for managing Programme Data and Approvals Process
- Creates Single point for maintenance and dissemination of info relating to programmes, including integration with SITS system



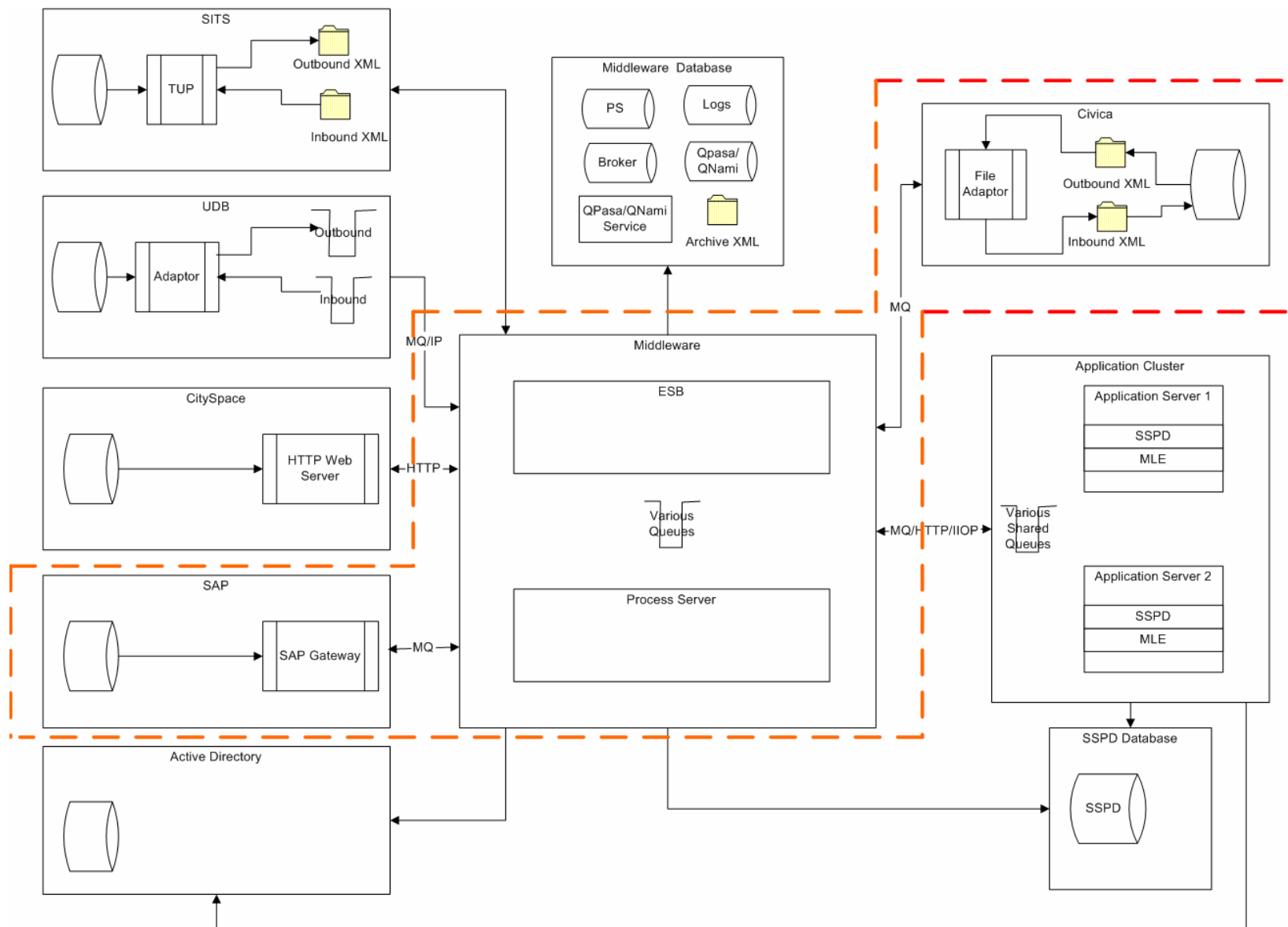
Managed Learning Environment

- Integrates SITS Student Records system with CitySpace online learning tool
- Validates and passes student status and module enrolment data in real-time
- Straight-through process with BPM providing reporting and error handling



Income Collection

- Integrates Civica payment collection system with SAP Finance
- Accounts in Civica created from SAP records
- Data from different payment methods consolidated for resolution within SAP
- Bi-directional straight-through processing



