

# Help!

We have all this information ...  
now what???

Wednesday, August 5, 2009

*Taleen Armen*



# Introduction

## Taleen Armen

Senior Service Analyst  
Strategy & Technology

*The QBE  
Insurance Group  
is Australia's  
largest general  
insurance and  
reinsurance  
group.*

## QBE Insurance

### General Business

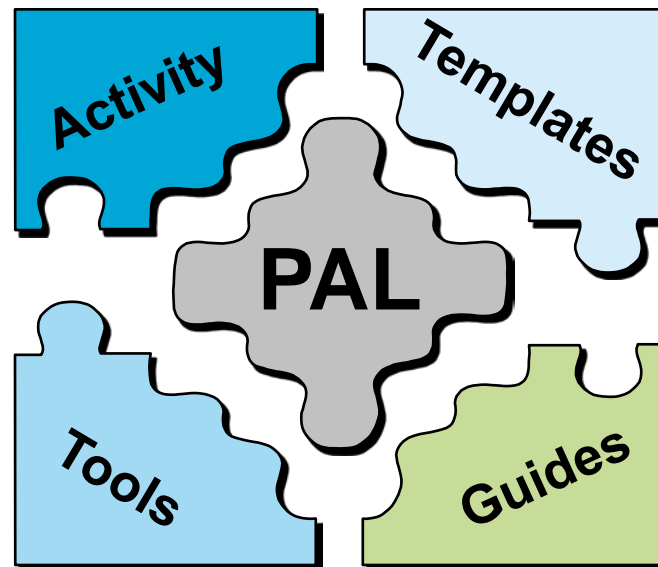
- ▶ Providing insurance in Australia for over 120 years
- ▶ In the top 25 insurers in the world
- ▶ Have a presence in more than 48 countries

### Technology Focus

- ▶ Growth through acquisition & increased market share
- ▶ Varied lines of business have different IT requirements
- ▶ Growing towards a valued partner in service provision

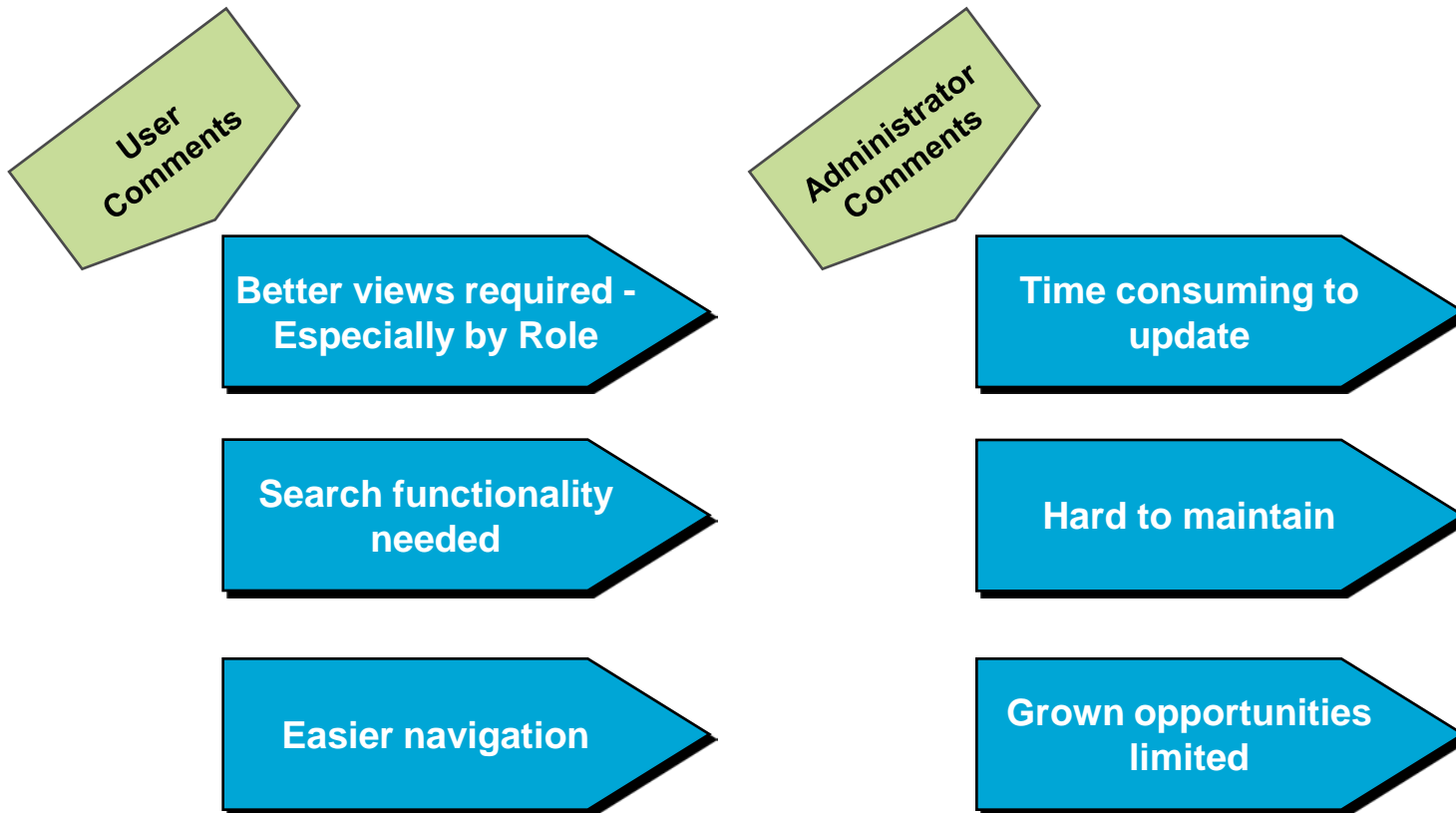
# Before Rational Method Composer (RMC)

