

# Organizacija EA funkcije u Hrvatskom Telekomu

HrOUG 2011.

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## Definicija

Za potrebe ove prezentacije “arhitektura” se definira kao proces i krajnji proizvod dizajna bilo koje vrste (IT) sustava.

# O čemu je riječ?

## Sadržaj prezentacije

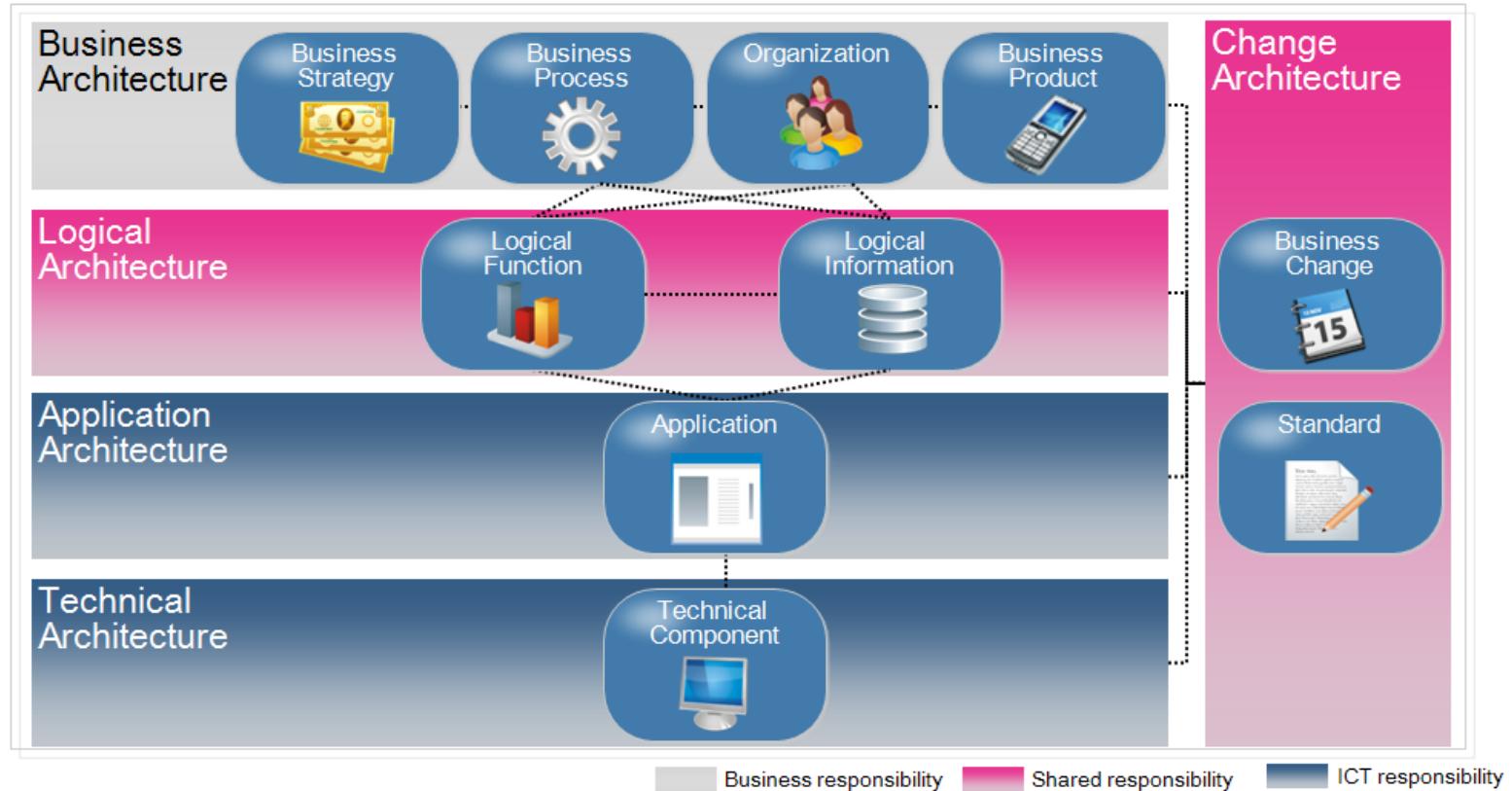
- ❑ Metodologija
- ❑ Organizacija
- ❑ Governance
- ❑ Primjeri iz T-HT prakse

## Sadržaj prezentacije

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# DT EA Meta-model (1/2)

## DT EA Meta-Model baziran na TOGAF-u



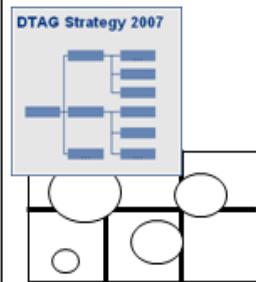
# DT EA Meta-model (2/2)

## Sadržaj DT EA Meta-Modela

### Business Perspective

#### Business Architecture

##### Business Strategy



##### Processes

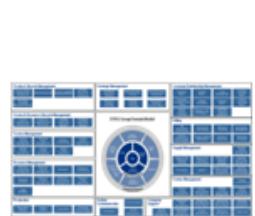


- Strateški ciljevi
- Strateške akcije
- Poslovno planiranje
- Poslovni modeli
- Inicijative

- Poslovni procesi izvedeni iz DT Process Modela i eTOM referentnog modela
- Dobro definirana sučelja

#### Logical Arch.

##### Logical View (GDM)

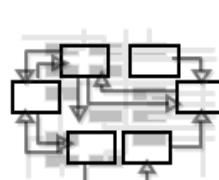


- Domene s povezanim poslovnim funkcijama
- Funkcionalne komponente
- Agregirani poslovni entiteti (Aggregated Business Entities - ABE) bazirani na SID referentnom modelu

