



# Adding Value to a Quality Management System for Securities

**Microsoft Office SharePoint Server 2007  
+ NetworkedPlanet SharePoint Module**

## Background

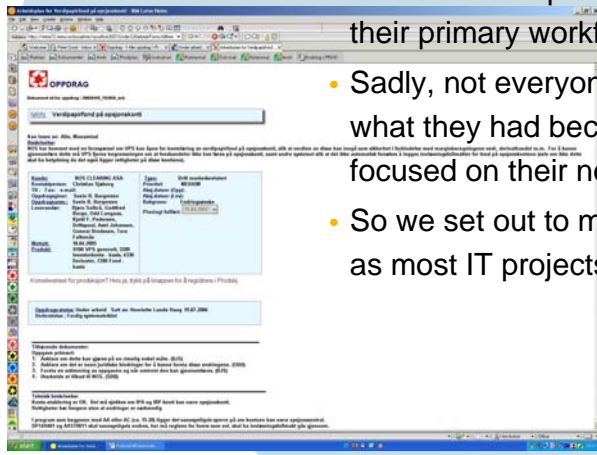


- The project mandate was to "eliminate" the Lotus Notes office environment at Verdipapirsentralen ASA
- A rather complex Quality Management System had been developed in Notes over the last 12 years.
- The customer was not technologically "aware".
  
- Who are Steria? An international full spectrum IT partner with approx. 20,000 employees.
- Who am I? Peter Crook, Senior Advisor with Steria.

## 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.



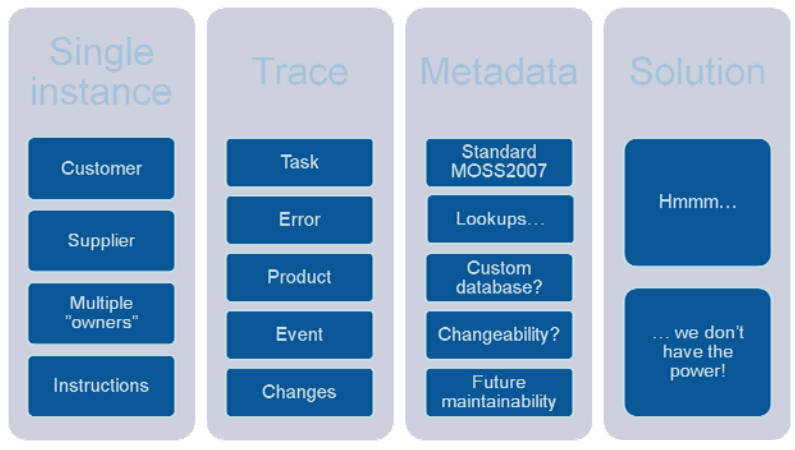
© Steria

## Challenge...

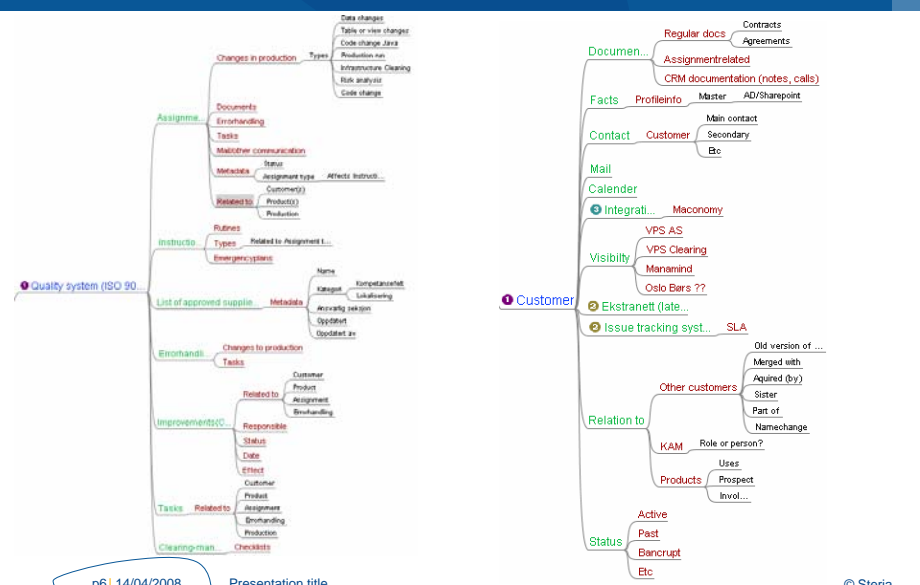


- Retaining the original ISO 9000 QMS functionality
  - Very "task" oriented, centered around a task
  - A lot of scepticism towards changing "a winner"
- Making it work for more than one Company
  - VPS had grown through acquisitions
  - VPS was about to merge with Oslo Stock Exchange
- Giving the right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

# Banging our heads on the wall...



# Information complexity





- 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.

