

# Application Integration using Web Services

Developing and deploying 'Web Services' for interoperability across systems and platforms both Internally and Externally

Learn from our accomplished panel of speakers from:

**Child Support Agency**

**MLC**

**CSIRO ICT Centre**

**Defence Housing Authority**

**NSW Health**

**Capgemini**

**Centrelink**

**The Warehouse**

**Badja Interconnect**

**University of Melbourne**

**Citigroup**

**OASIS**

**Cendant Travel Distribution Services**

## Post Conference Workshops:

*Workshop A: Context and Application of Web Services within the Enterprise, Capgemini*

*Workshop B: Dynamic Integration of Applications using Web Services Tools and Technologies, Transentia*

## This event will enable you to:

- ✓ Understand how and why web services should be used in your organisation for maximum benefit
- ✓ Learn how to build and implement a web services strategy
- ✓ Realise the enormous cost saving potential achievable through web services
- ✓ Explain and sell the advantages of web services in order to gain senior management approval
- ✓ Integrate web services into your IT architecture
- ✓ Evaluate the security risks involved in implementing your web services strategy
- ✓ Progress with your web service strategy despite the ongoing standards debate
- ✓ Evaluate the benefits of web services driven service-oriented architecture
- ✓ Assess how web services will impact on your organisation and what to expect in the future



**Conference:** 26-27 July 2004

**Post-conference workshops:** 28 July 2004

**Venue:** The Grace Hotel, Sydney

[www.ark-group.com](http://www.ark-group.com)

### Definition of Web Services:

*“Business functionality (service) exposed by a business entity, which is a modular, well-defined, encapsulated function provided to an authorised community over a distributed environment (usually through the internet.)”*

**Simon Holloway, CTO Holloway Consulting,  
Intranet Strategist, 2003**

More and more organisations are now beginning to deploy web services and create business driven web service strategies (despite the ongoing standards debate). Web services provide the interoperability needed in order to maximise efficiency and maintain a competitive edge. Application integration a long term goal of many organisations is finally being realised as web services allow communication across different systems and platforms both internally and externally.

'Application Integration Using Web Services' will bring together organisations from across the public and private sector that are in the process of, or have actually implemented a web services strategy. The case studies presented will give you a unique opportunity to see how web services are being deployed in a wide range of organisations and will address questions such as:

- ✓ How do web services achieve application integration?
- ✓ Does the business arm understand the high level IT talk?
- ✓ What are the risks involved in deploying web services?
- ✓ How are web services used as a cost cutting tool?
- ✓ Can your organisational culture adapt to a web services strategy?
- ✓ Are you aiming to achieve internal or external integration through web services?
- ✓ Do you have the right technology to implement a web services strategy?
- ✓ How are web services moving towards service-oriented architecture?
- ✓ Is this the right direction to take: What can we expect in the future?

This conference will provide valuable case studies giving you the opportunity to see how organisations that are already one step ahead of the rest, are putting their web services strategy into action and achieving application integration both internally and externally.

This event will show you how web services are no longer a theoretical ideal or a vision for the future – they are a practical and cost-effective reality!

### Who should attend this event?

**Enterprise Architects**

**E-business Managers**

**E-commerce Managers,**

**IT Architects**

**Application Integration Managers**

**CIOs**

**CTOs**

**IT managers**

**Business managers**

**Infrastructure managers**

# Day One: 26 July 2004

## 8.15 Registration and refreshments

### 9.00 Chairperson's opening remarks

**Paul Greenfield, Research Leader and Leader for the Distributed Systems Research Stream, CSIRO ICT Centre**

### 9.15 Understanding where web services fit in your organisation

- When and how should web services be used in application integration?
- What are you aiming to achieve by using web services?
- Deciding if the organisation is ready for web services: Culture, resources and technology
- Pinpointing areas that would truly benefit from web services
- What will they change or transform?