### Technology Perspective

#### Application Arch.

##### Application Map



- Aplikacije/ Moduli bazirane na TAM referentnom modelu

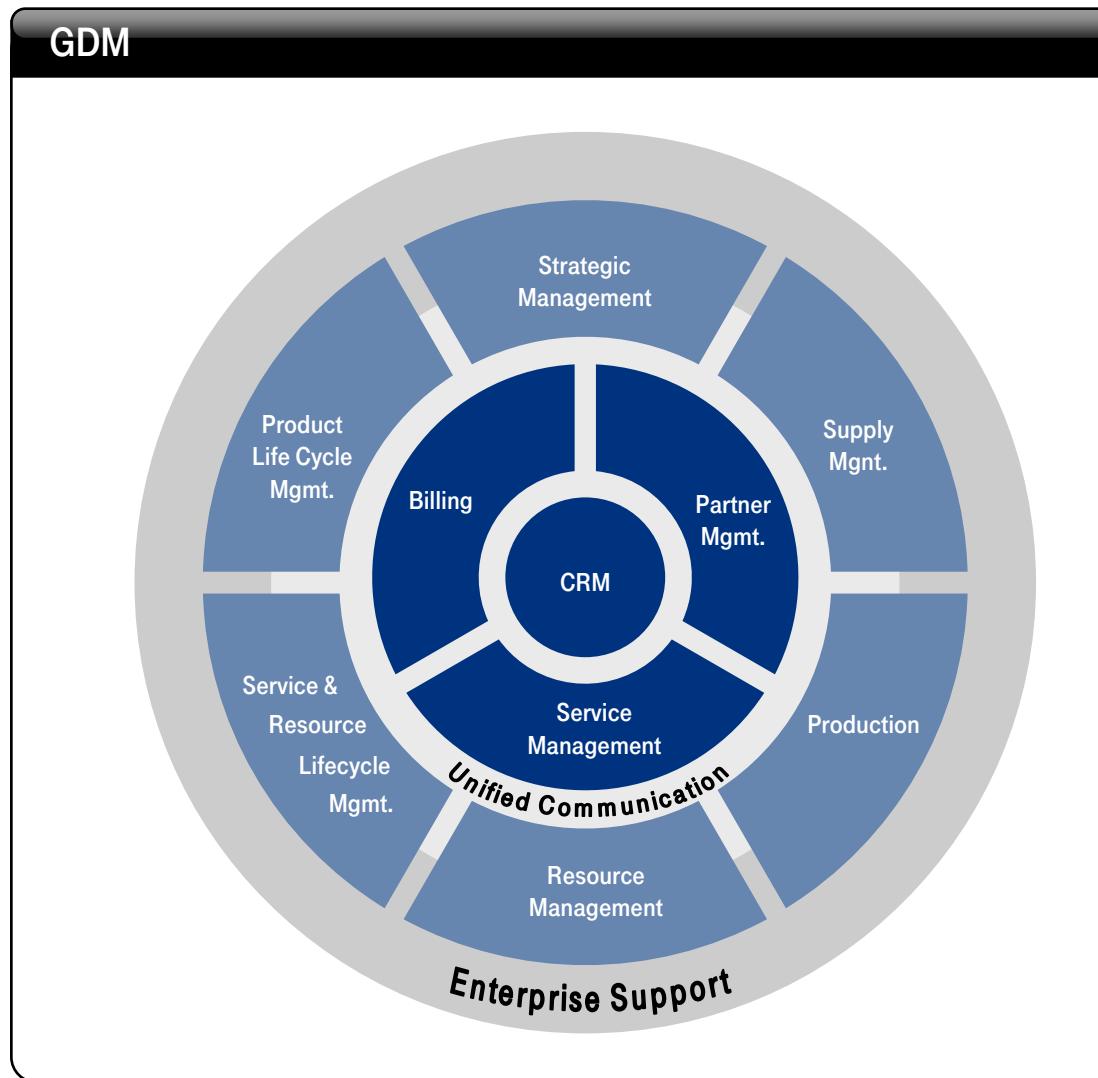
#### Technical Arch.

