Help!
We have all this information …
now what???

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QBE

Introduction

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

QBE Insurance

General Business

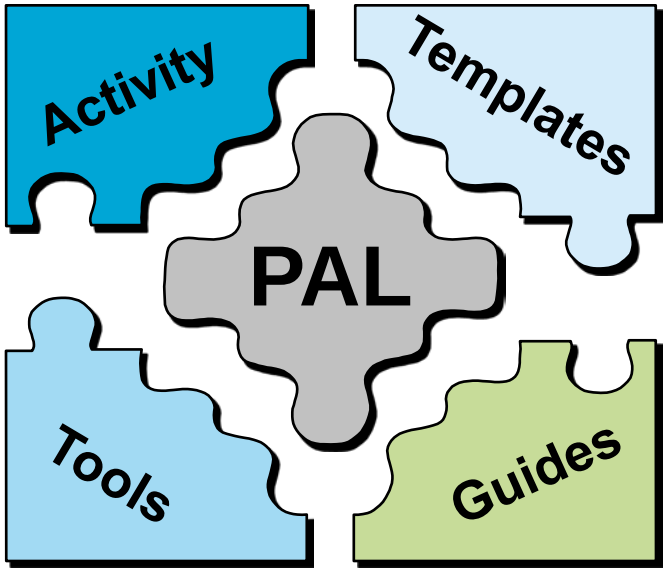
- Providing insurance in Australia for over 120 years
- In the top 25 insurers in the world
- Have a presence in more than 48 countries

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



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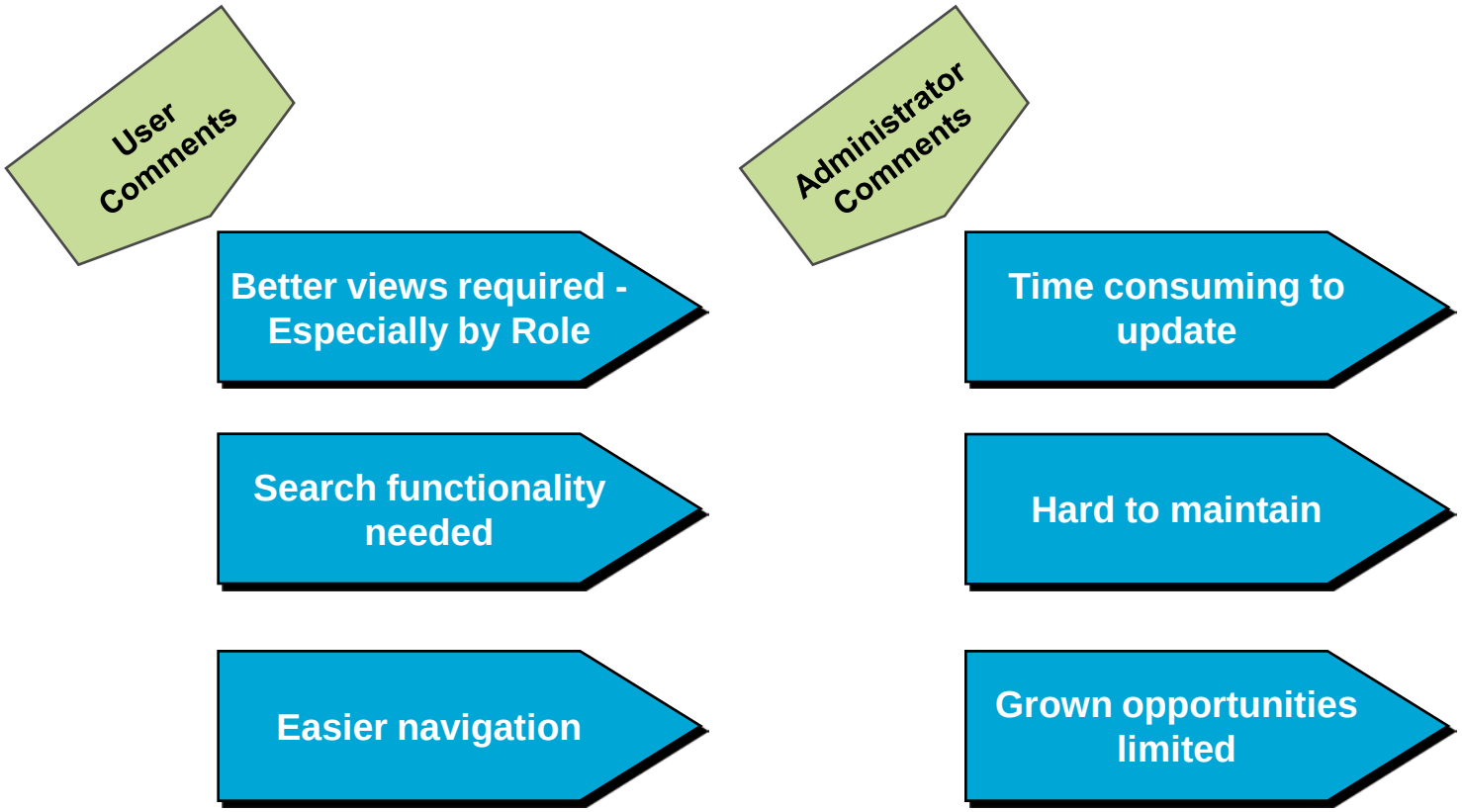
Analysis of the situation

