Shared Services Client News

from the Engine Room of the IFS Transformation

Number 3 - June 2012

Craig Heath

Getting the Most out of Services Integration

How can you help us to serve you better?

There's no denying that it is a challenge for the Services teams to deliver what is needed, when it is needed, for all who rely on us.

"Challenge" may be a euphemism. We simply do not have the bandwidth to serve everyone at the same time, and so we go through the difficult and painful process of prioritization – choosing which of our teams need the most help right now, and telling others to wait. We don't like it, but it's a fact of life, and we do the best we can with the resources and constraints we have in hand.

But there are ways you can help get more done in less time when you find you have a dependency on Shared Services. Here are two:

Ownership – Check out the story below, "We All Own the Outcome". It provides an overview of the Lightweight On-Boarding process focusing on who owns which areas of work

Early Engagement – In future issues I will go more into detail about plans for our teams to devise easier and more valuable mechanisms for us to understand your needs earlier and in more depth. For now, just let me say that the earlier we can begin collaborating, even at a high level, the better off we will be.   I'll be working on ways to reach out to you in the coming months. Meanwhile, my (virtual) door is always open. ☺

Hope to Help!
-=|Craig|=-

We All Own the Outcome

Getting the best out of Services & Client On-boarding

The Financial Services Gateway is a key element in our ongoing strategy to create the connected state. We are already quite far along in the journey, and each new service or client connection

Welcome Aboard Anupam!

The CBS and FSG teams are happy to report that **Anupam Rajan** has joined us as our dedicated SCRUM Master!

We're very happy to have him on the teams and look forward to his leadership in helping us to be even more efficient and effective in our daily work, and more solid in our short and long term planning. He began attending meetings the last week of May and is already beginning to take on tasks and meetings proper to his role.

I want to thank Santosh Patankar and William Buckley for handling the difficult role of Scrum Master while still doing so much to contribute in their roles as Engineering Leads for our teams.

So look for more coming out of our teams from Anupam Rajan going forward and help us welcome him to IFS and Shared Services! Here's a link to his intranet profile page.

(Craig pipes a bosun's call as Anupam steps aboard the IFS Transformation)

made through the FSG takes us another step closer to that goal. When all client-facing apps and all internal and external services are connected our offerings can explode in number, features and functionality, and maintain a common user experience between each, so that our user experience is as seamless as it is exciting.

To reach that that state, all our teams need to understand how the responsibility and ownership of the various processes involved in on-boarding services and clients to the FSG is shared. The Lightweight On-Boarding process was developed to speed that work, and a key aspect of it is that the FSG team itself provides the know-how, the tools and the support for on-boarding, but largely gets out of the way. Our client teams are being given the freedom to plan and execute the on-boarding needed to achieve their roadmap goal with minimal involvement from the FSG core team.

This section of the Services On-Boarding Wiki provides the details about this shared set of responsibilities. Here, let me provide a quick highlight of the key concepts:

- The areas of responsibility are divided in three:

  o **FSG Core Team** – The folks with Product, Engineering, QA and PMO responsibilities for FSG itself
  o **Service Provider** – The team that builds and maintains a domain-level service that is to be on-boarded "behind" the FSG – it's API's are to be exposed for client use through the FSG.
  o **Service Consumer** – The team that builds and maintains a client-facing application that is to be on-boarded "in front" of the FSG – the app will consume the API's exposed through the FSG from the underlying service.

- Those areas of responsibility are applied in each of the three main actions that lead to an on-boarding:
  o **Development**
    1. The Service Provider team makes changes to the Durable API XSD's and the FSG configuration files, submits them for review and performs integration testing
    2. The Service Consumer team makes changes to the FSG configuration files, submits them for review and performs integration testing
    3. The FSG Core team makes internal code changes to create/update core capabilities of the Gateway
  o **QA**

Key Dates Coming Up – *June and July*

June 6 – CBS 2.1 Sprint 1 begins

June 21 – *FSG 3.3 Production Release* – Release of MFA OOB flows for the CMA product, which will release its new versions using the best-of-class MFA solution soon thereafter.

June 22 – FSG 3.4 Sprint 1 Begins

July 13 – FSG 3.4 Formal QA begins

July 25 – CBS 2.1 Formal QA/Client E2ED testing begins

Backlog Snapshots

As with the last edition, I've included snapshots of the current CBS and FSG backlogs – both our Rally work in the current release cycle and the state of the SSR queue for each service. Please take a look at them to get a picture for where your work stands today.

