IS research relevance
from an industrial perspective

Ir. A.F.Baldinger

Chairman of NAF

A.F.Baldinger

Studied Applied Physics TU Delft [66-73]

- Industry Experience:
  - 35 years experience
    (Telecom, Software Consultancy and Financial Services)
    - Last 20 years up to 2006: Postbank & ING Corporate
      - Manager System Development Electronic Payments
      - Manger Architecture Postbank Back Office
      - Associate Architecture ING Corporate IT
- Since 2005 Chairman NAF (Dutch Information Architecture Forum)
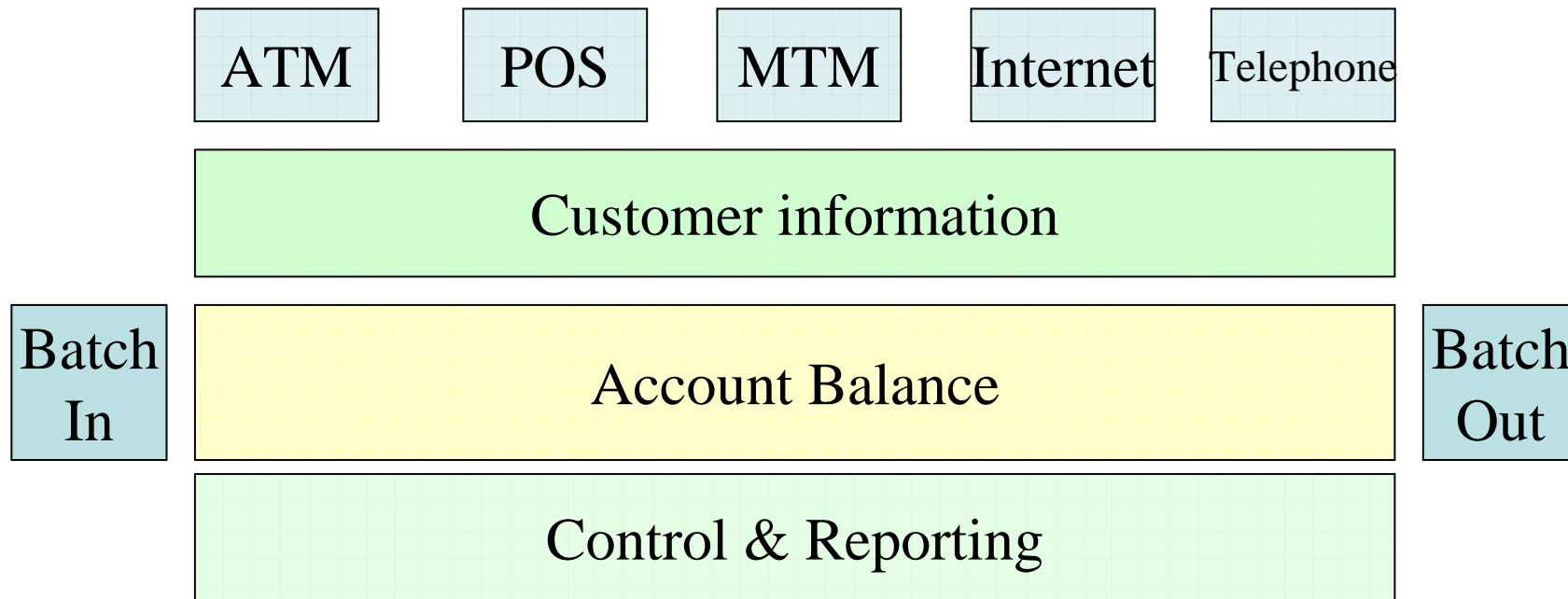- Since 2006 Owner Archibello BV (Management & Consultancy)

Index

- Example: Financial Services Industry
  - Electronic Payments Topology
  - What are the education needs ?
  - What are the research needs ?
- How can the Research Institutes help on this?
- How can the NAF help on this?
- Conclusion

EIS 2007
Ir. A.F. Baldinger

Payments Topology

- Account Balance is the Core

- Transaction types through channels:
  - Paper (batch)
  - Tapes (batch)
  - Cash Withdrawal (ATM – automatic teller machine)
  - Electronic Payment (POS – point of sale)
  - Branche Office (MTM – manned teller machines)
  - Internet (Bank online facilities)
  - Telephone
  - Etc.