##### Technology



- Hardware
- IT-mreža
- Middleware, Baze
- Operation and Management

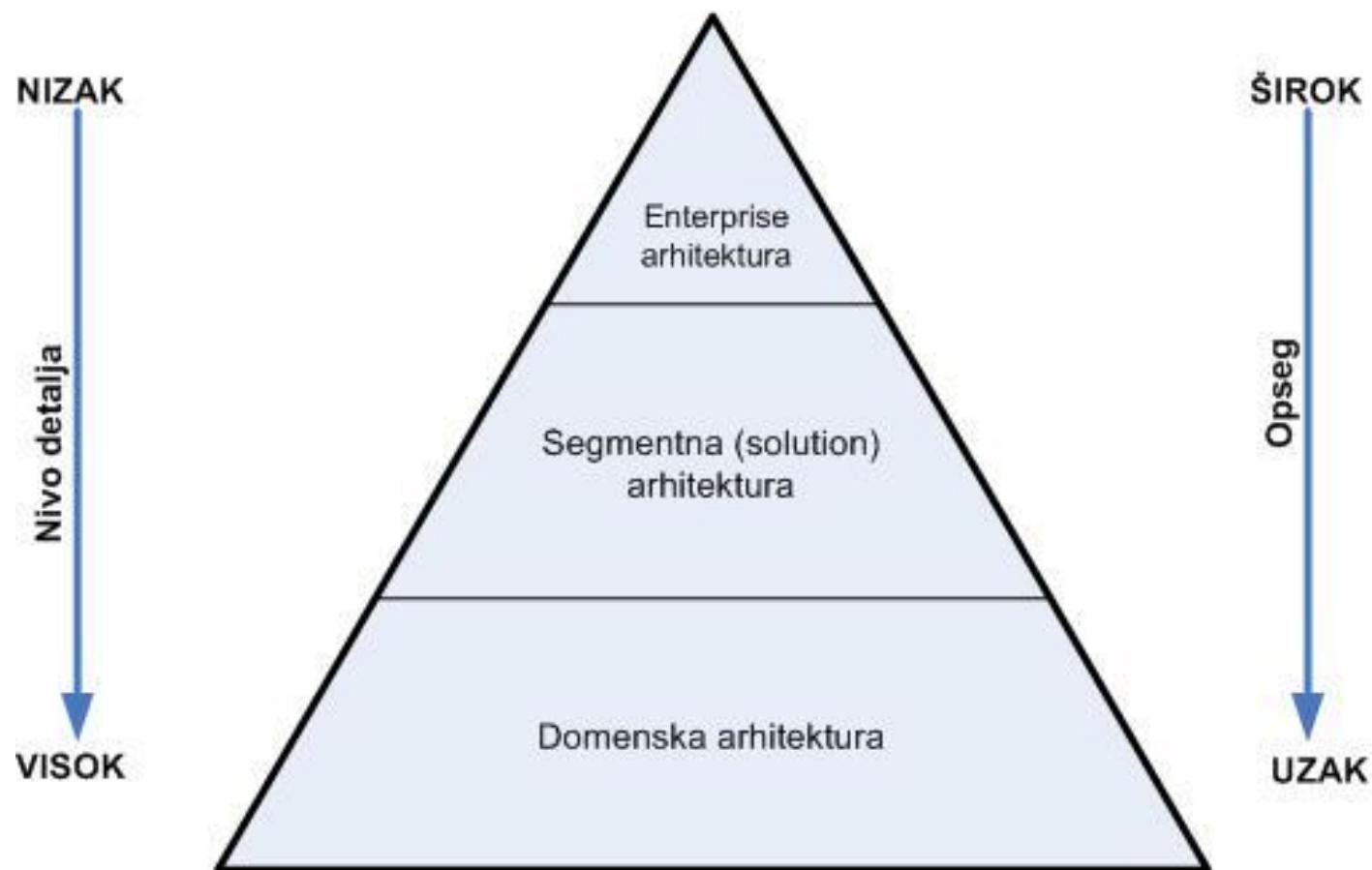
# DT Group Domain Model (GDM)

