

Business Scenario Workshop

Defining an IPv6 Product Standard

THE *Open* GROUP

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Agenda

9:00 Introductions and meeting objectives/agenda

9:30 Introduction to Business Scenarios

10:00 Gathering Input – Navy

10:30 Break

10:45 Gathering Input – Air Force, IPv6 Forum

12:30 Lunch

02:00 UNH Interoperability Labs

02:30 Discussion on pain points regarding IPv6 deployment

03:15 Break

03:30 Short exercise on prioritizing pain points

04:00 Next Steps

04:30 Adjourn

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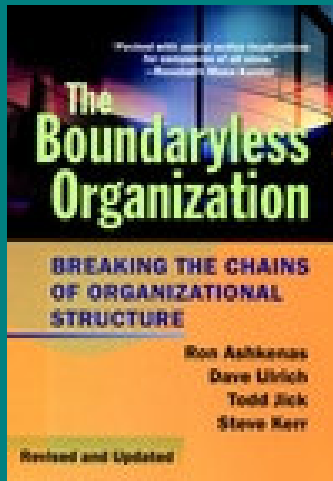
Who are we...

- ❑ ... an international vendor and technology-neutral consortium that is committed to delivering greater business efficiency by bringing together buyers and suppliers of information technology to lower the time, cost and risk associated with integrating new technology across the enterprise.

Vision

Boundaryless Information Flow

- ❑ achieved through **global interoperability**
- ❑ in a secure, reliable and timely manner



Boundaryless does not mean there are no boundaries – it means that boundaries are permeable to enable business.

Vision

The Open Group Commitment

- The mission of The Open Group is to drive the creation of Boundaryless Information Flow achieved by:
 - Working with customers to capture, understand and address current and emerging requirements, establish policies and share best practices;
 - Working with vendors, consortia and standards bodies to develop consensus and facilitate interoperability, to evolve and integrate open specifications and open source technologies;
 - Offering a comprehensive set of services to enhance the operational efficiency of consortia; and
 - Developing and operating the industry's premier certification service and encouraging procurement of certified products.

Introductions

- Please briefly introduce yourself
 - Name
 - What you do at work
 - What you like to do outside of work

Desired Outcome

- ❑ Ultimately
 - Consensus on an “industry-based” IPv6 Product Standard
 - Certification and “branding” program for IPv6 enabled devices
 - Procurement of IPv6 enabled components with confidence

- ❑ Today
 - To start the process of developing Business Scenario descriptions of the:
 - Issues,
 - Challenges, and
 - Advantages
 - for deploying IPv6
 - As bases for defining an IPv6 Product Standard

- ❑ Tomorrow
 - Review submitted DISA standard workgroups initial suggested for IPv6 product standard
 - Use previous days Business Scenario exercise as input for “Scope and Bounds” for an initial IPv6 Product Standard.

Current Events

- ❑ GAO Report to Congress on IPv6
 - Most federal agencies do not have transition plans
 - Most federal agencies have not developed business cases for IPv6: lack of understanding of IPv6 benefits and opportunities. (May 2005)
 - Recommends that OMB instruct federal agencies to begin planning considerations for IPv6 transition and mitigate security risks.
- ❑ Congressional Hearings are conducted on IPv6 (June 29, 2005)
- ❑ OMB issues mandate that all Federal Agencies Transition their network backbone to IPv6 by June 2008

Current Events

- IPv6 Forum/NAv6TF sign Memorandum of Understanding (MoU) on joint effort to develop an *"industry-based"* IPv6 Product Standard and certification program. (Press Release – July 15, 2005)
 - MoU outlines relationship and roles played
 - IPv6 Forum – specification authority
 - GridES Forum Members – Consensus body responsible for evolution product standard and certification program.
 - The Open Group – certification authority

Today's Meeting

- A limited or “mini-”Business Scenario Workshop
 - Participants with different visions of IPv6
 - Why is IPv6 needed, why transition from v4 to v6
 - What will IPv6 do for you to meet your mission goals. We will be concerned with starting the process of collecting the input that will be the basis for scenario development.