Payment Topology
A very, very, global overview

ATM	POS	MTM	Internet	Telephone

Customer information

Batch In	**Account Balance**	Batch Out

Control & Reporting

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Architecture & Systems Development

Work Force

- Architects (Business-, Information, Technology)

- Application & infrastructure designers, implementers, testers

- Project-, program-planners

EIS - knowledge needs

Industry has demand - University can supply

- Educated workforce – Colloquium EIS

- Research input – Research Output

Educated Workforce

- ## Engineering
  - Basics "Informatica"
  - Special issues:
    - Online Real Time design (ontology, technical applications & infrastructure, etc.) and implementation
    - Networks, internet, protocols, etc
    - Testing, testing, testing, …. (test designs, test suites, first time right)
    - Performance (prediction-models, load-, stress-design and - testing) because of peak-hour loads
    - Software performance engineering as an competence
    - How to handle complexity (back-office redesign?)

- ## Business alignment
  - asset-management,
  - portfolio-planning
  - information architecture
  - ontology approaches

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Research Input

- **Special Topics:**
  - How to deal with complexity:
    - topologies and complexity-reduction
    - back-office migration strategies
  - Performance
    - performance prediction (modeling)
    - performance design
    - performance testing
  - Configuration Management (complete life cycle, architecture, system development, operations)
  - Integrated maturity model approach
    - Architecture and Appilcation & Infrastructure development
    - IT-governance
    - Visioning
    - Support
    - Operations

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How can universities help?

Network community with the industry

<u>can</u> result in:

- Colloquium updates
- Special tasks for BaMa students
- Industry-aligned Ma-degree
- Joint research efforts

How can the NAF help?

NAF-members		
Industry	**Suppliers**	**Universities & HBO**
ABN AMRO Achmea Belastingdienst Bloemenveiling Aalsmeer Cordares Delta Lloyd Defensie/DTO Essent ING KPN Meavita Rabobank Shell Stichting Pensioenfonds ABP VGZ-IZA groep VTS Politie Nederland Zwitserleven	ArchiBello Atos Origin Be Informed Be Value Capgemini CIBIT Adviseurs | Opleiders CSC LogicaCMG Gartner HP IBM ICT Automatisering IDS Scheer Microsoft Oracle Ordina Getronics PinkRoccade SAP SeaQuation Sogeti Systemation Sun Microsystems Unisys	Hogeschool van Amsterdam Hogeschool Rotterdam ISES International Radboud Universiteit Nijmegen Technische Universiteit Delft Technische Universiteit Eindhoven Telematica Instituut TNO Informatie- en Communicatietechnologie Universiteit Twente Universiteit Utrecht Rijksuniversiteit Groningen
17	**23**	**12**

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How can NAF help?
The Programs (11 working groups, april 2007)

- Participation from 58 different organisations
- Total participants: 105
- Mean average of 12 members each program

Programma	Aantal leden
Business Rules	25
IT Governance	24
De menselijke maat	15
Service Based Architecture	15
Waardegedreven architectuur	11
Architectuur en projectmanagement	11
GRAAL	10
Performance-voorspelling	3
De digitale architect	2
Business Principles	1

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How can NAF help?

Network community with 3 cornerstones:
- End-users (the industry)
- Suppliers (hardware, software, outsourcers, offshoring, consultantcy, etc.)
- Universities and HBO

<u>will</u> result in:

- Colloquium updates
- Special tasks for BaMa students
- Industry-aligned Ma-degree
- Joint research efforts (e.g. Graal, VITAL)

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Conclusion

- Using a network-platform like NAF <u>will</u> result in:
  - relevance of EIS from an industrial perspective
  - having 3 perspectives: industry, suppliers, academic institutes
  - presence on the yearly LAC (2-daags Landelijk Architectuur Congres: 2006 about 750 participants)
  - Joint productions (books, workshops, bootcamps, etc.)

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Questions ?

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