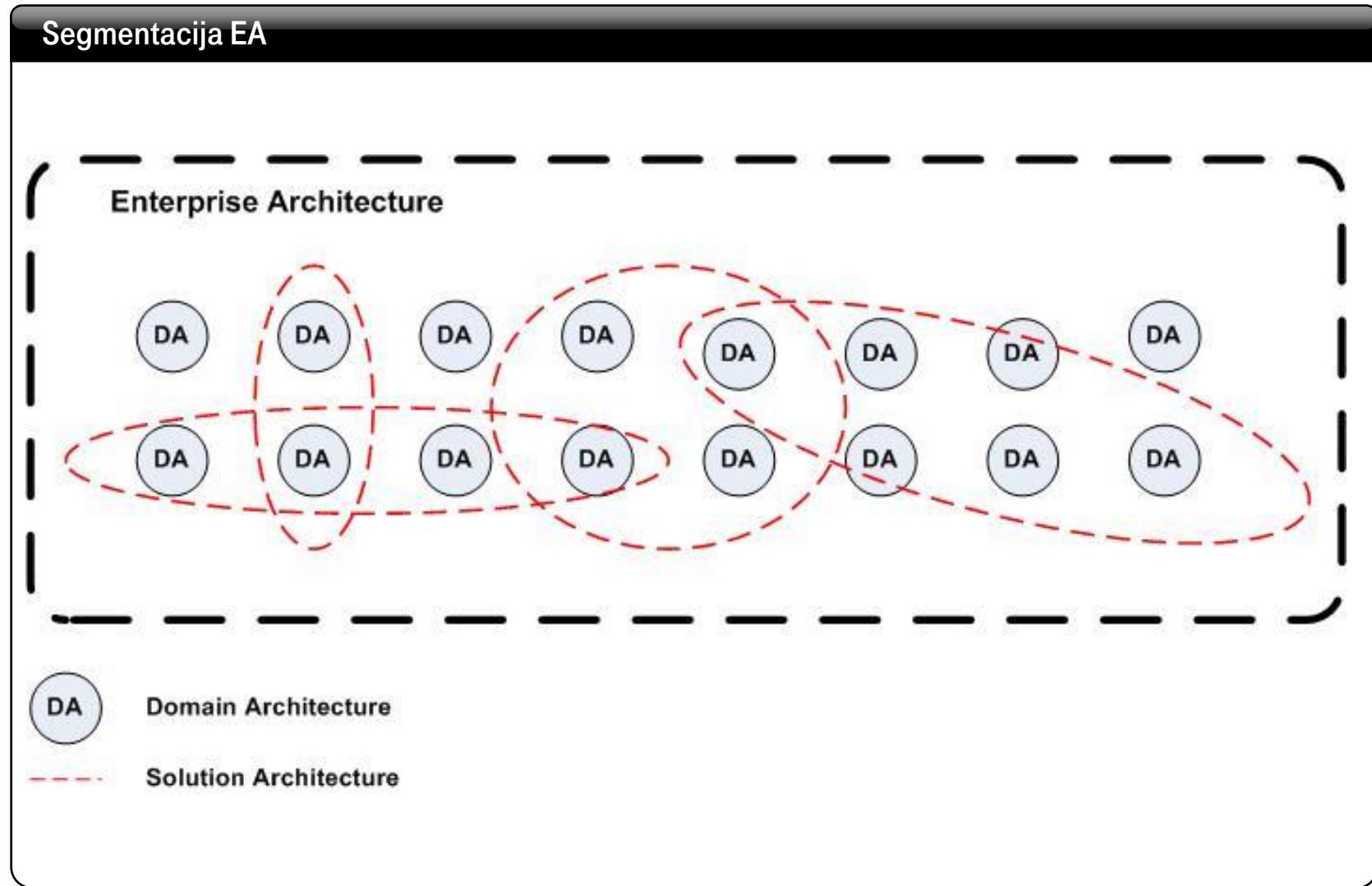


## Sadržaj prezentacije

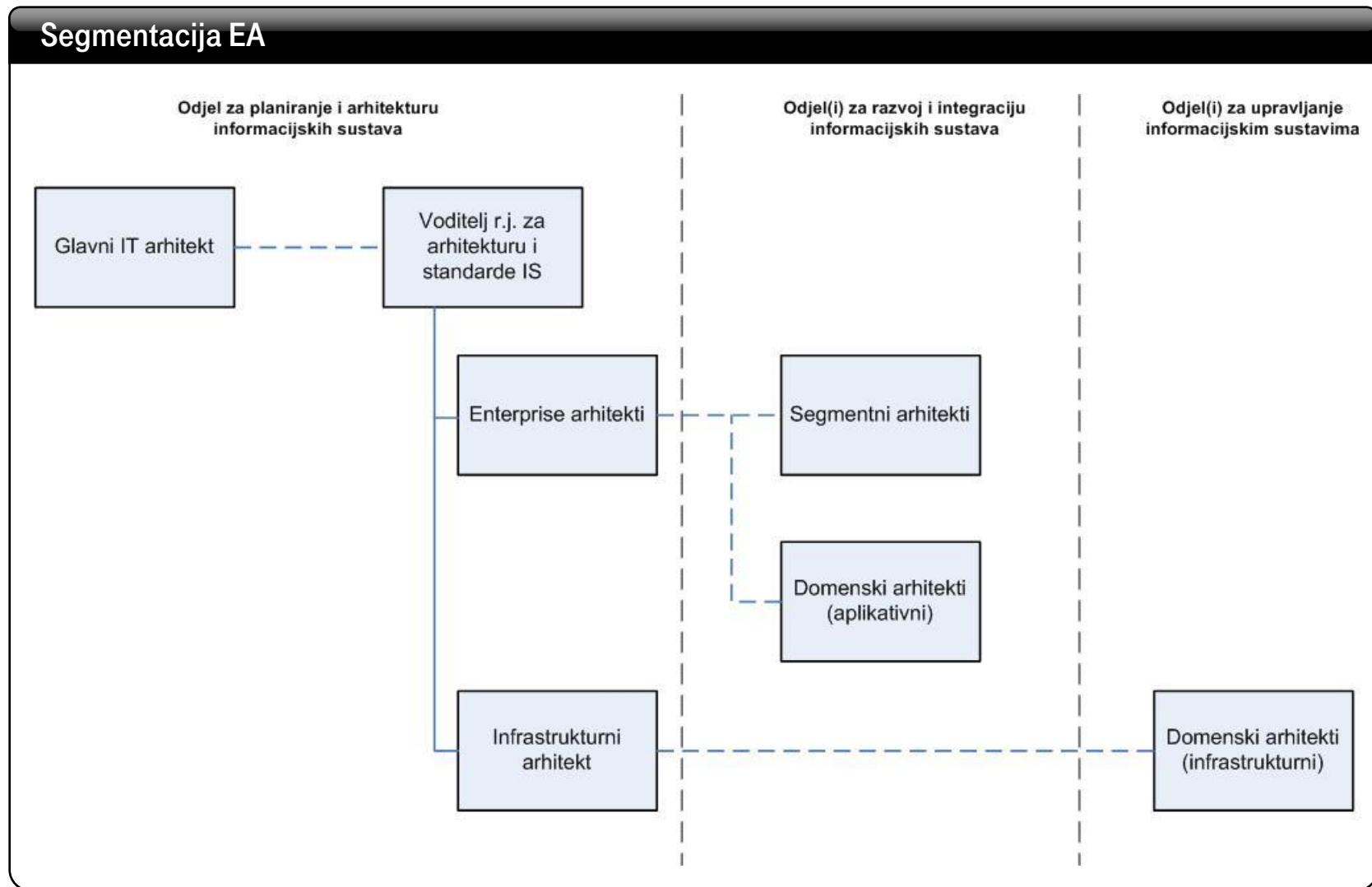
- ❑ Metodologija
- ❑ Organizacija**
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## Segmentacija EA