- 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

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Solution found … now what?

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

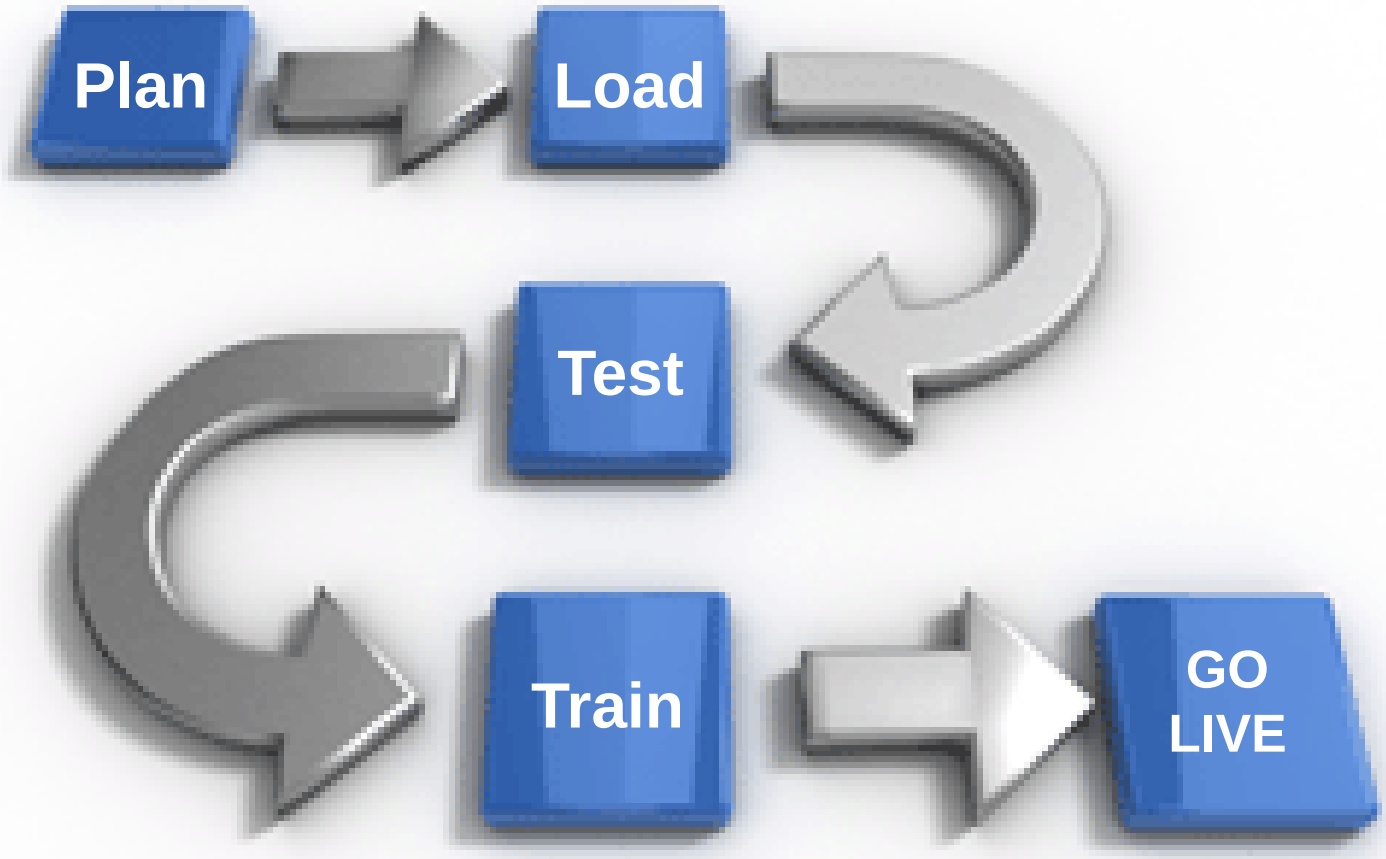
Planning for RMC

- 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

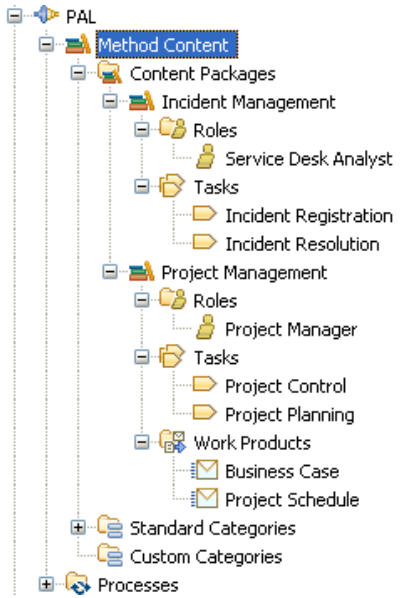
Review the current status