- ▶ Work had commenced on reviewing and updating our processes using the CMMI as a guide
- ▶ A Process Asset Library (PAL) was built as our central repository for process and Software Development Lifecycle (SDLC) information
- ▶ We were using a Content Management System to manage the PAL
- ▶ More and more information was required to be populated in the PAL - we realised we needed a more robust and flexible product to help us manage the PAL



# Analysis of the situation

- ▶ A survey was conducted to find out what users of the Process Asset Library (PAL) were experiencing and what improvements we could make



# Making the decision to use RMC

## Review of the products out in the market

- ▶ Compiled a list of requirements we wanted the products to meet
- ▶ We had the process information - we required a product we could use to maintain and publish our information as web pages
- ▶ A number of products were assessed

## Proof of Concept

- ▶ Spent 3 days with IBM consultants to conduct a Proof of Concept (PoC)
- ▶ The purpose of the PoC was to assess how Rational Method Composer (RMC) could be used to create and maintain the content of the Process Asset Library (PAL)

### **What we were assessing during the PoC**

- ▶ the different views generated to represent the same information
- ▶ the complexity of creating navigable & clickable diagrams
- ▶ the maintainability of the method content and process
- ▶ the search functionality results
- ▶ the linking to external pages – e.g. Intranet
- ▶ how much customisation could be done within the product
- ▶ whether the features presented by IBM could be implemented with RMC

# Solution found ... now what?

We had all this information and knew that we were going to use RMC ...  
but how would we do it?