- This work will (ultimately) be made publicly available and the debate we generate will seek to benefit users and suppliers alike

Processing the Results

- ❑ The results will be documented and circulated amongst participants and amended until we all are in agreement with its content.
- ❑ The Open Group will vet the document and obtain input from others
 - Results will be published and public comment sought

Our Roles

- ❑ Dave Lounsbury
 - Facilitator and first level questioner
- ❑ Jay Spaulding, Dave Green and Birgit Hartje
 - Recorders and 2nd level questioners
- ❑ Participants
 - Brainstormers and information providers
 - Participants will be asked to respond openly to questions
 - Participants should ask questions to probe for greater understanding

Explicit Goals for IPv6 Section of the GridES Forum

- Form an industry representative consensus body consisting of buyers and vendors as the principle player in evolving an IPv6 Product Standard and certification program. The resulting product standard should have the following properties, it should be:
 - Industry based (representative of industry requirements)
 - Collaborative in effort
 - Be global in its scope
 - Procure components with confidence

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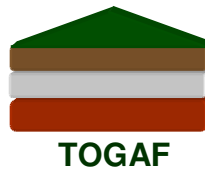
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Business Scenarios*

A Practical Technique for Understanding
Requirements

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Goals of Brief

- ❑ Provide an overall idea of what business scenarios are and how they are developed

Familiar dramatization...?

- ❑ You set out statements of your needs but you get back
 - Those needs are not actionable, “can’t help you”
- ❑ You go back and work your needs further but
 - They still get called fuzzy and incomplete, “still can’t help you”
- ❑ You work them again adding significant detail at significant costs and
 - They end up not being linked, “no can do”
- ❑ You go back and add the linkage and more detail while times passing and
 - End up with a “solution” flavor and IT gets miffed you’re telling them what to do, and
 - Others in your company are talking to the same IT people saying completely different things, and IT says
 - Don’t tell us how to do technology, convey to us your actual need and provide enough detail to connote actual value so we can justify!
- ❑ Time has passed and the environment has changed, so got to start all over

So What's the Problem?

- ❑ Poor understanding of *business or mission* needs
 - Incomplete requirements do not add up to a whole problem description and can misguide work
 - Value of the solution is unclear
- ❑ *Relevance* of solutions unclear
 - Need to ensure that components add value to an open solution and are marketable
- ❑ Need a useful *language* to link customer problems, standards and technical solutions
 - As it makes obvious what is needed and why, and
 - Gives solvers room to solve problems optimally using open standards and leveraging each other's skills