- 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

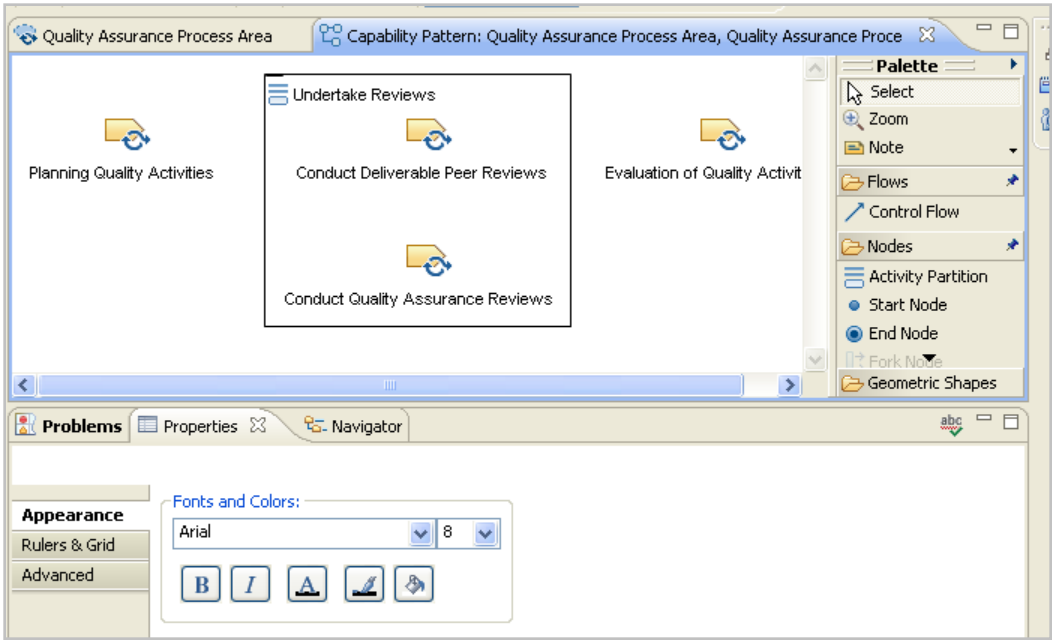


What we found out along the way



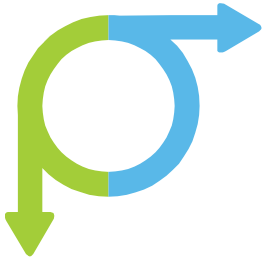
- A logical structure was created using the Content Packages
- The groupings made it easier for the data to be easily found when updating RMC
- The drag and drop function was used A LOT when populating the pages

