



Non-Enterprise Initiatives of Services Oriented Architecture

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Service Characteristics in General

- ❖ Services that are
 - ❖ Reliable
 - ❖ Specific
 - ❖ Small
 - ❖ Secure
 - ❖ Stable interface
 - ❖ Standards-based
 - ❖ Reusable...same interface independent of client



SOA-ish Characteristic

Well defined Service Oriented Architecture allows replacement behind the service interface

- ❖ Example of our IMAP and POP services swap out



Scaled-Down Supply Chain Metaphor

❖ Similarities

- ❖ Service needed reliably
- ❖ Service to specification
- ❖ Interdependency requires orchestration when complex

❖ Differences

- ❖ Not in prescribed sequence
- ❖ No pre-notification



SOA Slated at Stanford

- ❖ Zimbra
- ❖ Remedy
- ❖ Campus Maps
- ❖ Resource25
- ❖ Oracle and PeopleSoft ERP




Remedy - *Background at Stanford*

- ❖ Service Desk engine (Action Request System)
- ❖ Used as a part of order fulfillment process (linked to billing system)
- ❖ Used to track some labour hours



Remedy as a Service - *Motivations*

- ❖ Motivations for Exposing Remedy as a Service
 - ❖ Current integrations are brittle, one-off integrations
 - ❖ Many other service integrations needed
 - ❖ Information and capability are locked into this system
- ❖ Future uses will only exacerbate this problem
 - ❖ CMDB
 - ❖ Asset Management (Financial Management)
 - ❖ Change Management
 - ❖ Problem Management...and...



Remedy as a Service - *SOA Now and Planned*

- ❖ Zimbra to Remedy ticket status lookup
- ❖ Remedy to WebEx realtime customer support
- ❖ Remedy to Unanet project time tracking ASP
- ❖ Federated CMDB
 - ❖ NetDB/Opaware to Remedy
 - ❖ MOM to Remedy
 - ❖ Sunflower IT
 - ❖ Puppet to Remedy



Remedy as a Service - *Challenges*

- ❖ Remedy licensing
- ❖ Limited use of “AR plugin” for WS in the wild
- ❖ Performance and richness of the data
- ❖ Authentication
- ❖ Developers



Zimbra as a Service - *Done*

- ❖ Already exposed as a Service (SOAP and RESTful)
- ❖ Many loosely-coupled integrations planned
 - ❖ Remedy
 - ❖ Campus Maps
 - ❖ Workgroup Manager
 - ❖ Sakai
 - ❖ Campus Events
 - ❖ Resource25
 - ❖ Kronos (or its spawn)
 - ❖ Oracle Financials and PeopleSoft



SOA-lite

- ❖ Leveraging Existing Identity Management Service
- ❖ Not requiring orchestration or heavy governance...yet
- ❖ KISS



Questions