# EA funkcija u T-HT-u



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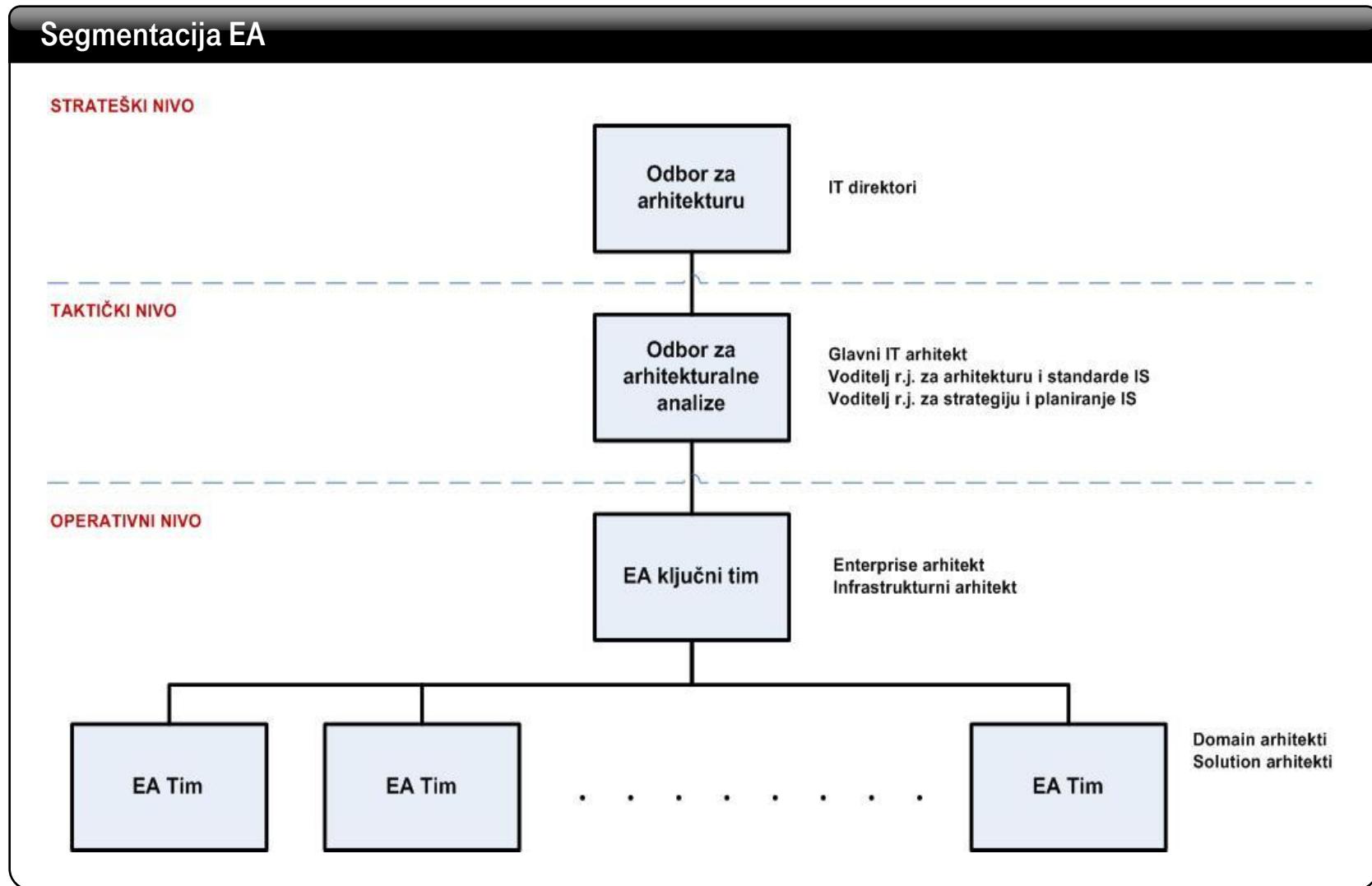
# Predmet EA governance-a?

## Odluke koje se razmatraju kroz EA governance strukturu

- **IT principi**
  - ✓ Razjašnjenje poslovne uloge IT-a
- **IT arhitektura**
  - ✓ Definiranje integracijskih i standardizacijskih zahtjeva
- **IT infrastruktura**
  - ✓ Definiranje zajedničkih infrastrukturnih servisa

## Odluke koje se ne razmatraju kroz EA governance strukturu

- **Poslovi zahtjevi**
  - Specifikacija poslovnih zahtjeva prema IT aplikacijama (kupljenim ili interno razvijenim)
- **IT investicije i prioritizacija**
  - Odabir i prioritizacija inicijativa



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## Lokalno (T-HT)

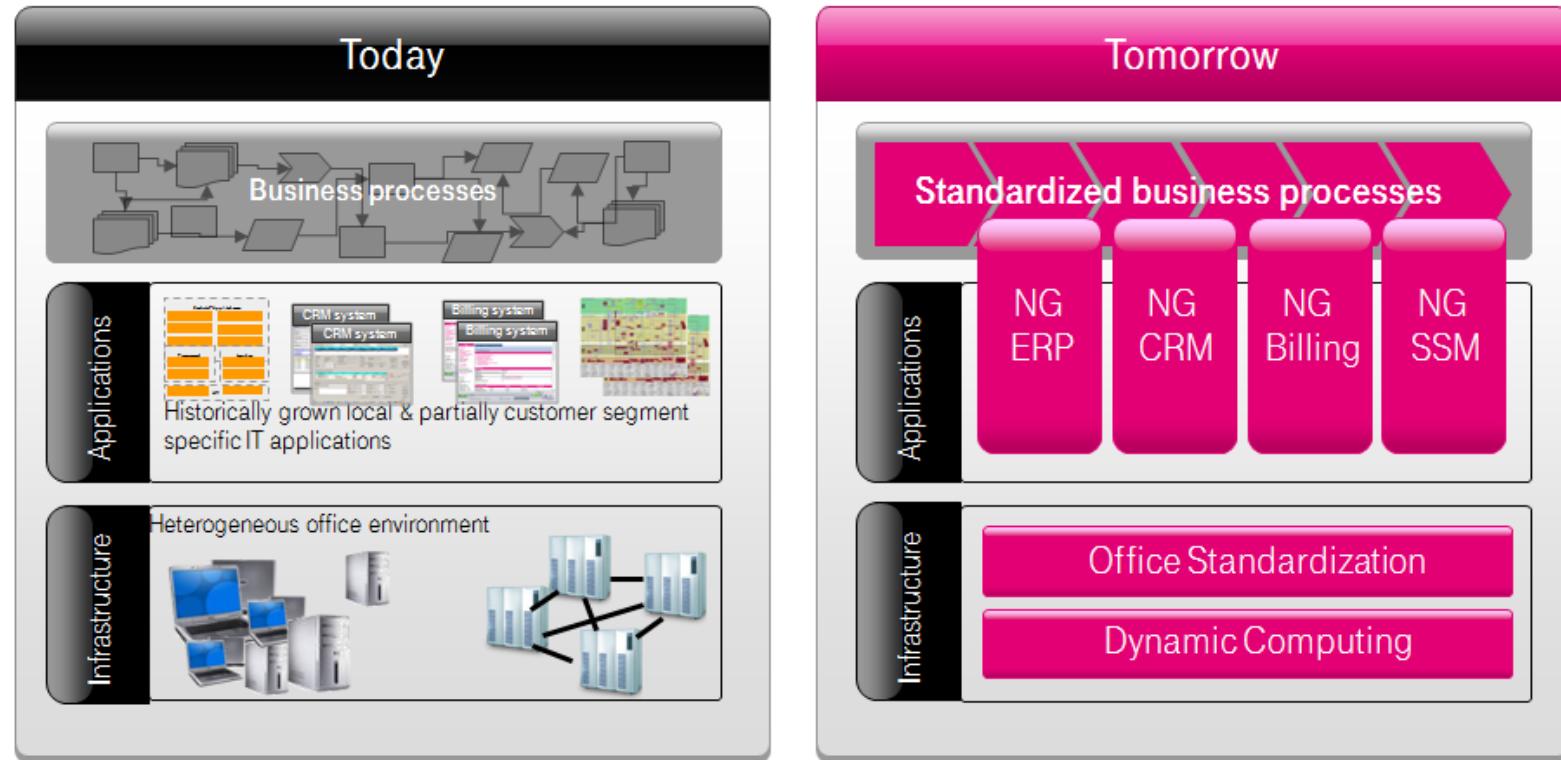
- Uspostava organizacija EA funkcije
- EA governance
- Edukacija Enterprise i Domain arhitekata
- Ažuriranje arhitekturnog lokalnog repozitorija (Citrus)
- EA analize
- Evaluacija utjecaja inicijativa na arhitekturu
- Izrada EA Roadmapa
- Strateška i organizacijska priprema uvođenja SOA-e
- Kreiranje i održavanje EA portala

