Adding Value to a Quality Management System for Securities

Microsoft Office SharePoint Server 2007
+ NetworkedPlanet SharePoint Module

Background

- The project mandate was to ”eliminate” the Lotus Notes office environment at Verdipapirsentralen ASA
- A rather complex Quality Management System had been developed in Notes over the last 12 years.
- The customer was not technologically ”aware”.

- Who are Steria? An international full spectrum IT partner with approx. 20,000 employees.
- Who am I? Peter Crook, Senior Advisor with Steria.

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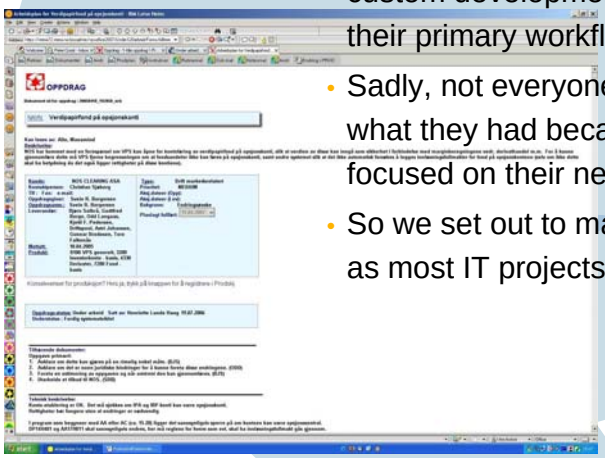
What did they want?



- In Notes, they had done years of custom development that embodied their primary workflows.
- Sadly, not everyone was that fond of what they had because it wasn't focused on their need.
- So we set out to make everyone happy, as most IT projects do.

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Challenge…

- Retaining the original ISO 9000 QMS functionality
  - Very "task" oriented, centered around a task
  - Alot of scepticism towards changing "a winner"
- Making it work for more than one Company
  - VPS had grown through aquisitions
  - VPS was about to merge with Oslo Stock Exchange
- Giving the right focus to the right people
  - The market people disliked the old system, no customer focus
  - Making sure there was no duplicate company data

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Banging our heads on the wall…

Single instance	Trace	Metadata	Solution
Customer	Task	Standard MOSS2007	Hmmm…
Supplier	Error	Lookups…	… we don't have the power!
Multiple "owners"	Product	Custom database?	
Instructions	Event	Changeability?	
	Changes	Future maintainability	

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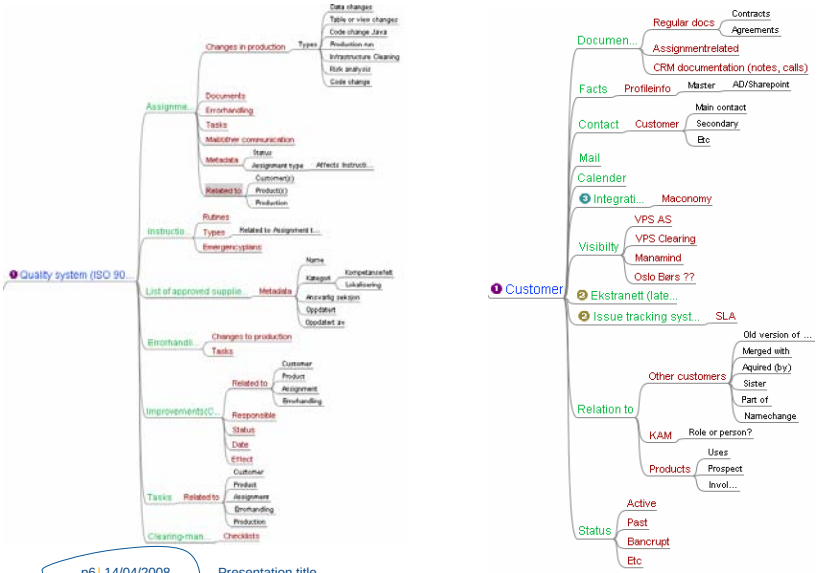
Information complexity



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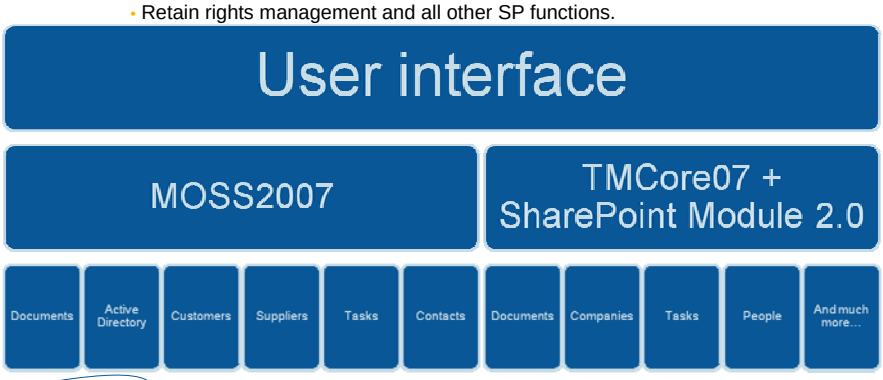
The solution: Topic Maps

SharePoint 2007 “plug in”…

- Without custom development
  - “Flatten” the structure
  - Associate any content represented as a topic to any other
  - Open up the system by being able to ignore the hierarchy
    - Retain rights management and all other SP functions.