**Marise Hannaford, Director, Technology Asia Pacific, Cendant Travel Distribution Services**

### 10.00 Building and deploying web services in your organisation

- Where do you start?
- Deciding whether to build web services in-house or bring in outside expertise?
- Developing a strategy or project plan with realistic goals
- Identifying key areas that need to be involved in the strategy
- Pinpointing areas of risk if web services are deployed

**James Bergin, Solution Architect, The Warehouse**

## 10.45 Morning refreshments and networking

### 11.00 Ensuring that business and IT are working hand in hand to successfully deploy web services

- Getting to grips with high level technology
- Building a bridge between IT and business
- Ensuring IT and business communicate to build a web service strategy
- Establishing common goals as to what IT and business want to achieve
- Aligning technology solutions with business requirements

**George Brenan, Director Business Infrastructure, Child Support Agency**

### 11.45 Selling web services to senior management: Using web services to provide flexibility, competitive advantage and reduced cost

- Educating management about the financial benefits and necessity of integration
- Web services as an enabler of an overall enterprise services oriented architecture that maximises flexibility
- Web services and competitive advantage
- Using web services to integrate legacy systems rather than rebuilding
- The longer term impact of web services in optimising IT spend

**Chris Tham, Head of Architecture, Business Technology, MLC**

## 12.30 Networking lunch

### 2.00 Building an Integration culture in your organisation – A DHA case study

- The business view
  - BPM vs business services
- System view
  - Integration vs web services
- Addressing the issues
  - Risk management and project structure
  - Infrastructure and methodologies
- Building the culture
  - The 'Polynesian' culture of application integration

**Alastair Brooke, Co-ordinator Quality Assurance/Business Process Management, Defence Housing Authority**

**Alan Macnamara, Badja Interconnect, (consulting as Solution Architect for Defence Housing Authority)**

### 2.45 Who should be managing web services and how should they carry the strategy forward?

- Which department should take ownership?
- E-business, E-commerce, Architecture, IT?
- Establishing a leader to carry the process forward
- Bringing on board senior level sponsorship
- Providing support and training programmes

**Brook Walker, Enterprise Architecture, NSW Health**

## 3.30 Afternoon refreshments

### 3.45 Evaluating your current technology: What technology do you need in place to facilitate your web services strategy?

- Can the technology you currently have use web services?
- Getting web enabled technology to work effectively
- Is your technology web service compliant
- Establishing technology that is compatible with your collaborators
- Orchestrating web services

**Steve Goschnick, Senior Research Fellow/Business & Research Manager, IDEA Lab, Department of Information Systems, University of Melbourne**

## 4.30 Closing remarks from the chairperson and end of day one

# Day Two: 27 July 2004

## 8.15 Registration and refreshments

### 9.00 Chairperson's opening remarks

**Paul Greenfield, Research Leader and leader for the Distributed Systems Research stream, CSIRO ICT Centre**

### 9.15 Aligning and integrating web services into your IT architecture and infrastructure

- ♦ Capgemini integrated architecture framework
- ♦ Web services and their context within the enterprise/project architectures
- ♦ Business process, business services and their relation to web services
- ♦ The business case for web services
- ♦ Impediments to take up

**Mick Adams, Architecture Team Leader, Capgemini**

### 10.00 Web Services as an enabler for "services based thinking"

- ♦ The blurring of the boundaries between "Inside" and "Outside"
- ♦ Access and ownership
- ♦ Using other peoples wheels
- ♦ The revolution is customer capability
- ♦ Services as the basis of Architecture
- ♦ Some real world examples

**Peter Wilson, Independent Consultant (formally National Manager of Technology at the Australian Taxation Office)**

## 10.45 Morning refreshments

### 11.00 Using web services to facilitate internal integration in a financial institution

- ♦ Defining your problem
- ♦ Using your Enterprise Conceptual Data Model to identify what you want to integrate
- ♦ Defining what services need to be published by which systems to achieve integration
- ♦ Patterns for successful integration
- ♦ Facilitating business process automation via web services