## Globalno (DT)

- Tjedni conference callovi (IT EU ARC LT)
- F2F sastanci (IT EU ARC LT)
- DT Architecture day (konferencija)
- Ažuriranje arhitekturnog globalnog repozitorija (planningIT u sklopu LEAD projekta)
- ACR – plan umirovljenja
- Sudjelovanje u NG projektima (NG ERP, NG CRM, NG Billing i NG SSM)

**Lokalne i globalne aktivnosti često se isprepleću uz stvaranje sinergijskog efekta!**

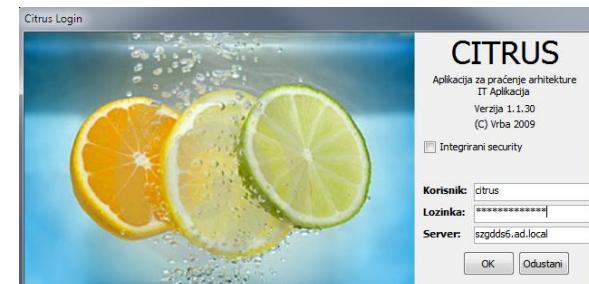
## DT-ov Globalni program



# Arhitektturni lokalni rezpositorija (Citrus)

## Citrus

- ❑ Interno razvijeno aplikativno rješenje za praćenje osnovnih arhitekturalnih podataka o aplikacijama
- ❑ Podaci koji se prate:
  - Naziv i verzija aplikacije, opis, SW platforma, verzija
  - Veza na organizacije (vlasnik, implementator, odgovornost za IT razvoj)
  - Veza na osobe (poslovni vlasnik, service manager)
  - Roadmap (uvedene i planirane funkcionalnosti, projekti, procesi)
  - Poslovni objekti (CRUD)
  - Interface-i
  - Planirane promjene
  - Projekti
- ❑ Aplikacije je moguće mapirati na GDM



## Motivacija

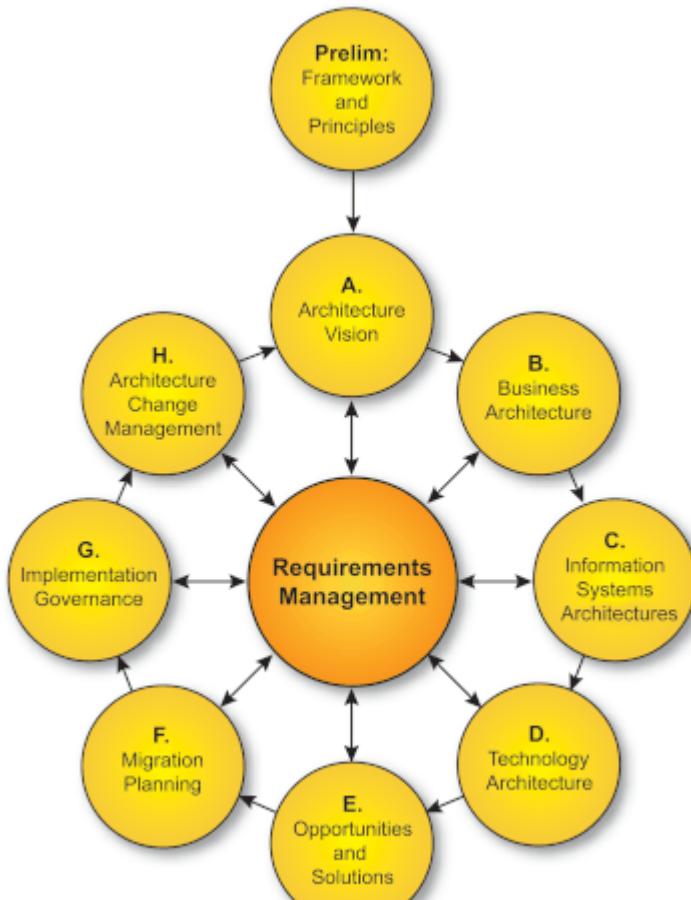
- EA sudjelovanje unutar projekata često je ad-hoc bez jasnog EA doprinosa
- Projekti su u stanju donositi odluke koje odstupaju od ciljne (target) arhitekture, bez stvarnog znanja o utjecaju na ostale sustave

## Koristi od uvođenja “Lead Architect” role

- Dosljednost EA angažmana unutar projekata
- Disciplina i transparentnost kod donošenja EA odluka
- Unaprjeđenje prakse EA

# TOGAF ADM (Architecture Development Method): uvođenje i primjena

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## ADM donosi u organizaciju