Customer

Problem Solver

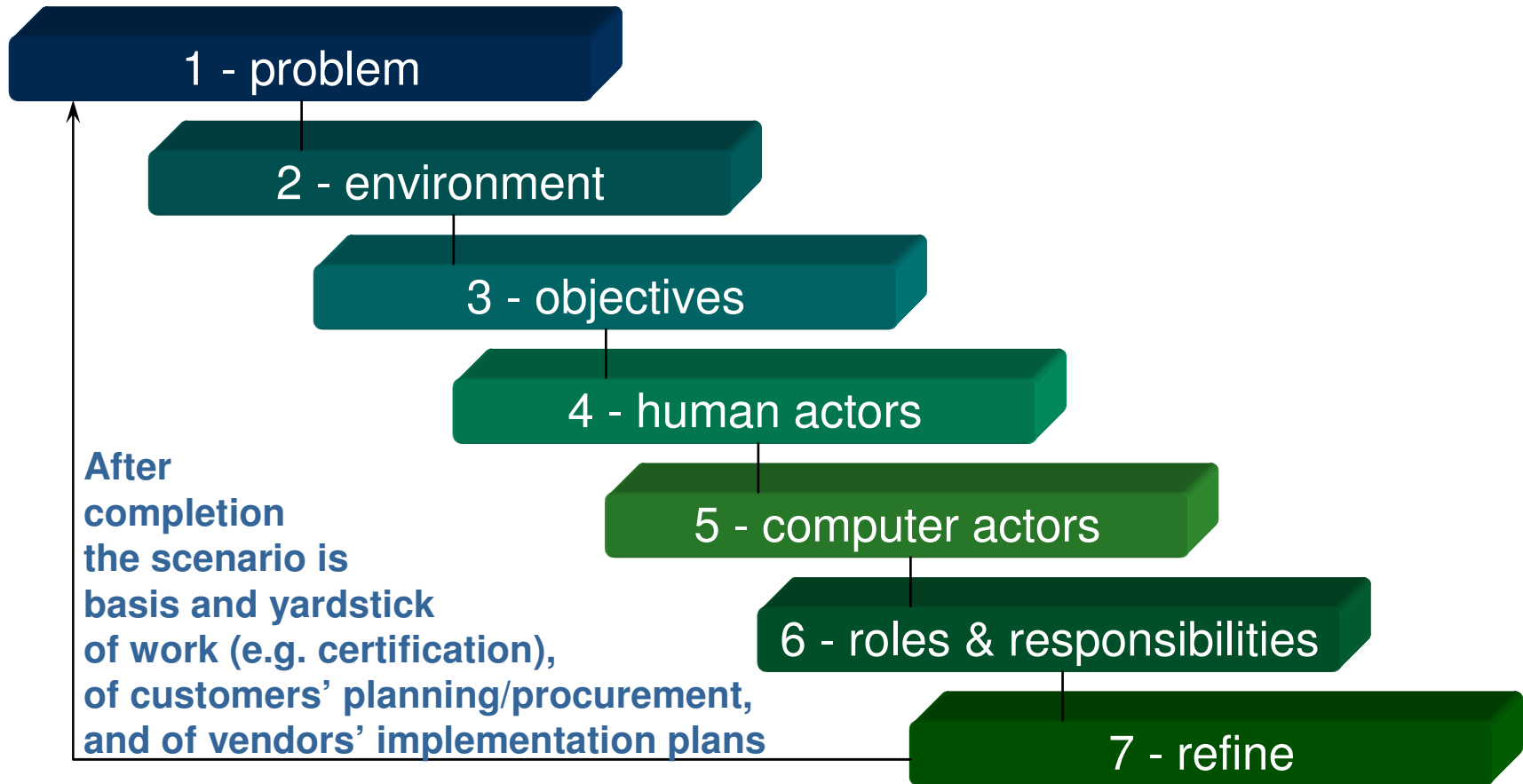
What is a Business Scenario?

- ❑ A Business Scenario describes:
 - A business process, application or set of applications that can be enabled by a solution;
 - The business and technology environment;
 - The people and computing components (the “actors”) who execute it;
 - The desired outcome of proper execution
- ❑ A good Business Scenario:
 - Is representative of a significant market
 - Is SMART
 - Enables the “supply side” to understand the value to the “buy side” of a developed solution

