1. **What were the core IS applications, their business process/functions, and technologies that had to be integrated at Harmond Bank?  Provide your answer in a list or a table form, with each application, its technology, and its business function clearly specified.**

|  |  |  |
| --- | --- | --- |
| **Application** | **Technology** | **Function** |
| Web Services enable communication over the internet. | DCOM, CORBA,  JavaBeans | When there are several parties engaged, improve the flow of business. |
| There is no requirement for network protocols with CORBA. | Due to the availability of applications, they can be accessed. | Web services allow service providers to create solutions. |
| J2EE is the best choice for granting client access. | Database federation | Information exchange is monitored using EBXML and EDI. |
| Can be reused. Has parts that allow for multiple use. | Message queuing is possible. | Recognize data objects |

1. **What were the key business problems or missed-opportunities that the Harmond Bank was facing? Discuss these problems in line with the four potential business drivers for Enterprise Integration (GBR Chp 2)**

Harmond’s Bank's business cycle was extremely slow, which was one of their problems. The absence of connectivity between the front-end web portal and the back-end MAP was the cause of this. As a result, consumers' options for what they could do and connect with were limited, lowering customer satisfaction. The front end and back end must be connected to be stable in order to regain client satisfaction. Another issue they were dealing with was a lack of automation. Applicants' information had to be manually entered after their application was approved. As a result, the procedure became incredibly long and slow, resulting in additional errors. It would have been a lot easier if this process had been automated. Customer satisfaction was also a problem for Harmond Bank. Because to the lack of automation, troubleshooting customer difficulties over the phone was typically exceedingly time consuming. The staff member would have to manually check the information, which would take a long time.

1. **There are several best practices listed at the end of each chapter from chapter 5 to 9 in the GBR book. Identify any one of the best practices from each of the five chapters and discuss how HB implemented them. You should pick at least 5 best practices, one from each of the five chapters. How did HB benefit from implementing these best practices?**

The best practice for Chapter 5 was identifying system owners while creating an evaluation. When a client calls, an evaluation may be produced and an owner identified at the same time, shortening the business cycle.

The use of quality measures is recommended in Chapter 6. There have been several situations where the employees lacked the necessary expertise or resources to perform a task. As a result, the project was stretched out for about two years. They would be able to tell if they are spending too little or too much time on a certain action if quality measures were in place.

Using tools to save time and money is the best practice from Chapter 7. Using tools throughout the planning process helps you save time and money. There would be a lot of room for maneuvering, and there would be no high-risk or excessive development.

The optimum technique, according to Chapter 8, is to examine designs since doing so allows the staff to either go on to the next step or go back and look at a potential flaw. For the project, there was a lot of miscommunication and misunderstanding, so something like this is critical to ensure that everyone is on the same page and has a shared understanding.

The usage of plan, do, check, act was critical in Chapter 9 since it was excellent for controlling time and isolating one activity from another. It was ideal for putting a strategy in place and ensuring that it was followed.

1. **What technology integration approaches were evaluated by HB and what were the pros and cons of each of them? Which approach did HB finally choose and why?  What criteria was used to select the final EAI solution?**

The team's initial priority was to implement point-to-point architecture. For a variety of reasons, this concept was quickly abandoned. One argument is that it would need a lot of highly complicated code, which would take a long time. Second, it would need creating an interface from scratch, something they were unsure they could do. The project also took longer than expected, therefore it was quickly terminated. After this was rejected, the team decided that the EAI method would be the best. They then had to decide whether to build an EAI solution from scratch or purchase a pre-packaged EAI. EAI would be quite advantageous since it allows for a great deal of customization, but it would also need a great deal of difficult coding and work.

1. **What were the key challenges faced by HB in their EAI initiative? Categorize them into technology, data, application, and business process challenges. How were these challenges overcome?**

There was a breakdown in communication with Jeff Warner, the manager. There are actions mentioned on the schedule plan without any details, thus there was a lot of doubt about what needed to be done. Because of the lack of expertise with IS application integration, the scope of the project had to be reevaluated.

After that, the team wasted too much time (2 months) assembling project resources. They didn't have much expertise with the technology and required additional time to identify flaws. There was a flaw in the mortgage processing that the team was unaware of, and it needed to be looked into.

1. **What were the key factors that contributed to the schedule slippage from 12 to 18 months and budget overrun by 60% in the EAI project at HB?**

The project's original deadline was 12 months, but the team spent the first half of that time arguing whether tools were required. After narrowing it down to two products, the team visited with suppliers and made the ultimate choice to adopt their tools on a broad scale. They were finally able to start from the seventh month forward. Because of the structure of this project, they ran into a budget problem. They were able to identify one of the issues and work on it without disrupting any other processes. This, however, necessitated the purchase of a new set of servers and software in order to test out more commercial applications.