### User interface

MOSS2007

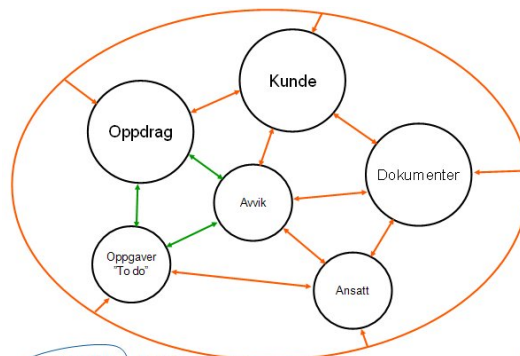
TMCore07 +  
SharePoint Module 2.0



## 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.

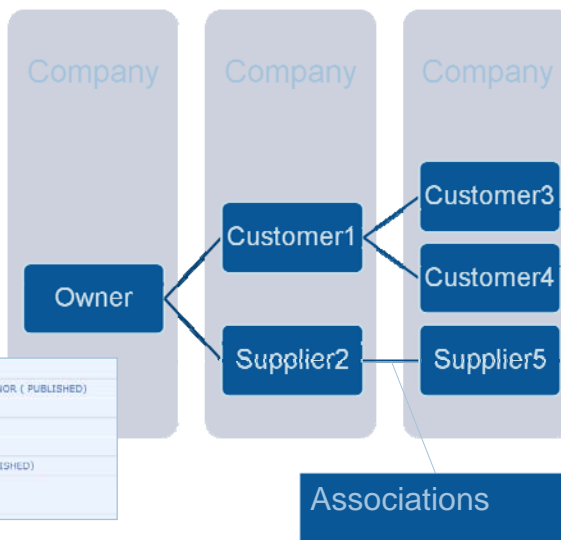


## Company makes customer



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)
Sammenlått med	
Druker produkt	Produkttest2 ( PUBLISHED)
Prospekt til produkt	
Kontaktperson	Næss ( PUBLISHED), Crook ( PUBLISHED)
Kundekort	DnB NOR ( PUBLISHED)
Endring i produksjon	

p9 | 14/04/2008

Presentation title

© Steria

## Examples from the system



### Customers & products

Datatsynet	Andre	
Den norske Revisorforening	Andre	
DnB NOR Bank ASA	Forretningsbank	DnB NOR Bank ASA ( PUBLISHED)
DnB NOR Kapitalforvaltning	Forvaltingselskap	DnB NOR Kapitalforvaltning ( PUBLISHED)
DnB NOR Markets ASA	Fondsmedlerforetak	DnB NOR Markets ASA ( PUBLISHED)
DnB Telebank		



**Relaterte oppdrag**

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

---

**Relaterte produkt**

Produkt  
Betaling mot Fellesdata

---

**Relaterte avvik**

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

**Tilnyttede kunder**

Kunde SKAGEN AS

---

**Relaterte oppdrag**

Oppdrag  
Nye bestillingsfiler til Handelsbanken

---

**Relaterte avvik**

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

p10 | 14/04/2008

Presentation title

© Steria

## Further examples



The topic map provides incredible power for modelling how things are connected (both ways)

No coding required to add new associations

The screenshot displays a web application interface. On the left, there is a 'Funksjon' (Function) list with various roles like 'AF - Aktiv forvalter', 'AS - Aksjeselskap', etc. Below this is a 'Selskapsenheter' (Company Units) section with search and remove options for different types of relationships. On the right, a 'Topic Selector - Webpage Dialog' is open, showing a search for 'Bet' (Bet) with 'Type: Produkt'. Below the search, 'Query Results' are listed, including 'Betaling mot Filledata', 'Betalingssomdeling', and 'Betalingssomdeling - kontrollsystem'. At the bottom right, there are sections for 'Mine avvik' (My Deviations) and 'Mine oppdrag' (My Tasks), each with an 'Opprett nytt' (Create new) button and a text input field for the name.

p11 | 14/04/2008

Presentation title

© Steria

## Task



The screenshot shows a 'Behandle tiltaksler' (Handle actions) form. The 'Oppdrags-ID' (Task ID) is 000007 and the title is 'New Task'. The form includes fields for 'Kunde' (Customer), 'Kontaktperson' (Contact person), 'Type' (Type), 'Prioritet' (Priority), 'Aksjonsdatoer' (Action dates), 'Oppdragsgjiver' (Task provider), 'Oppdragsansvarlig' (Task responsible), 'Leverandør' (Supplier), and 'Oppdrags-status' (Task status). There are also sections for 'Bakgrunnsdokumentasjon' (Background documentation) and 'Teknisk beskrivelse' (Technical description). On the right side, there are sections for 'Dokumenter' (Documents), 'Se på' (Watch), and 'Lag nytt' (Create new), each with a list of actions and a 'Nytt avvik' (New deviation) button.

p12 | 14/04/2008

Presentation title

© Steria

## Errorhandling



Logg ved fi | Slett element | Stavekontroll... \* Endre et obligatorisk felt

Avviks-ID: 000010  
Tittel: New Error

Se på: Endringer

Opprett: Endringer: Endring i data, Endringsnske tabeller og views, Produksjonssetting, Rydding i infrastruktur, Kurs- Testaktiviteter, Kodesoverføring, Print/Etterbehandling, Diverse produktiviteter

Produkt: Alle produkt  
Sett Avviksansvarlig >>

Avviksansvarlig: [ ] [ ] [ ]

Anevarlig for feilretting: [ ] [ ] [ ]

Andre deltagere: [ ] [ ] [ ]

Info til: [ ] [ ] [ ]

Årsak til avviket: Infrastruktur

Avvikskategori: 2 [ ] Satt av: [ ]

Er eksterne berørt? [ ]

Hvem: Alle kunder  
Info til kundeanvarlig

Begrunnelse: [ ] Redger innhold

Tilbakemelding: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Avviksbeskrivelse: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Oppdrag: Remove New Task ( PUBLISHED )  
Search

Feilretting

Planlagt fullførtdato: [ ]

Tilbak: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Status: [ ] Satt av: [ ]

Forbedringsstiltak

Planlagt fullførtdato: [ ]

Tilbak: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Status: [ ] Satt av: [ ]

Tilleggsopplysninger jobb/program

Jobnavn: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Føllende program: [ ] Redger innhold  
Klikk her for å legge til nytt innhold

Opprettet 26.03.2008 21:27 av Systemkonto  
Sist endret 26.03.2008 21:27 av Systemkonto

Lagre Lagre og Lukk Avbryt

p13 | 14/04/2008 Presentation title

## 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)