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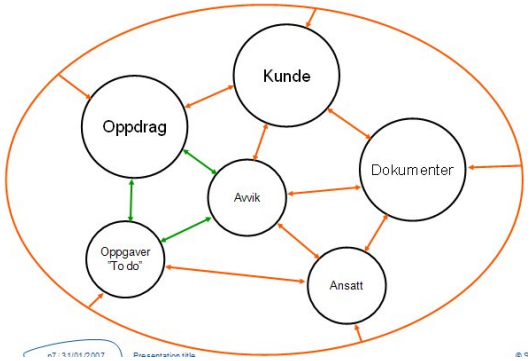
Model the business environment first

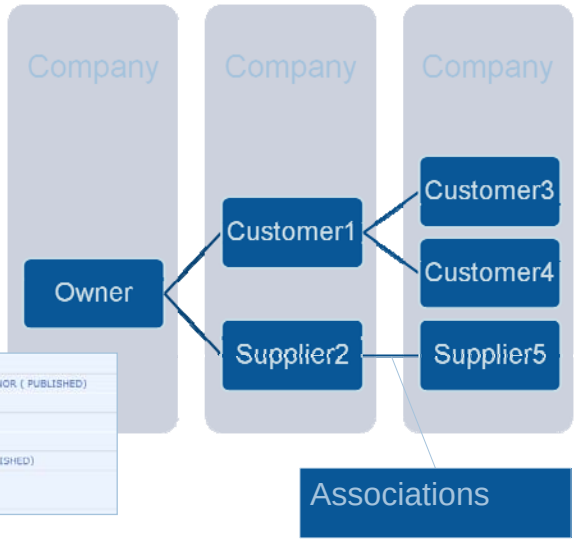
We found that by designing an ontology that could describe the world surrounding VPS, we could easily support any alternate views on the data within.



Company makes customer

Allowed associations
- is supplier of
- sistercompany
- owned by
- previously known as
- merged with

- and any future ones one might need…

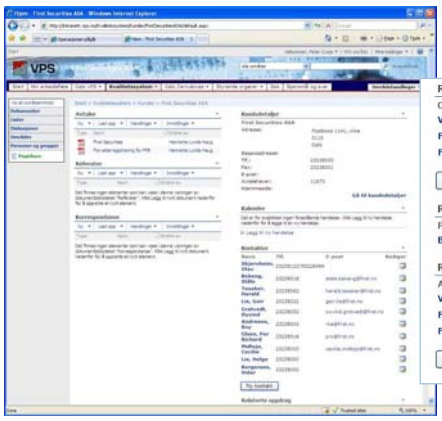


Søsterselskap	
Tidligere selskapsnavn	DnB (PUBLISHED), Sparebanken NOR (PUBLISHED)
Sammenslått med	
Bruker produkt	Produkttest2 (PUBLISHED)
Prospekt til produkt	
Kontaktperson	Næss (PUBLISHED), Crook (PUBLISHED)
Kundekort	DnB NOR (PUBLISHED)
Endring i produksjon	

Examples from the system

Customers & products

Datatilsynet	Andre	
Den norske Revisorforening	Andre	
DnB NOR Bank ASA	Forretningsbank	DnB NOR Bank ASA (PUBLISHED)
DNB NOR Kapitalforvaltning	Forvaltningsselskap	DNB NOR Kapitalforvaltning (PUBLISHED)
DnB NOR Markets ASA	Fondsmeglerforetak	DnB NOR Markets ASA (PUBLISHED)
DnB Telebank		



Relaterte oppdrag

Oppdrag	Rediger
VPS-konti og beholdninger for Terra Gr.	
Fullmakter til FIRST SECURITIES ASA	
First - transaksjoner GGS	

Nytt oppdrag

Relaterte produkt

Produkt
Betaling mot Fellesdata

Relaterte avvik

Avvik
VPS IS Kildeskatt
Feil i IS - tegne fond
Feil tekst i feilmelding IS

Nytt avvik

Tilknyttede kunder

Kunde	Rediger
SKAGEN AS	

Relaterte oppdrag

Oppdrag	Rediger
Nye bestillingsfiler til Handelsbanken	

Nytt oppdrag

Relaterte avvik

Avvik	Rediger
Backoffice Fond viser feil verdier i rettighetsbildet	
Klarer ikke opprette spareavtale	