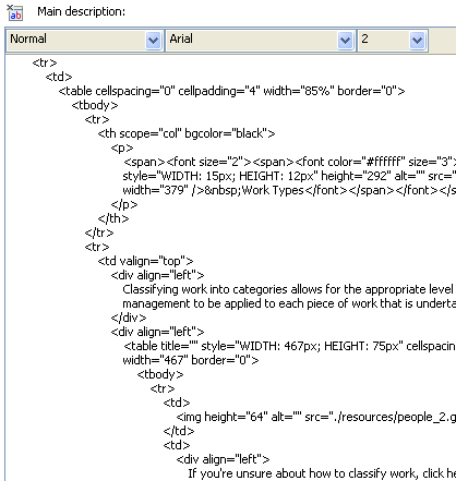
- Activity diagrams were created by the tool very quickly – no more image maps to calculate!
- We were even able to alter the diagrams to suit our needs

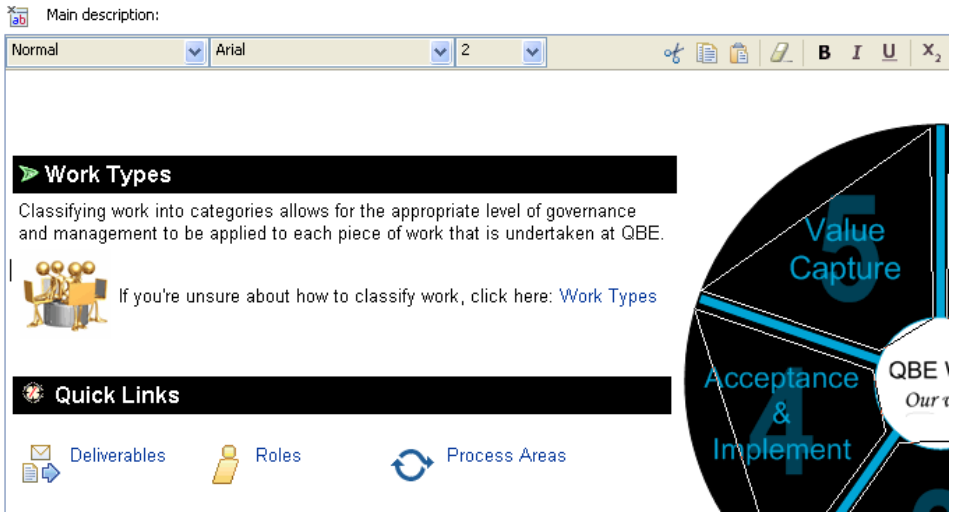


And some more insights …

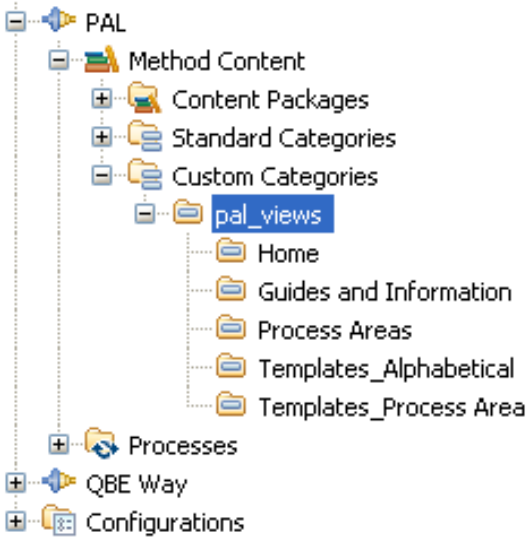
- HTML can be used to create Rich Text content within the pages to be published
- Clickable pictures could also be created using HTML