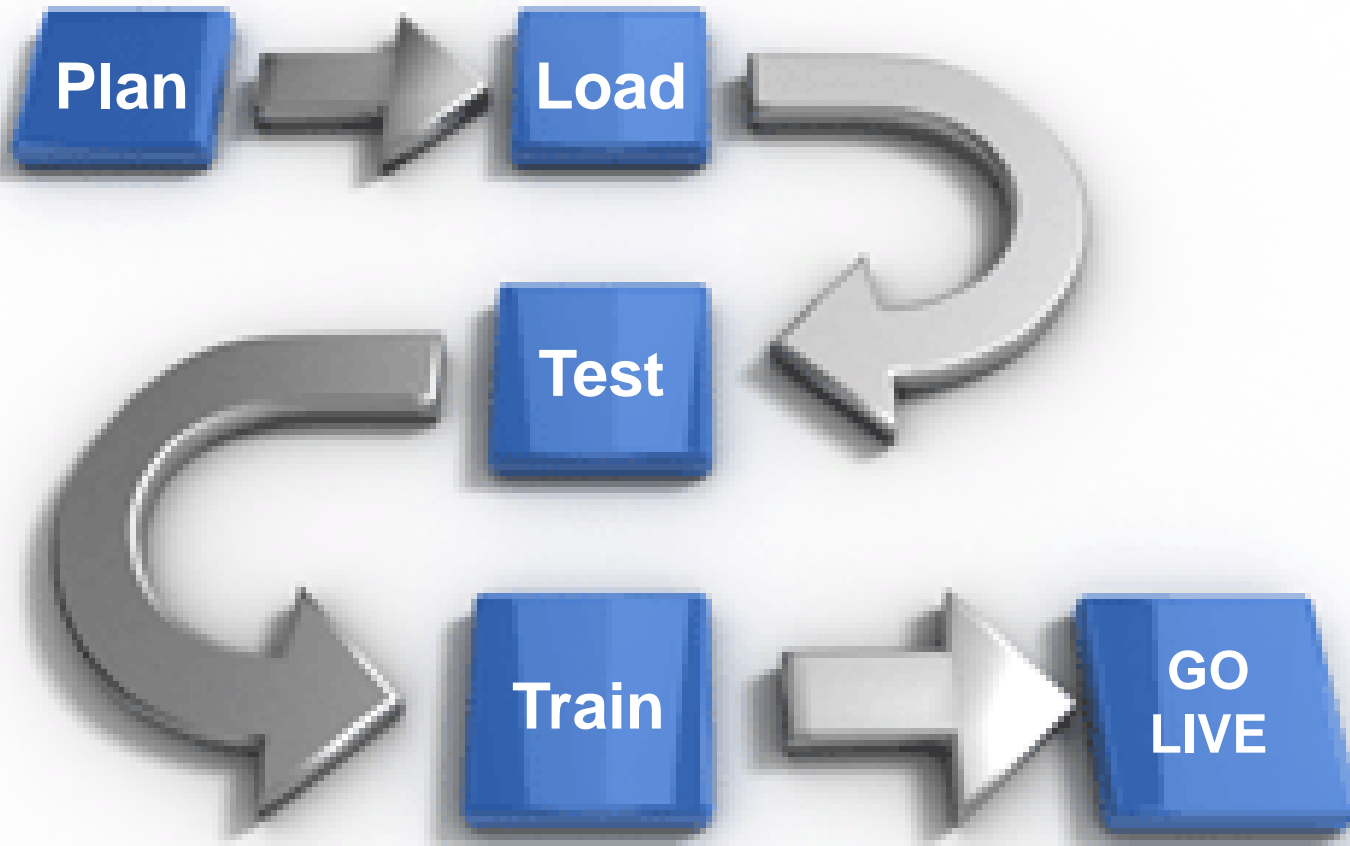
## Planning for RMC

- ▶ It's important to make sure that before you start populating RMC you have an idea of what you want the end product to look like
- ▶ Getting the base information populated first is important – that information is the building block for your repository

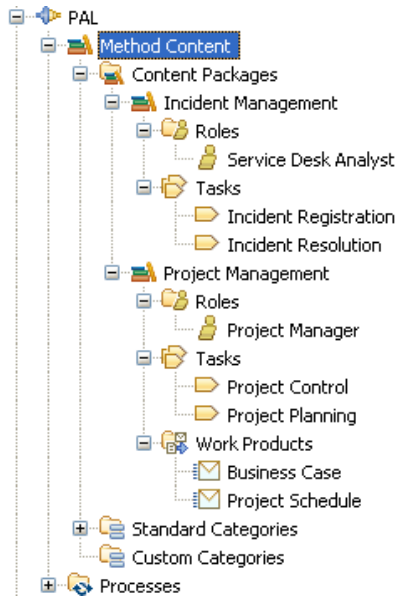
## Review the current status

- ▶ Reviewed our content to ensure the data was still relevant
- ▶ Update of the templates and documents (where required)
- ▶ Update of the information architecture to ensure that it fit with the architecture of RMC

