

New IBM Software and Services Accelerate Business Use of Service Oriented Architectures (SOA)

IBM introduced its most extensive lineup of new software and services for building and expanding a service oriented architecture (SOA). The new offerings, based on IBM's experience with nearly 3,000 SOA customer engagements and 2,500 business partners, will help clients efficiently and quickly deploy SOAs.

The new software and services focus on four key areas: the use of business process management (BPM) to exploit benefits from SOA; governance as the cornerstone of SOA success; preparing IT infrastructures for SOA; and creating industry-specialized SOA services.

IBM also announced the results of a study by the Institute for Business Value entitled, "The Business Value of Service-Oriented Architecture." According to the study, 92 percent of IBM SOA customers started with SOA to reduce costs. Additionally, 51 percent of customers saw revenue grow because of SOA.

"SOA is a fundamental shift in technology that will continue to significantly impact business," said Alaa Ghoneim, IBM Software Manager. "With the early adopter phase behind us and SOA software capabilities deemed as table stakes, the next logical evolution in this market will be ensuring that vendors and customers have the resources and skills available to make the most of their SOA investments."

Helping to Ensure BPM Success with SOA

Companies use business process management software to better manage, monitor and improve business processes to drive innovation. However, the true value of BPM is delivered through the combination of software and services expertise based on efficiency, reuse of existing assets and flexibility. This strategy enables customers to facilitate business innovation in the BPM lifecycle of business modeling, collaborative development, business monitoring and continuous process improvement within a flexible architecture that can easily adapt to planned and unplanned changes that impact business.

For business modeling, the latest release of WebSphere Business Modeler features new business user tooling based on key performance indicators that help customers visualize processes to more easily identify bottlenecks, disconnects and inefficiencies before they impact business performance.

IBM's expertise in BPM is evidenced by the new BPM Methodology and the BPM Competency Center. The BPM Methodology allows customers to accelerate BPM adoption using BPM services expertise, best practices and in-depth knowledge of the various BPM methodologies.

New software accelerates BPM within an SOA to support Business Activity Monitoring (BAM) and human process management as well as business dashboards. BAM capabilities are delivered through the new release of WebSphere Business Monitor that enables customers to monitor and gain control of business processes allowing them to proactively detect events that may impact performance. The latest release of WebSphere Process Server enhances support for advanced human workflow capabilities to more closely align business processes with activities such as task approvals, delegation, or escalation.

The IBM Workplace Dashboard Framework provides customers with reusable service-oriented components, advanced administration tools and the ability to create dashboards. The IBM Workplace for Business Strategy Execution is a dashboard that can monitor business goals and objectives, link those objectives to others in the company, and gain greater insight into how specific objectives map to an organization's overall strategy.

Governance: the Cornerstone of SOA Success

IBM is announcing a new, comprehensive methodology for SOA governance – a series of policies and processes for ensuring successful SOA projects. This methodology is based on IBM's experience with SOA customers worldwide, consults at IBM's 11 Global Centers of SOA Excellence, and the company's own, internal deployment of SOA.

IBM continues to advance the SOA governance capabilities that customers want and need. The new WebSphere Registry and Repository (WSRR) software helps customers manage web services and shared business processes across a four stage lifecycle: discovery, service development, change and release management, and operational efficiency and resilience. WSRR builds upon the enhanced Rational BuildForge, Rational ClearQuest and Rational Software Architect offerings for software development, governed service build and delivery, and architectural analysis.

To promote reuse and eliminate redundancies, the WSRR allows clients to publish and find services and related metadata through all stages of SOA and also supports integration and federation with other standard registries and repositories. To enrich SOA runtime interaction, the WSRR enables optimized access to service metadata and manage service interactions and policies. And finally, to gain better control of SOA with governance, the WSRR facilitates service lifecycle with guards for state transitions, analyzes impacts of service introduction, deletion or alteration by maintaining relationships and manages role-based access to services, changes, versioning and service retirement.

Preparing IT infrastructures for SOA

As customers move beyond their base SOA implementations via entry points, they realize the need to take a more structured and programmatic approach to the infrastructure and management that supports their SOA projects. This includes an expansion of the focus to cover Service Security, Service Management and Service Virtualization.

New IBM security services offerings will help assure scalable and sustainable security beyond the user level as businesses expand the use of SOA across the organization. These new services include an SOA Application Security Assessment, SOA Security Requirements, SOA Security Architecture, and SOA Security Implementation. All of these services are designed to help customers with every aspect of security planning including managing user identity and access control; securing transactions across multiple distributed systems, and developing consistent security management policies. New and enhanced products for reinforcing service security include the two releases of Tivoli Federated Identity Manager and Tivoli Federated Identity Manager Business Gateway and the delivery of WebSphere DataPower XS40, an SOA appliance.

IBM offers new management services that are designed to help customers gain insight, visibility and control of systems. These new services – SOA Management Planning, Business of IT Dashboard and Testing Center of Excellence for SOA – will help customers prepare to better manage IT processes, manage transaction workflows, manage and automate processes, and predict and manage change. Business of IT Dashboard services help customers to manage IT like a business as they attempt to realize the full benefits of SOA deployment. The CIO IT Dashboard delivers real time visibility to the business of IT performance metrics based on the priorities of the business.

Additionally, IBM offers several new software products for service management. These new offerings, complementing the enhanced Tivoli Monitoring Family, include IBM Tivoli Composite Application Manager (ITCAM) for SOA; the new IBM Change and Configuration Management Database, the Tivoli Federated Identity Manager Business Gateway, and the Tivoli Usage and Accounting Manager, as well as the Lotus Expedito to distribute and manage services across devices.

To help ensure that customers using an SOA can dynamically apply the right resources to services and business processes, new service virtualization services for SOA augment capabilities originally created to shift processing power in IBM servers. These new services include Web Infrastructure Optimization and Virtualization Services which focus around providing clients with design and implementation services for IBM WebSphere Extended Deployment (XD). This enables clients to actively manage a virtualized, distributed application hosting environment in order to increase the utilization, flexibility and resiliency of the business environment and Server Virtualization Solution services which support the SOA environment.

Complementing the service virtualization expertise, IBM announces the new Tivoli Dynamic Workload Broker and the IBM Enterprise Workload Manager.

Industry-specialized SOA Services

To advance SOA projects with industry-specialized services, IBM has created the new WebSphere Business Services Fabric based on the assets acquired from Webify and the specialty services provided by select IBM Business Partners. This new technology platform is based on pre-built, customizable SOA assets, semantic models and policies

and supports a wide range of industry and semantic standards including ACORD, HIPAA and HL7. These industry-specific services will initially target healthcare, insurance, and retail. All of the new industry specific services, such as claims processing in insurance or regulatory compliance in healthcare will be made available through the IBM SOA Business Catalog, a repository of more than 2,400 IBM and business partner-developed SOA software assets.