Benefits

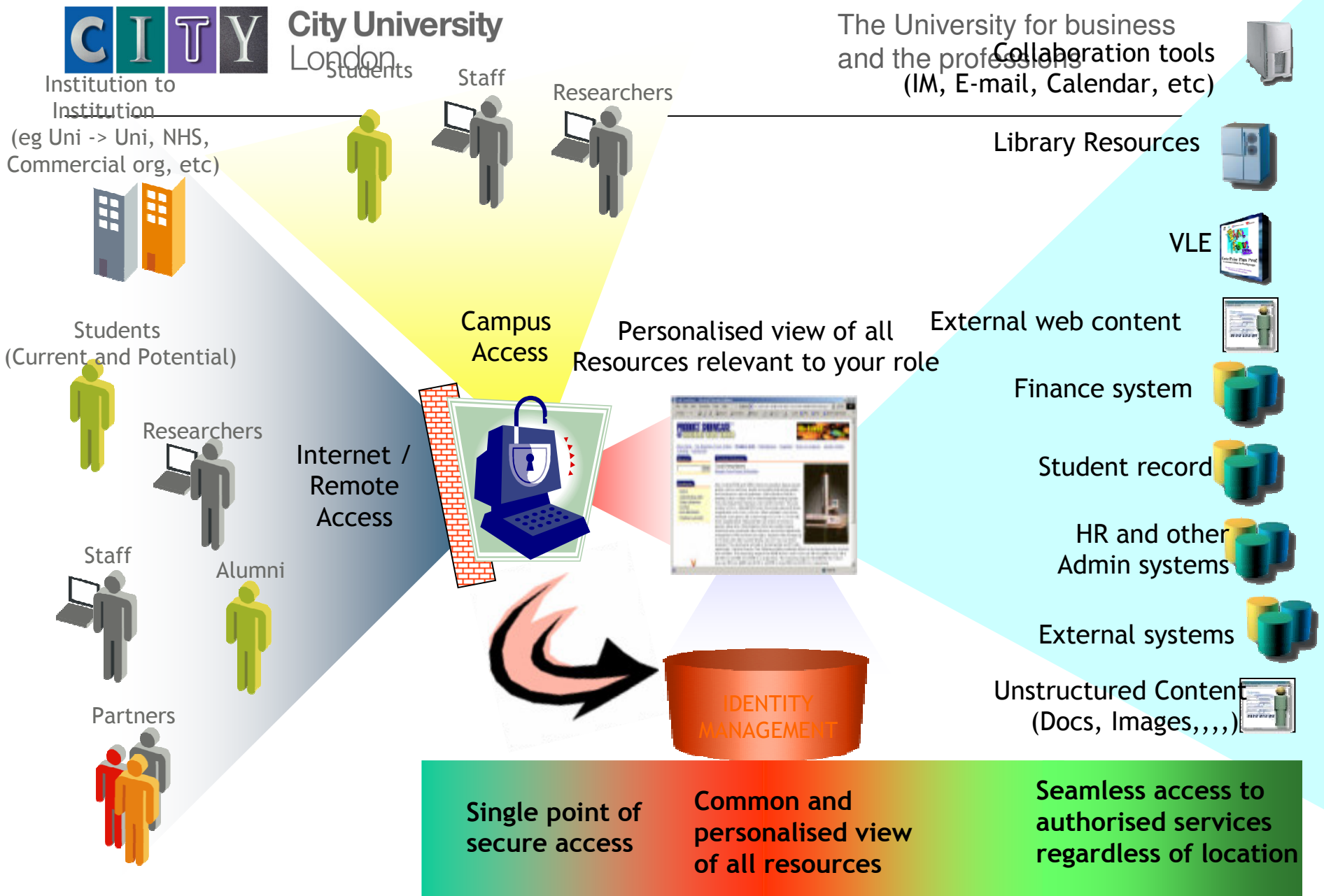
- Consistent approach to integration
- Easier maintenance of interfaces
- Quicker integration implementations
- Easier to deliver online services
- Process not system approach
- More agile business processes
- Reduced impact of system replacement

Key lessons learned

- Senior Management buy-in
 - Jargon-free
 - Use business benefits, not technology based drivers
- Organisational impact
 - Consider impact across all IT departments
 - Recruit new staff as early as possible
- Be ready for enthusiasm
 - Business and other projects quickly realise benefits and want to get in on the act...

Next Steps – Short term

- **1 project live – 3 more shortly**
 - 4 SOA processes live for 2007/8
- **2 more projects in development**
 - Further systems brought into SOA environment
- **SOA Training for Information Services**
 - Build up in-house technical expertise
 - Business Analysts & support team require skills / understanding



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Thank you for your attention

Any Questions?