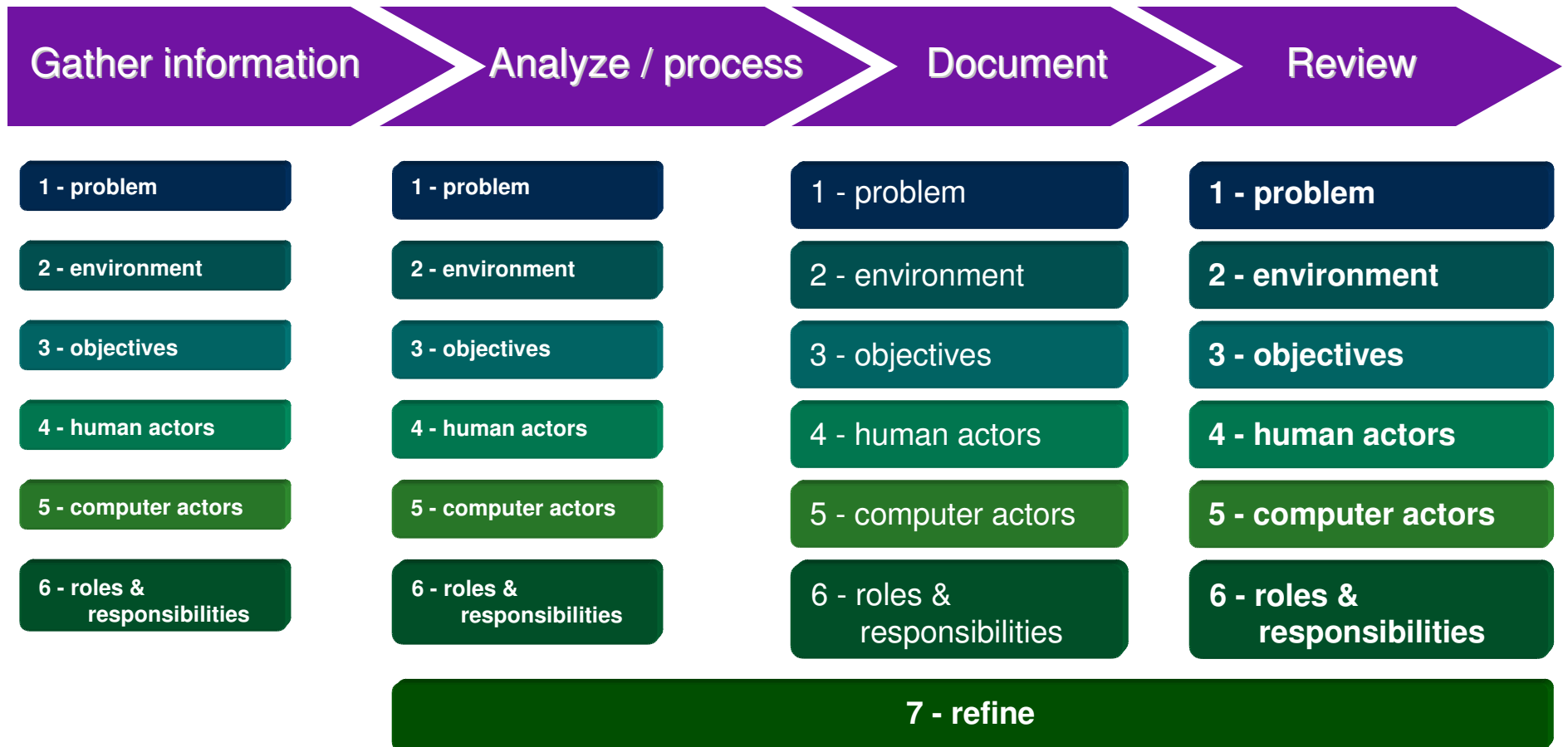
A SMART Business Scenario

- ❑ **Specific**
 - defines what needs to be done in the business
- ❑ **Measurable**
 - metrics for success
- ❑ **Actionable**
 - segments the problem, and
 - provides the basis for determining
 - elements and plans for the solution
- ❑ **Realistic**
 - solvable within the bounds of technology capability and cost constraints
- ❑ **Time-bound**
 - a clear understanding of when the solution opportunity expires

Building a Business Scenario Includes...



Phases Refine Business Scenario



On Business Scenario Workshops

- ❑ Goal is to identify the key elements of the “Business Scenario”
 - Bounding the problem to a solvable one
- ❑ To do so you must
 - Define what a business scenario is to the participants to set their expectation levels
 - Provide enough information so participants can begin to define the elements of the business scenario
- ❑ Usually have one day workshops, therefore must **focus**:
 - Accuracy at only the highest level
- ❑ May have more than one workshop
- ❑ Achieved through questioning, brainstorming, and possibly breakout sessions
- ❑ Recording is crucial!