**David Hall, Senior Domain Architect, Citigroup**

### 11.45 Web services towards service-oriented architecture at Centrelink

- ♦ Re-use of internal services
- ♦ Opening out with external services
- ♦ The legacy of 1990s OO design
- ♦ Good web service design

**Helen Austin, National Manager, Enterprise Architecture, Centrelink**

## 12.30 Networking lunch

### 2.00 What can we expect in the future? Web services and beyond...

- ♦ What is the state of web services today?
- ♦ What barriers must be overcome to allow web services to become fully mature?
- ♦ How many organisations are using web services?
- ♦ How can enterprises leverage web services?
- ♦ How will web services evolve over the next five years?

**Dr Kerry Taylor, Research Leader, CSIRO ICT Centre**

### 2.45 Understanding web service standards and how this will affect your strategy

- ♦ Why are standards important?
- ♦ What do web service standards mean and why do we need them?
- ♦ Current status of web services standards
- ♦ Which standards will have the greatest impact on web services?
- ♦ Can you successfully implement web services before standards are in place?

**Ram Kumar, General Manager – Software R&D and Architecture, MSI Business Systems (formerly, Mastersoft) and Founding Chairman, Customer Information Management Technical Committee, OASIS**

## 3.30 Afternoon refreshments

### 3.45 Panel session: Web services automating the supply chain

The conference will be opened up to the floor and focus on using web services to automate the supply chain. Topics will include security, reliability, manageability.

### 4.30 Closing remarks from the chairperson and end of conference

# Post-Conference Workshops, 28 July 2004

## Workshop A

### Context and Application of web services within the Enterprise

#### About your workshop leader: Mick Adams, Architecture Team Leader, Capgemini.

Mick Adams is the leader of the Capgemini Architecture Team within Australia. Mick joined Capgemini in New Zealand 2000; he then relocated to the sunnier climes of Sydney in 2002. Mick originates from Blackburn, England. He holds a Masters Degree in Parallel Computing. His work life started as a junior programmer for the Financial Times in London; he then worked for various Hardware and Software Vendors before joining Capgemini. He is a Capgemini Certified Architect and an approved Architecture Facilitator for the Capgemini University in Paris.

**About the workshop:** This workshop takes a look at an 'architecture framework' and how web services fit within it. Attendees will be presented with a case study to work through and surmise when, and when not to apply web services. The case study looks at customer service requests being handled by an organisation and where web services may be applied in this context.

#### 8.30 Registration and refreshments

#### 9.00 Enterprise and project level architecture

#### 9.30 Integration patterns and web services

#### 10.00 Refreshments and networking

#### 10.15 Web service identification within the enterprise

#### 10.45 Leveraging existing web services

#### 11.15 Web service tools and techniques

#### 11.45 Questions and answers

#### 12.15 End of workshop

## Workshop B

### Dynamic Integration of Applications using web services Tools and Technologies

#### About your workshop leader: Bob Brown, Director, Transentia Pty Ltd.

Mr Bob Brown is a specialist in, Java, Java 2, Enterprise Edition, Middleware technologies, Linux, CORBA, XML, and OO development. Bob has many years experience as a software researcher and developer and is a "recovering academic" with more than 10 years experience in tertiary-level lecturing in Europe, Asia and Australia.

**About the workshop:** This workshop will show how web services can be used to bring about what some people have called "the grown-up Internet". The workshop will look at dynamic integration using tools/technologies such as Oracle's XQuery tools, BEA's Liquid Data product and Microsoft's InfoPath 2003 application, and show how these tools can make dynamic Application-Application composition easier.

#### 1:00 Registration and refreshments

#### 1:30 Review: Service-oriented architectures

#### 1:45 Overview of tools and technologies

#### 2:15 Introduction to the workshop scenario: Purchasing the cheapest CD

#### 2:45 Refreshments and networking

#### 3:00 Undertaking application-application and technology-technology integration

#### 4:00 Outstanding issues: Security, performance, transactions, etc

#### 4:15 Looking to the future

#### 4:30 End of workshop