Also**, you can check out the current state of any SSR in real time** by visiting the SSR Quickbase using these links:

- CBS Active SSR's
- FSG Active SSR's

Weekly E2E Meetings – You're Invited!

Please attend our E2E Meetings! – Every week we hold meetings that are intended to be a forum for our client teams to discuss current and future needs and issues. We can help you keep up with the latest developments around your request work and the state of our collaboration with your teams, if you join us for these important meetings:

1. The Service Provider team performs QA testing of the service being on boarded
2. The Service Consumer team performs integration testing of the client app to access services via the FSG
3. The FSG Core team tests only the internal core capabilities of the Gateway, and assists the other teams with their testing.
   o **Delivery**
   1. The Services Provider Ops team will provide network connectivity between the service and the Gateway
   2. The Service Consumer team will provide connectivity between the app and the Gateway
   3. FSG Core Ops team will assist with troubleshooting any connectivity issues that arise.

Working together in this way ensures that your product release can move forward on your own schedule to the greatest degree possible. The FSG and the team becomes more of a facilitator of your development and delivery, in more of a review-and assist role than ever before.

Be sure to check out the wiki, attend our E2E meetings with your questions, and let me know how we can help you get onboard the Bullet Train to Success!

Ask Craig!

I didn't get a flood of questions for the Ask Craig! Feature, but I got many…um…ok I got some and of those…well, um… **OK. I got one.**

Long-time reader of the SSCN (all two previous issues) **Ha Lee** wrote in with this question:

Q: What was the rationale for moving from Internal FSG and External FSG to only single instance FSG in QDC?

o **CBS** – Thursdays from 10-10:30am
o **FSG** – Thursdays from 1:30-2:30pm

If you don't have these recurring meetings in your calendar, please contact Aaron Solomon and ask to be added.
(Aaron_Solomon@intuit.com)

A Tale of Two Services

Once Upon a Time…

…Long, long ago in computer cycles but not so long ago in human time, there lived a proud little domain service called CBS. The little service had good reason to be proud because he knew where all the important data was, and could fetch it for his friends any time he was asked, and quickly too!

His first friend was SDP, a proud little banking tool who wanted to show his customers everything about their finances all within his one page. SDP had big dreams to become the most important page for his customers, and he needed the help of CBS to do that. CBS worked hard and was happy to help SDP achieve his goals. They became very close friends and worked happily side-by-side every day.

SDP bragged to all his sister and brother applications about his good friend, CBS, and soon they all wanted to have the data that CBS could give them. Very quickly, NHP and MW and CMA were asking CBS for all his data, so that they could deliver wonderful experiences to their customers. CBS was overjoyed at becoming so popular, so he worked harder and harder every day and night to serve his precious data to them all. His new friends liked him and said how lucky they were to have plucky little CBS to make their dreams and plans come true.

With so many new friends, CBS found himself working very hard, but sometimes he was not able to give them all the data they needed. Even more upsetting, CBS found that there

Ha is pointing out that the architecture we implemented in WLV is different from what we creating in QDC, and the main reason for the change is the radical difference that will facilitate the Active-Active approach that will ensure our 99.999999999% uptime. (Maybe a few too many nine's there, but you get the point).

So here's the answer:

The FSG is a single application with 2 endpoints (internal and external). The External FSG and internal FSG in WLV are similar deployments except that external resides in web tier with internal endpoint disabled and internal resides in app tier with the external endpoint disabled. The reason we had 2 instances was because security wanted a separation between them based on how internet based traffic is sent to the external FSG.

In QDC/LVDC with swim lanes the FSG (with internal and external endpoints) will be residing only in the app tier in each swim lane. There will be 2 FSG Proxies one for internal clients and one for external clients. So the fact that there will be a separate FSG proxy for external traffic (and how it will off-load SSL and then re-connect to FSG below it) solves for the security requirements and thus allows us to consolidate and run both internal and external endpoints in the same FSG runtime. The advantage of this is that now we have to maintain 2 full FSG instances and their deployment and maintenance etc.

(To be fair, this feature is called "Ask Craig" but I cribbed the answer from Sakib Mehasanewala, our Chief Architect. So sue me :))

Follow this link to a deck that explains the entire Active-Active approach and architecture much more completely.