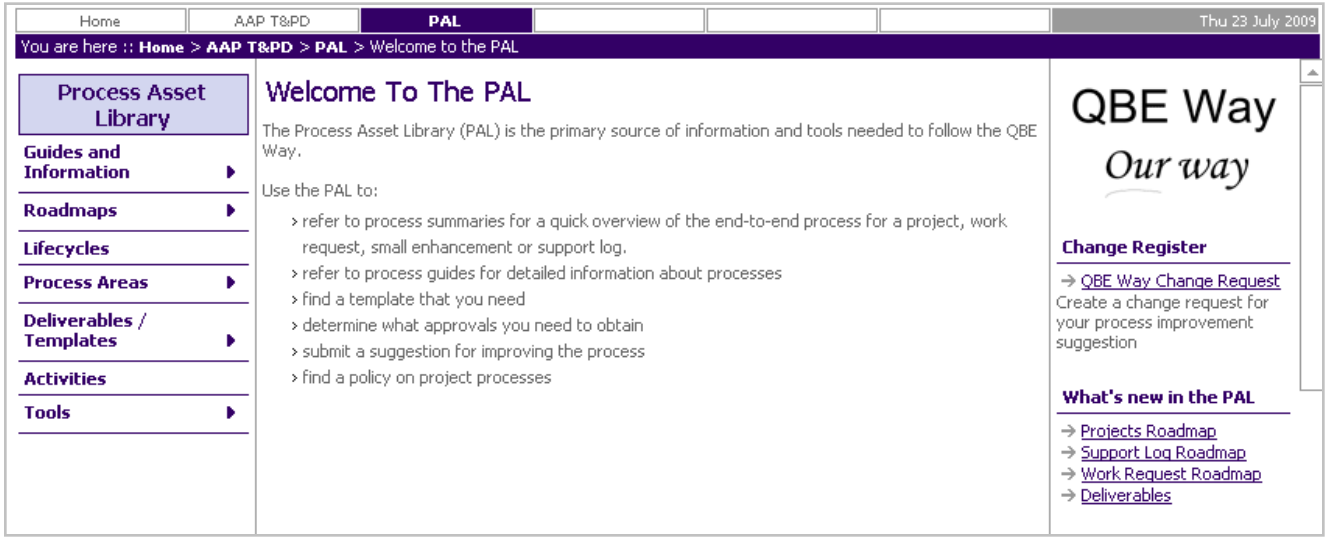


- Views can be created easily to display the same information in different ways in the published website

