Who we are - Organisation for I&IM

Information & Integration Management
Jonas Edgren

Control & Support

Information Management
Maija Hämäläinen-Nikula

Integration Management
Bo Forssten

Integration Implementation
Ulf Sundberg
Integration management

• Our vision
  “Industrialized Integration”

• Our goal
  - Secured good-enough integration competence in TeliaSonera
  - The one stop shopping facility (of SHC Integration) has 95% customer satisfaction in all countries, with the scope and coverage being 100% of all IT projects
  - The costs for the integration solutions have been reduced with 50% (per solution) and the Time to Customer is cut with 75% compared to situation in 2005.
  - Reusable Common Integration Services across all Profit Centres, according to TeliaSonera IT Architecture
  - Efficient, smoothly running common operations of the One Common Integration Platform

• Our mission
  is to facilitate integration needs in all areas (A2A, B2B), and to reduce integration costs and Time to Market for the Profit Centres.

• Our strategy
  We take the full responsibility of the system integration area in TeliaSonera, as defined by overall IT Architecture and Strategy. We serve our customer (TeliaSonera and its different Profit Centres) in a cost- and time-efficient way considering the overall business and IT architecture of TeliaSonera.

• Our roadmap
  Take and retain control over the integration area through guidelines and Key performance indicators, together with the Integration Implementation group (former SHC Integration)
Integration Strategy

- Business First
- Decided common models will be used in integration work when creating reusable integration services
- Reduced integration complexity
- A layered Integration Architecture shall be used within TeliaSonera
- Prior to invest in commercial software packages they must always be analyzed with regard to the existence of integration capabilities (published APIs)
- TeliaSonera will have a small set of technical integration platforms that will change over time
- TeliaSonera should have a Service Oriented Architecture (SOA)
- Service Level Agreement (SLA) should exist between the user and supplier of Integration Services
- Common repository in TeliaSonera must be established
**TS Integration process**

- **The Integration Process** is a general process model that extend TS PROMO project model and TS PROMO IT work model. The decisions points are used as traceable points between the different model, and the major sub-processes are the same.
Integration Architecture

• Layered Integration architecture
  - Backend-EAI
  - Channel-to-Backend
  - B2B Integration

• Product selection (from 2003-04)
  - TIBCO BusinessWorks
  - BEA WLI / WLS-PE (+ALSB)
  - Sonic MQ

• Currently only truly implemented layer is Backend-EAI with TIBCO BusinessWorks
Who are we?

Director
Bo Forssten

Development Management
Jyrki Raki

Technology Management
Kari Poutiainen
consulting Eva Johansson

Business Management
consulting Peter Malmlöf
Roles & Responsibilities

Integration Management
Business Management
Development Management
Technology Management
Unit Director
Integration Implementation
Profit centre
The market
Corporate Information and Message Models

- Conceptual TS Information Model from BCC Architecture / Information Architecture

- "Master" models from the major application suites (Oracle eBS, SAP)

- Master Integration Message Model based on OAGIS decision from Architecture Development Council

- Basic framework decided and governed by Integration Management, practical design, development and maintenance in Integration Implementations

- The work is being done, and will be done, through the projects (BSS-RP and its Proof-Of-Concept works, for example)
OAGIS in TeliaSonera

- Based on the Corporate information models we need a stable, common Message model framework
  - OAGIS is chosen as the “main baseline”, but there are other, more subject area specific (like OSS/J for Telecom Operations Support Systems) etc. as well

- We choose to adopt OAGIS “philosophy”, i.e. thinking model (Verbs, Nouns, etc.) as a baseline
  - For Telco specific content we need to create our own Nouns and extend existing ones

- A specific team (“Message Design Team”, MDT) to keep things in order, and to avoid corruption of the models over the time
  - The actual work is done in several places, in-house and within subcontractors, but there is always only one control point

- We are still in quite early adoption phase, but so far the experiences have been promising
OAGIS coverage in TeliaSonera

• OAGIS is used in the Business Support Systems (BSS) area, not as part of the Telecom operational service execution

• BOD’s used:
  - SyncParty, GetInventoryIssue, ShowInventoryIssue, SyncParty, SyncSalesOrder, CreateMaintenanceOrder, UpdateMaintenaceOrder, CancelMaintenanceOrder (8.0) . SyncSalesOrder, ProcessSalesOrder, AcknowledgeSalesOrder (9.0)
  - Plus some proprietary, custom made Nouns

• In the following Business Processes:
  - Customer information, Order provisioning, Billing information, Trouble ticketing, Subscription Balance information, etc...
End

TeliaSonera