- Skup arhitektonskih pogleda s poslovne, podatkovne, aplikativne i tehnološke strane
- Upute za razvoj EA
- Preporučene isporuke kao rezultat pojedinih faza ADM-a (npr. T-HT EA Vision/Plan 2011)
- Metodu za rukovanje zahtjevima

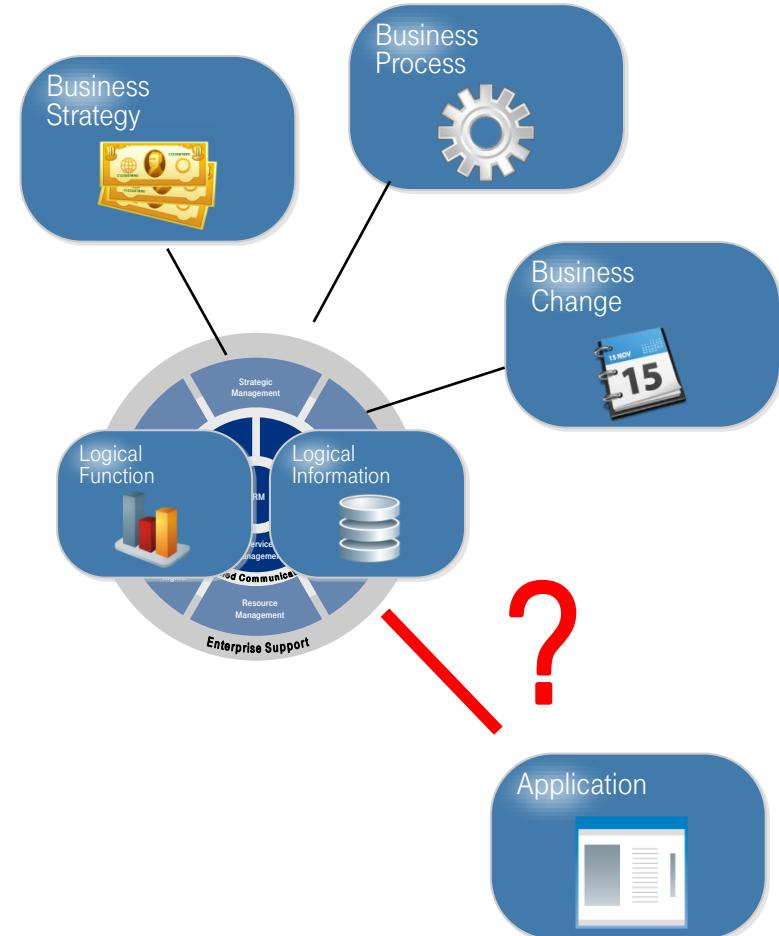
# Uporaba GDM-a – priprema novog koncepta vlasništva podataka

## Pristup

- Mapiranje postojećih aplikacija / sustava s GDM funkcionalnim komponentama

## Koristi

- Omogućuje zajednički “jezik” za određivanje vlasništva funkcionalnosti IT aplikacija / sustava odgovaranjem na npr. slijedeća pitanja:
  - Kakav je naš trenutni status?
  - Koje aplikacije imaju koje funkcionalnosti?
  - Kako funkcionalnosti možemo mapirati s organizacijom?
  - Tko je vlasnik funkcionalnosti?