# The Journey

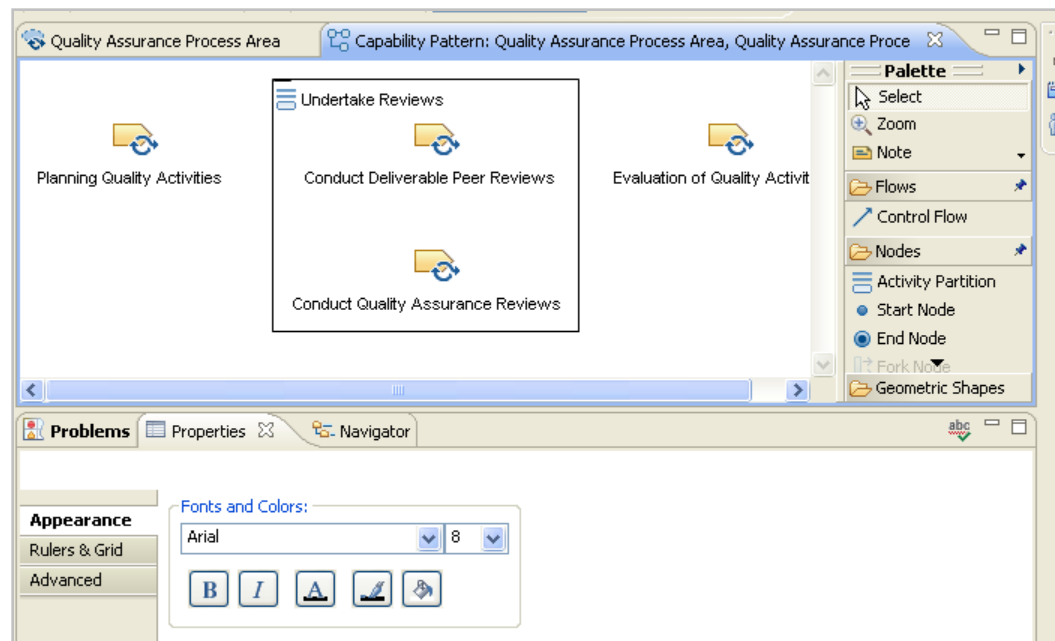


# What we found out along the way



- ▶ A logical structure was created using the Content Packages
- ▶ The groupings made it easier for the data to be easily found when updating RMC
- ▶ The drag and drop function was used A LOT when populating the pages

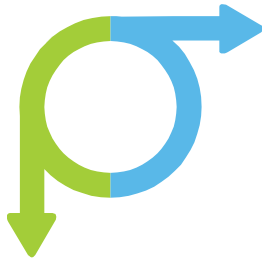
- ▶ Activity diagrams were created by the tool very quickly – no more image maps to calculate!
- ▶ We were even able to alter the diagrams to suit our needs





# And some more insights ...

- ▶ HTML can be used to create Rich Text content within the pages to be published
- ▶ Clickable pictures could also be created using HTML



```
Normal Arial 2
<tr>
<td>
<table cellspacing="0" cellpadding="4" width="85%" border="0">
<tbody>
<tr>
<th scope="col" bgcolor="black">
<p>
<span><font size="2"><span><font color="#ffffff" size="3";
style="WIDTH: 15px; HEIGHT: 12px" height="292" alt="" src=""
width="379" />&nbsp;Work Types</font></span></font></s
</p>
</th>
</tr>
<tr>
<td valign="top">
<div align="left">
Classifying work into categories allows for the appropriate level
management to be applied to each piece of work that is underte
</div>
<div align="left">
<table title="" style="WIDTH: 467px; HEIGHT: 75px" cellspac
width="467" border="0">
<tbody>
<tr>
<td>


If you're unsure about how to classify work, click he
```

Main description:




Normal Arial 2


**▶ Work Types**

Classifying work into categories allows for the appropriate level of governance and management to be applied to each piece of work that is undertaken at QBE.