Sample Workshop Agenda

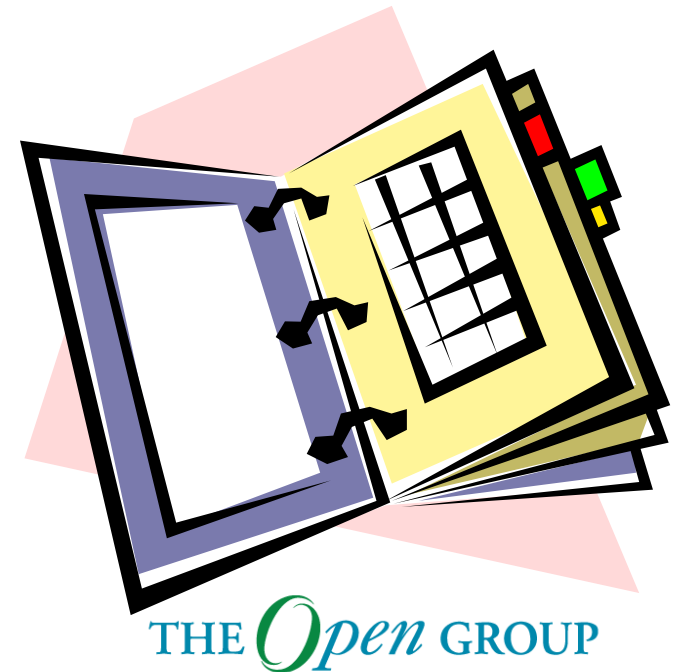
- ❑ Introductions and meeting objectives/agenda
- ❑ Introduction to Business Scenarios
- ❑ What is meant by [**“Migrating to IPV6” or “Managing an IPv6 Environment” or “Deploying IPv6”**]
- ❑ Break
- ❑ Discuss the pain points associated with the lack of [**“Migrating to IPV6” or “Managing an IPv6 Environment” or “Deploying IPv6”**]
- ❑ Short exercise on prioritizing pain points
- ❑ Lunch
- ❑ Identify the critical elements and roles of environments
 - Business processes – what core processes are effected and what is impact
 - People – what roles are effected and what is impact
 - Technical – what roles are effected and what is impact
- ❑ Discuss the objectives of solving the problem
- ❑ Adjourn

Business Scenario Documentation

- ❑ Contains important details about Business Scenario
 - comes from practice
- ❑ Captures critical steps between actors that address the situation
 - sequences the interactions
- ❑ Declares information about all actors
 - partitions the responsibility of the actors
 - lists some pre-conditions that have to be met prior to proper system functionality
 - provides some technical requirements for the service to be of acceptable quality

Business Scenario Documentation

- ❑ Business Scenario Models
 - capture business and technology views in a graphical form
 - helps comprehension
 - gives starting point to confirm requirements
 - relates Actors and interactions
- ❑ Business Scenario Description
 - captures details in a textual form
 - situation description and rationale
 - all measurements
 - all actor roles and sub-measurements
 - services required
- ❑ Recommendations
 - As mentioned before the Business Scenario is not the end, this provides continuity to next steps



Why Would One Use Business Scenarios?

- ❑ Understanding the problem space
- ❑ Identifying candidate building blocks
- ❑ Develop the context for the architecture work
- ❑ Develop the architecture vision
- ❑ Helps build a business case for ongoing activity by:
 - Identifying and prioritizing areas
 - Describing those benefits in ways that represent a tangible value, justifying the investment
 - Determining and documenting the associated paths forward and recommendations to get there

The Open Group Uses Business Scenarios* to “Get It”

- ❑ To generate a clear understanding of *business needs*
 - To obtain complete *requirements* that add up to a whole problem description
 - To clarify the value of the solution
 - To ensure that all components add value to a marketable solution
- ❑ To have a language to link customer problems, standards and technical solutions
 - To make it obvious what is needed and why, and
 - To gives vendors room to solve problems



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Relevance

- ❑ Alignment of IT to Business/Mission is still an issue
- ❑ The rate of new technology introduction is increasing
- ❑ Security issues are front and center and it isn't just about IT
- ❑ A big picture view is necessary to understand impact
- ❑ Business Scenarios give that big picture