If YOU would like to become famous and be mentioned in our next edition of the SSCN, just send an email to me (craig_heath@intuit.com) with the subject line of "Ask Craig!" with your question in the body. I'll include as many as I get or as many as I can answer in future issues. It's all about success – and understanding the inner workings of our respective offerings can't help but further that success.

So send your question now to "Ask Craig!"

were other domain services that could provide other data his friends needed. His friends said "We have heard of a lovely new service called CAS, and she has much data we need. Can you give it to us, our friend CBS?"

But no matter how hard plucky little CBS tried, he could not give his friends the data that came from the wonderful new service called CAS. And CBS became sad.

So late one night, when the transactions slowed down, CBS, tired and sad, offered up a prayer. "Oh please help me! I cannot give all the data my friends need to be successful, and it breaks my processor! I need help!"

And suddenly, with a flash of fluorescent light, the Services Jinni appeared before CBS and said "Fear not, for I have come to bring you the help you need. And the Jinni waved his magic keyboard and brought forth a mighty Enterprise Service Bus service he named "FSG"

Poor little CBS trembled at the sight, but the FSG spoke in a soft and calming voice and said, "Fear not, for I am He brought to help you and your brother and sister services, and your client friends, to all be happy and successful!"

And FSG winked at CBS with a twinkle in his eye, and pressed his finger beside his nose, and in a flash of sparkly bits, he took CBS and CAS and half a dozen other services into his arms and combined their separate data into one glorious stream that all the client app friends could take and use and create the most exciting and powerful experiences for their customers.

And the client apps sang the praises of the new FSG, saying, "Oh great and good FSG, we owe our success to you! You have brought us all the data we need, and our customers rejoice at what we offer them!

But FSG was humble, and said unto them "Yes, I bring you value…but the value I bring you is

Out of clutter,
    find simplicity.
From discord,
    find harmony.
In the middle of difficulty,
    lies opportunity*

*Albert Einstein

Always listen to experts. They'll tell you what can't be done and why. Then do it!
- Robert A Heinlein

from all these wonderful domain services, and it is THEY who you should thank! I am a helper and a magnifier – I take what the domain services offer and make it easy for you to use, but I am not the source. If you praise me, never forget to praise those who do the hard work of serving you the data you need!"
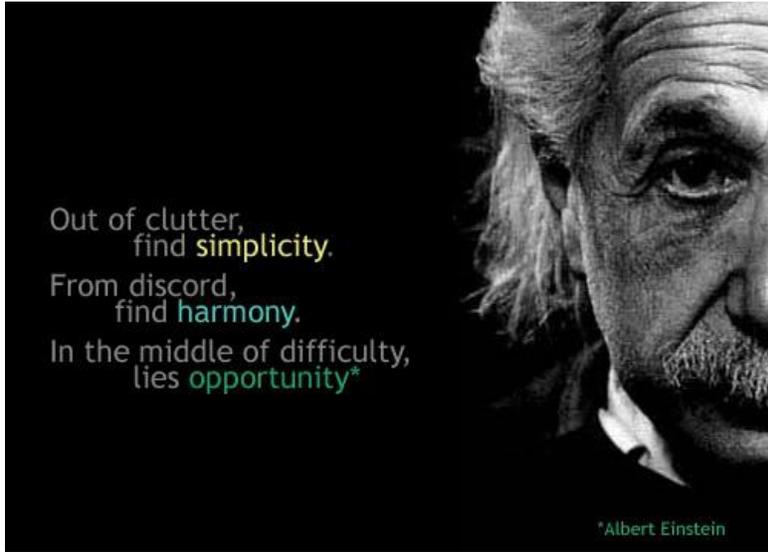
And the client apps did shout the praises of the FSG, but also the CBS and the CAS and the other important services. And through the FSG the services provided all the key data they had with ease and speed, and the client apps exceeded the expectations of their customers, and all flourished in their given purpose of making the financial lives of human people easier, more productive and more secure.

And CBS rested one night and offered a prayer of thanks, saying "I was once proud of myself, but now I know my pride comes from working with others who can do what I cannot, because together we do more than any single service or app can."

And the Services Jinni smiled and blessed his friends and said "SOA is Good".

-=|C|=-

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