IS research relevance from an industrial perspective

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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
      – Manager Architecture Postbank Back Office
      – Associate Architecture ING Corporate IT
  • Since 2005 Chairman NAF (Dutch Information Architecture Forum)
  • Since 2006 Owner Archibello BV (Management & Consultancy)
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• 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
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

Account Balance

Control & Reporting

Batch In  Batch Out
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
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 Application & Infrastructure development
    – IT-governance
    – Visioning
    – Support
    – Operations
How can universities help?

Network community with the industry can result in:

- Colloquium updates
- Special tasks for BaMa students
- Industry-aligned Ma-degree
- Joint research efforts
How can the NAF help?

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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

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How can NAF help?

Network community with 3 cornerstones:

• End-users (the industry)
• Suppliers (hardware, software, outsourcers, offshoring, consultancy, etc.)
• Universities and HBO

will result in:

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

• Using a network-platform like NAF will 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.)
Questions ?