Business Scenario History

- | | | |
|---|--|--|
| <i>1983: Key Customer Events</i> |  | <i>Need for means to depict business environment</i> |
| <i>To 1996: Experimentation</i> |  | <i>Honed ideas on key elements of environment</i> |
| <i>1996: Name chosen</i> |  | <i>“Business Scenario” chosen by Terry Blevins</i> |
| <i>1997: Wrote down what it means</i> |  | <i>Business Scenario Method “documented”</i> |
| <i>1998: Exercised them externally</i> |  | <i>ARTS Business Scenario</i> |
| <i>1999: Opened the method</i> |  | <i>Business Scenarios incorporated into TOGAF Version 5</i> |
| <i>To present: Exercised them broadly</i> |  | <i>Many Business Scenarios for The Open Group or customers</i> |

Scopes in Which They are Used

- ❑ Business Scenarios are not just about IT
 - Even though that was the genesis
- ❑ Business Scenarios are just as much about
 - Business process
 - Business objectives
- ❑ Business Scenarios are not specific to an industry
- ❑ Business Scenarios can apply to
 - Big projects
 - Modeling SoS Architecture Views
 - Or small focused projects
 - POS Upgrades
- ❑ Business Scenarios can apply to
 - IT projects
 - Executive on the Move
 - Or best practices
 - The Lottery

Business Scenarios Done

- ❑ POS Upgrade
- ❑ Directory Enabled Enterprise
- ❑ Key Management Infrastructure
- ❑ Quality of Service
- ❑ Executive on the Move
- ❑ Interoperable Enterprise
- ❑ Identity Management
- ❑ The Open Group
- ❑ The Lottery
- ❑ NetFrame (EC)
- ❑ Unified Communication/Messaging
- ❑ Certification



Some reminders

- ❑ Business Scenarios are a part of, and enable, the larger process of an activity
- ❑ Business Scenarios are just a tool, never the objective

Brainstorm/
Interview
Sessions

Documentation
and Model of
Business Scenario

Validation with
Stakeholders

Allocate
Requirements to
Appropriate Work
Groups

Business Scenario(s) Provide Coherence and Consistency

In Summary

- ❑ Business Scenarios help get a good start
- ❑ The Open Group helps to do Business Scenarios by
 - Providing guidance on workshops
 - Providing facilitation at workshops
 - Providing templates
 - For meeting agendas
 - For documentation
 - For presentation
- ❑ Discussion

Business Scenario Workshop

Getting Started

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Applying the Business Scenario to IPv6 Product Standard and certification goals

- ❑ Capturing requirements clearly is a fundamental first step in any process
- ❑ We want to capture and analyze requirements with a Business Scenario to:
 - Provide a single “Big Picture” to drive consensus on components and processes
 - Identify value, priority of solutions
 - Establish a roadmap for downstream tasks
 - Establish metrics for results

Let's get started!

- ❑ Use this and future workshops to lay foundations of long-term collaboration on developing and evolving an IPv6 Product Standard and Certification Program.
- ❑ Identify environment, issues, and objectives as input to near-term decision process

Gathering Inputs

- We need your input to build a viable IPv6 Product Standard and certification program
 - You are the domain experts
 - Collaboration is the key to success
 - Tell us your views and obstacles
 - Focus on what, not how, at this stage

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Suggested Pain Points

- ❑ So what is an IPv6 capable or enabled device?
- ❑ How do I recognize one when I see it?
- ❑ There is no product list identifying a IPv6 capable device.
- ❑ How do you provide incentive to make product that conforms.
- ❑ Until security is address !
- ❑ What IPv6 features are important for the short term
- ❑ Can we articulate what is missing. Can we prioritize what needs to be implemented.
- ❑ Getting access to DoD certification and testing requirements for use in commercial product development

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Pain Points Exercise

- ❑ 30 Minute brainstorming
 - What are your pain points?
- ❑ Prioritization exercise
 - How would you allocate 1 effort-year of work to fix these pain points?
 - What order would approach them?

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Next Steps

- ❑ This will be followed up with a Draft White Paper on what was learned here today.
- ❑ Next ask you to review and comment
- ❑ Then followed up with gathering further input to generalize
- ❑ Ultimately creating a document to broadly communicate the scope and bounds of initial IPv6 Product Standard and certification program.

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