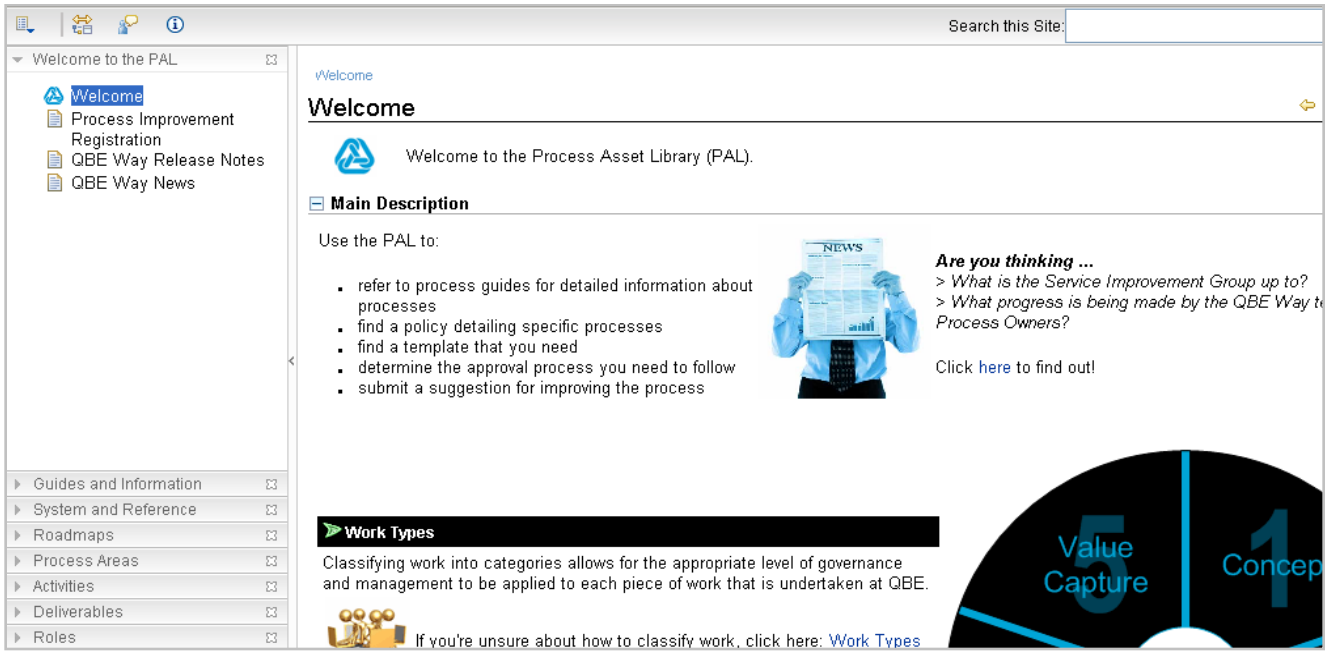


See the difference

The home page BEFORE using RMC



The PAL home page AFTER using RMC



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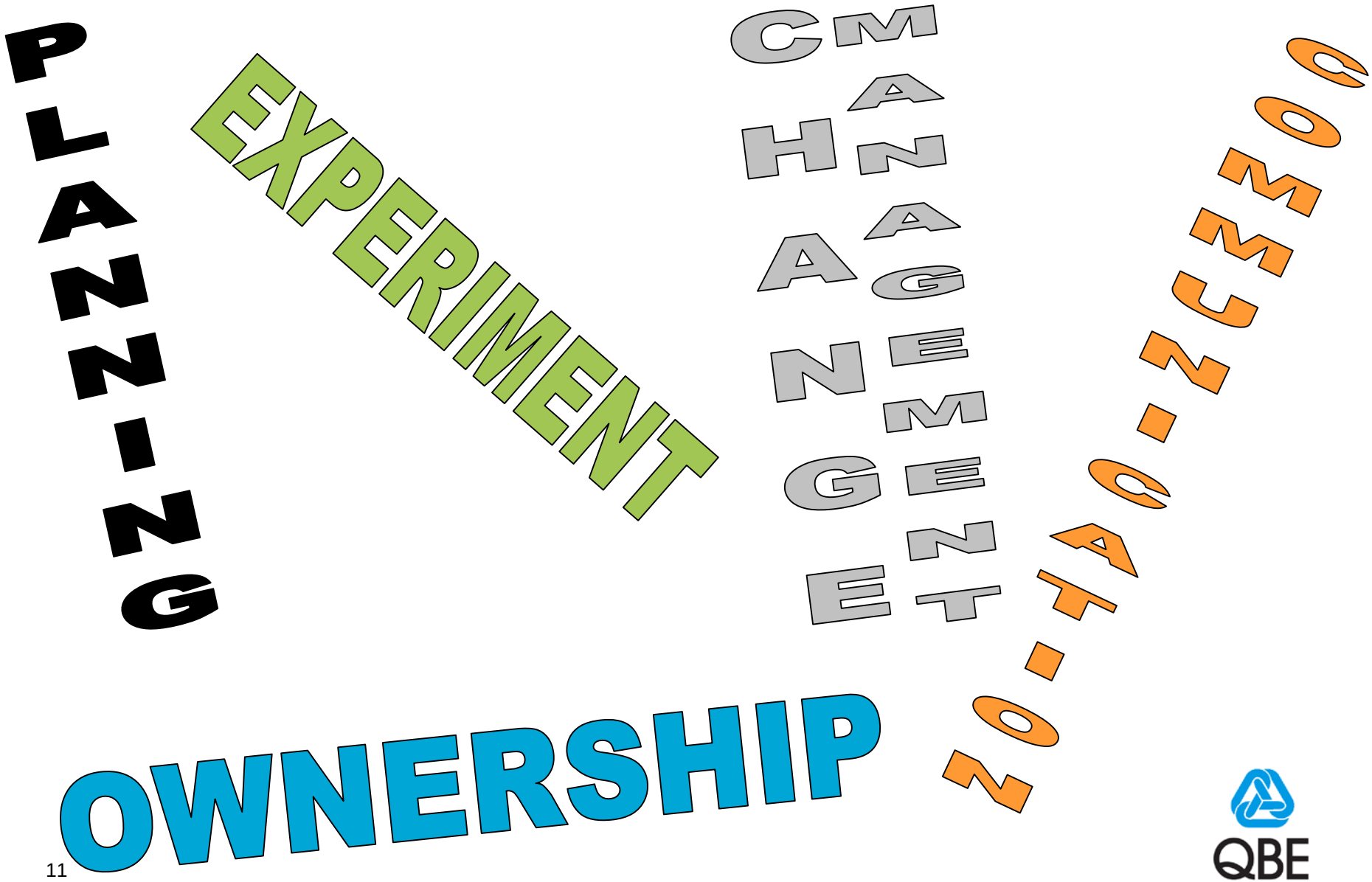
Lessons Learnt



THANK YOU