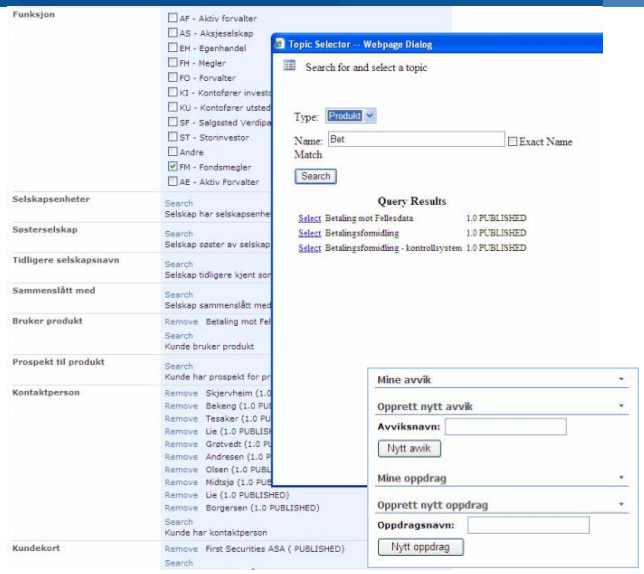
Nytt avvik

Further examples

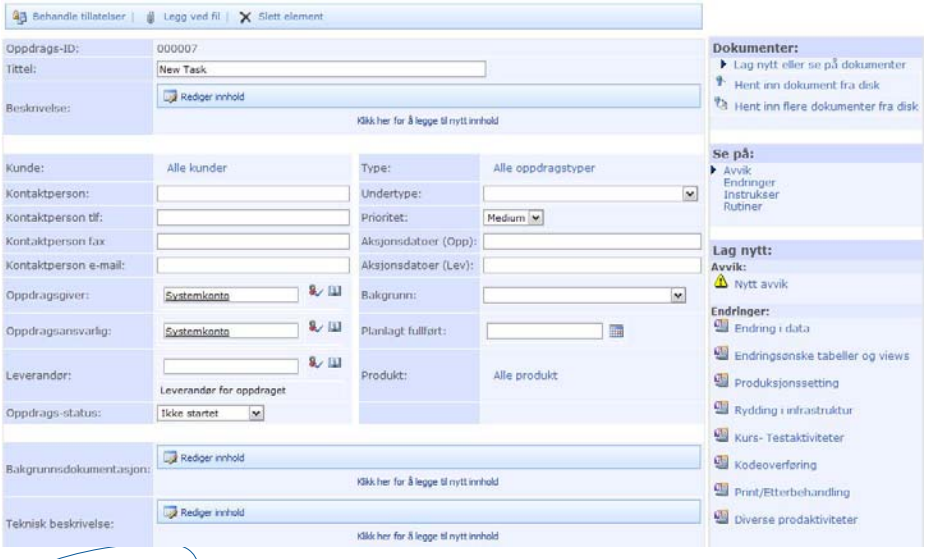
The topic map provides incredible power for modelling how things are connected

(both ways)

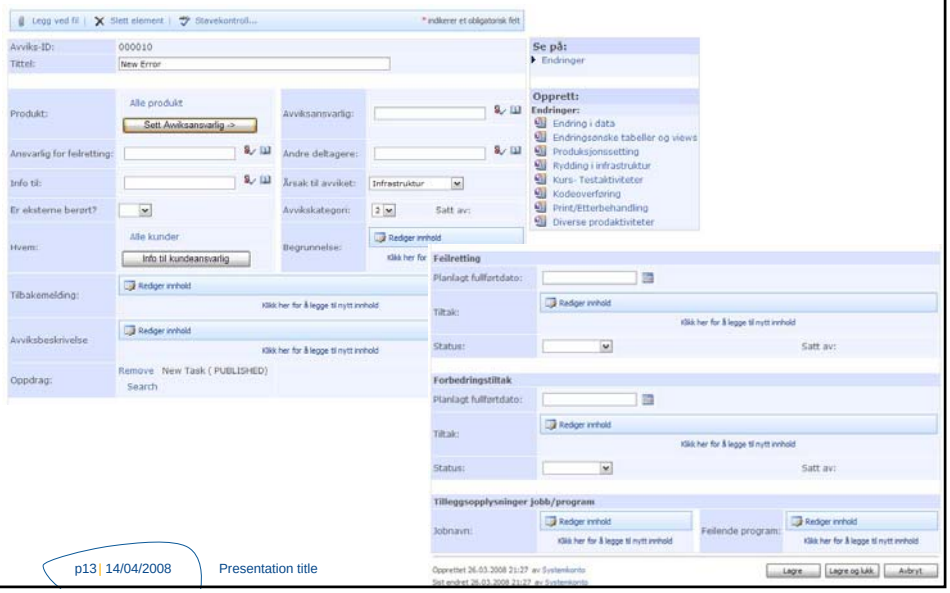
No coding required to add new assosiations



Task



Errorhandling



Conclusion

- Maintained solution - (Module 3.0 is out …)
- Changeable
- Powerful
- Very flexible
- Very cost effective compared to custom database
- No ”single developer” lockin…
- Can be ”easy” to use - (VPS dont know what is TM and what is not)

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