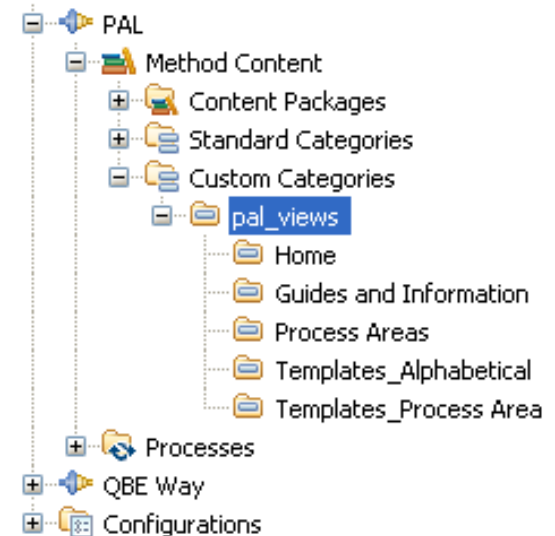
 If you're unsure about how to classify work, click here: [Work Types](#)

**Quick Links**

 Deliverables  Roles  Process Areas



- ▶ Views can be created easily to display the same information in different ways in the published website



# See the difference

The home page  
**BEFORE** using RMC

This screenshot shows the PAL home page before the RMC implementation. The page has a purple header with navigation links: Home, AAP T&PD, PAL, and a date Thu 23 July 2009. The breadcrumb trail reads: You are here :: Home > AAP T&PD > PAL > Welcome to the PAL. On the left, there is a 'Process Asset Library' sidebar with a list of categories: Guides and Information, Roadmaps, Lifecycles, Process Areas, Deliverables / Templates, Activities, and Tools. The main content area is titled 'Welcome To The PAL' and contains a paragraph: 'The Process Asset Library (PAL) is the primary source of information and tools needed to follow the QBE Way.' Below this, it says 'Use the PAL to:' followed by a list of actions: refer to process summaries, refer to process guides, find a template, determine what approvals, submit a suggestion, and find a policy. On the right, there is a 'QBE Way Our way' logo, a 'Change Register' section with a link to 'QBE Way Change Request', and a 'What's new in the PAL' section with links to 'Projects Roadmap', 'Support Log Roadmap', 'Work Request Roadmap', and 'Deliverables'.

This screenshot shows the PAL home page after the RMC implementation. The page has a white header with a search bar 'Search this Site:'. The breadcrumb trail is 'Welcome to the PAL'. The left sidebar is expanded to show a 'Welcome' section with links to 'Process Improvement Registration', 'QBE Way Release Notes', and 'QBE Way News'. Below this, there are links for 'Guides and Information', 'System and Reference', 'Roadmaps', 'Process Areas', 'Activities', 'Deliverables', and 'Roles'. The main content area is titled 'Welcome' and contains a paragraph: 'Welcome to the Process Asset Library (PAL).' Below this, there is a 'Main Description' section with the text 'Use the PAL to:' followed by a list of actions: refer to process guides, find a policy, find a template, determine the approval process, and submit a suggestion. To the right of this list is an image of a person holding a newspaper. Below the list, there is a section titled 'Are you thinking ...' with two questions: 'What is the Service Improvement Group up to?' and 'What progress is being made by the QBE Way to Process Owners?'. Below this, it says 'Click here to find out!'. At the bottom, there is a 'Work Types' section with the text: 'Classifying work into categories allows for the appropriate level of governance and management to be applied to each piece of work that is undertaken at QBE.' Below this, there is an image of three people and a link: 'If you're unsure about how to classify work, click here: Work Types'. At the bottom right, there is a large graphic with the numbers '5' and '1' and the text 'Value Capture' and 'Concept'.

The PAL home page  
**AFTER** using RMC



**PLAN-DO-CTA**

**EXPERIMENT**

**OWNERSHIP**

CM  
HA  
HN  
AA  
AG  
NE  
EM  
GE  
ET

NO-TA-NCMOO

THANK YOU