

Dynamic Enterprise
Service Framework™

ProtoSOA™ Implementation Solutions

COMFRAME
precision software innovation

Steps to Full Interoperability Realization

Like any technology initiative, the success of ProtoSOA™ depends on how well it is implemented and adopted by business experts and IT professionals. The ProtoSOA Dynamic Enterprise Service Framework is typically implemented based on the unique needs of each ComFrame client. While ProtoSOA can be purchased as a standalone framework, ComFrame highly recommends consultation services to ensure correct application and full interoperability realization. There are three interrelated steps for establishing ProtoSOA within your organization – **configuration, installation and implementation.**

CONFIGURATION

Proper configuration of the ProtoSOA solution is accomplished through collaboration between your product sponsor and a ComFrame implementation specialist. Responsibilities include:

- ✔ Identify network and hardware configurations at the customer site
- ✔ Designate appropriate J2EE application server
- ✔ Designate persistent storage mechanism
- ✔ Develop initial client configuration specifications

INSTALLATION

The customer product sponsor and ComFrame implementation specialist are also jointly responsible for installing ProtoSOA at the customer site. Major work steps include:

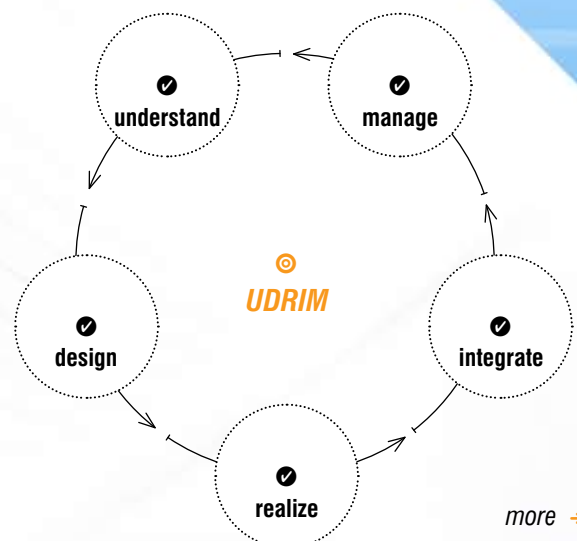
- ✔ Install the ProtoSOA software
- ✔ Complete remaining configuration tasks
- ✔ Verify correct installation
- ✔ Perform network setup for ProtoSOA

IMPLEMENTATION

UDRIM™ is ComFrame's proprietary process for ensuring successful adoption and long-term benefits for both business and IT users. The UDRIM methodology is designed to help all ProtoSOA stakeholders:

- ✔ Understand business objectives
- ✔ Design and create business scenarios that meet objectives
- ✔ Realize a services approach to business agility and transformation
- ✔ Institute programs for making sure integrations are successful and continually managed

The UDRIM process is utilized to provide continuous insights into ensuring the capabilities created through ProtoSOA are meeting ongoing expectations for business value and IT excellence.



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Maximize Success with ComFrame Expert Resources

COMFRAME CONSULTING TEAM

ComFrame has a specialized group of consultants experienced in applying UDRIM to satisfy client requirements when implementing ProtoSOA. The number of consultants deployed will depend on the overall number of services, objects, logic and systems to be included. ComFrame also has expertise creating customer facing applications that integrate with ProtoSOA if those needs should arise during the asset definition process. The ComFrame team consists of the following roles:

Project Manager

- Implements and manages the UDRIM process
- Manages schedules, resources, tasks, issues, risks and action items
- Works closely with users and stakeholders to ensure success

Business Architect

- Works with customer subject matter experts to fully understand business processes
- Models and documents business scenarios and processes, defined by describing the problem, environment, objective, human and system actors, and roles and responsibilities

Solution Architect

- Collaborates with the business architect to create the appropriate assets – services, objects and logic
- Collaborates with the integration engineer to ensure system assets are fully described and available

Quality Assurance Engineer

- Provides testing of assets prior to movement into production systems

Usability Engineer

- Assists with usability goals and needs
- Creates innovative and intuitive interface designs
- Designs and drives usability testing

User Interface Engineer

- Develops customer facing applications using ProtoSOA assets based on user interface designs

Systems Integration Engineer

- Develops the system assets within ProtoSOA based on client's back-end systems

During implementation, ComFrame consultants will collaborate with client personnel roles that include:

- ✓ Subject matter experts
- ✓ Integration engineer
- ✓ Administrator
- ✓ IT network engineer

ComFrame will also help you identify and establish the mix of full-time and part-time personnel roles needed to support ProtoSOA on an ongoing basis.

Training

ComFrame offers two primary training courses for ProtoSOA clients. Each topic can be customized to meet specific client needs.

PROTOSOA™ UDRIM ENABLEMENT PHASES™

- Training on effective utilization of the ProtoSOA UDRIM Enablement Phases™ to ensure successful assets (systems, services, objects and logic) are created to meet the business objectives associated with the appropriately defined business processes.

PROTOSOA™ ADF BUSINESS FOUNDATION™

- Training on how to use the ProtoSOA ADF Business Foundation™ to successfully build customer-facing applications with ProtoSOA.

Support Services

ProtoSOA clients choose to purchase a level of support that best meets their needs. Timing of support delivery initiation is according to the type of software license purchased.

Basic Support - SILVER

- ComFrame will provide support services during client's normal business hours as needed, up to an agreed upon number of hours per year. This support is provided by the ProtoSOA customer support team via phone and email.

Tailored Support - GOLD

- ComFrame will provide support services during client's normal business hours. First tier support will be provided via phone and email. If necessary, a second tier support technical representative will visit the client's site.

Full Support – PLATINUM

- Support provided 24/7 by a named ProtoSOA technical resource. Technical representative will return client's call within 30 minutes of the support request. Support will be provided via email, telephone or site visit, if necessary.

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