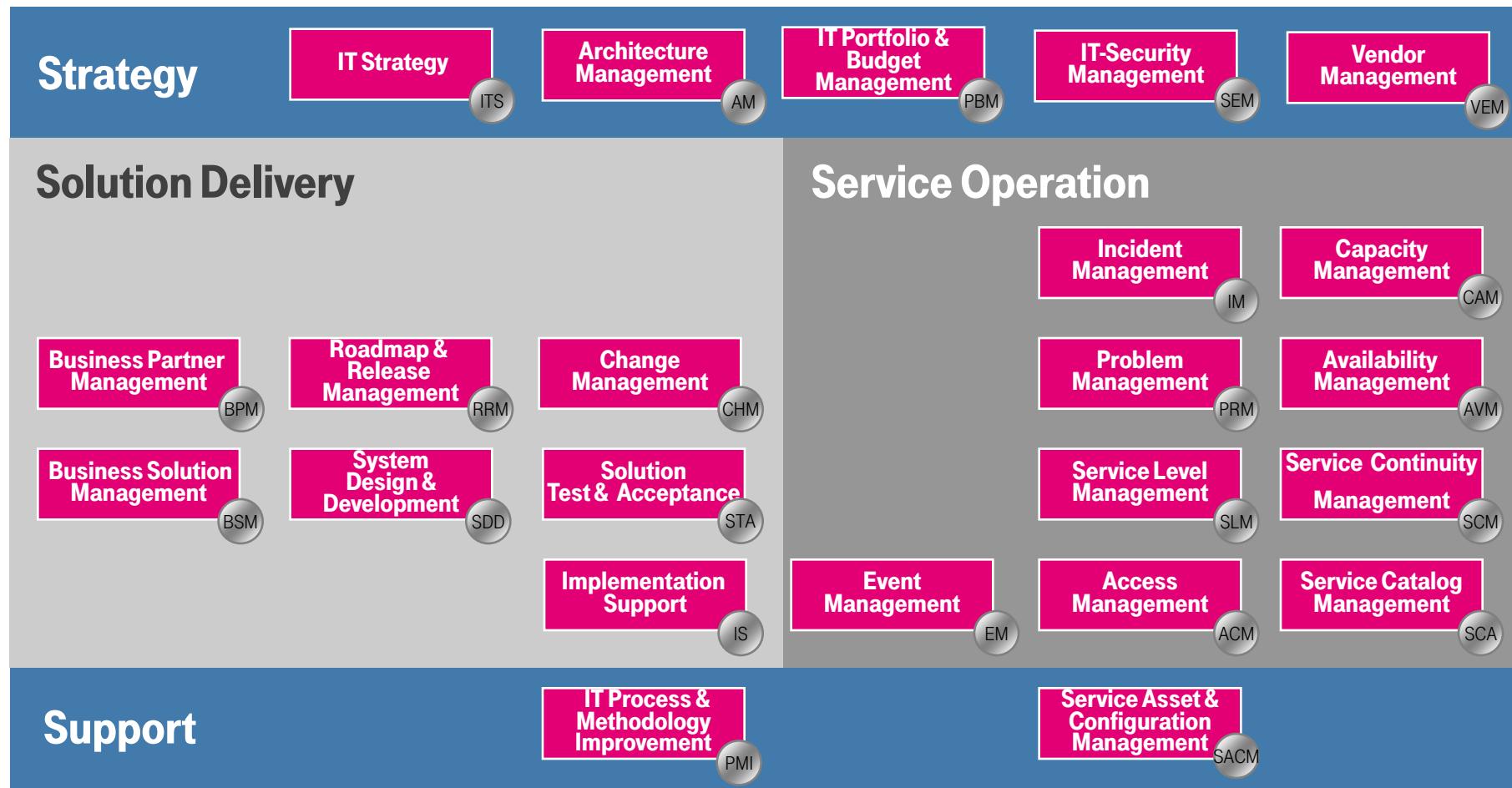
## Sadržaj

- ❑ Tranzicija Domain arhitekata iz pasivnog primatelja informacija i rezultata EA u aktivne sudionike u procesu EA
- ❑ Segmentni (Solution) arhitekti?
- ❑ Formalni EA governance

Hvala na pažnji!

## Dodaci

# One IT Process Landscape



# Overview of Domains.

The Group Domain Model represents cluster of confined, stable business functions, enabling the decoupling of business and IT.

## **Product Lifecycle Management**

is responsible for innovation, planning, design and retirement of all products in the enterprise's portfolio. This is done in close cooperation with other affected domains in order to manage and provide products that succeed in their target markets.

## **Service & Resource Lifecycle Management**

is responsible for innovation, planning, design and retirement of all infrastructures. Responding to identified market and product needs it ensures appropriate services and resources to support new or enhanced products.

## **Service Management**

is accountable for customer- and user-faced services which build the interface to the underlying infrastructure. It manages the configuration, activation & service provisioning, incident & problem management and the compliance with the agreed operation levels ensuring a timely and effective fulfillment to satisfy customers' and users' expectations.

## **Resource Management**

manages and controls the knowledge of all resources used as a production platform (application, computing & network infrastructures) to deliver and support services and products required by /proposed to customers.

## **Production**

operates the production platform for Telco products and services. This involves general purpose functionality and data common to many applications, the orchestration framework to compose applications out of separate building blocks, the integration with the control and network layer as well as with Central Functions & Data, OSSs and BSSs.

## **Unified Communication**

is to be used by all domains enabling a multi-channel and device-independent interaction with customers, partners, suppliers and employees in a common way for presentation, communication, authentication, authorization and administration of identities (e.g. B2B-, B2C-portals, M2M, IVR).

## **Strategic Management**

is responsible for planning, managing and control of stakeholder and external relations, markets, product and service portfolio, resources and the supply chain on a strategic level.

## **Customer Relationship Management**

considers the fundamental knowledge of customers' needs and includes all functionalities necessary for the acquisition, enhancement and retention of a relationship with a customer. It manages all relevant contract, contact and incident information.

## **Billing**

assures an integrated and efficient process for data collection, mediation, rating, invoicing and payment. Ensures that the invoice is created, physically and/or electronically produced and presented as well as distributed to customers accurately. It further handles bill inquiries, provides status information and supports various payment methods (e.g. postpaid, prepaid, micro payments, mobile payment).

## **Supply Management**

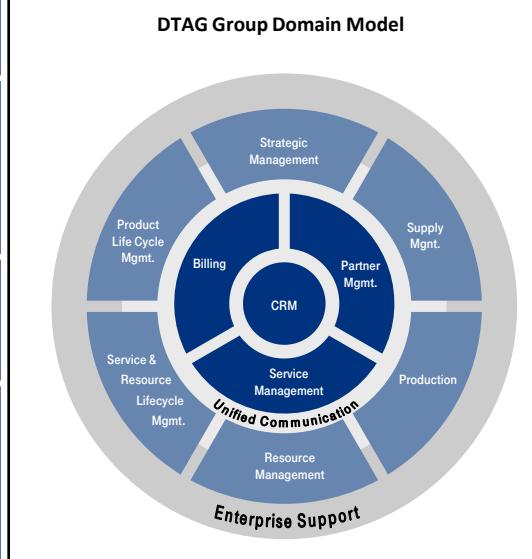
manages the interaction with suppliers, who are part of the supply chain. It is responsible for sourcing and delivering of services and products to secure high quality following concepts like just in time. This includes the qualification and selection of suppliers, quality management of suppliers, integration into the supply chain, purchase order processing, tracking of delivery items and logistics to deliver products.

## **Partner Management**

Manages the knowledge and interaction with partners (wholesalers, resellers) and includes all functionalities necessary for qualification, selection and monitoring of a partner. It manages all relevant contact, contract and performance information.

## **Enterprise Support**

provides basic business functions required to run any business. These underlying functions support all other domains and include Financial Management, Human Resources Management, Business Information Management etc.



# EA principi

## Primjer EA principa

1. T-HT-ovi strateški ciljevi uvjetuju IT odluke
2. Sigurnost sustava
3. Zaštita privatnosti i intelektualnog vlasništva
4. Korištenje autoriziranih ("master") izvora podataka
5. Korištenje otvorenih rješenja ("open source") gdje god je to moguće
6. COTS ("Completely-off-the-shelf") rješenja imaju prednost ispred vlastitog razvoja
7. Standardni proizvodi i platforme
8. Aplikacije dijele servise (npr. SOA)
9. Sustavi su lako proširivi