

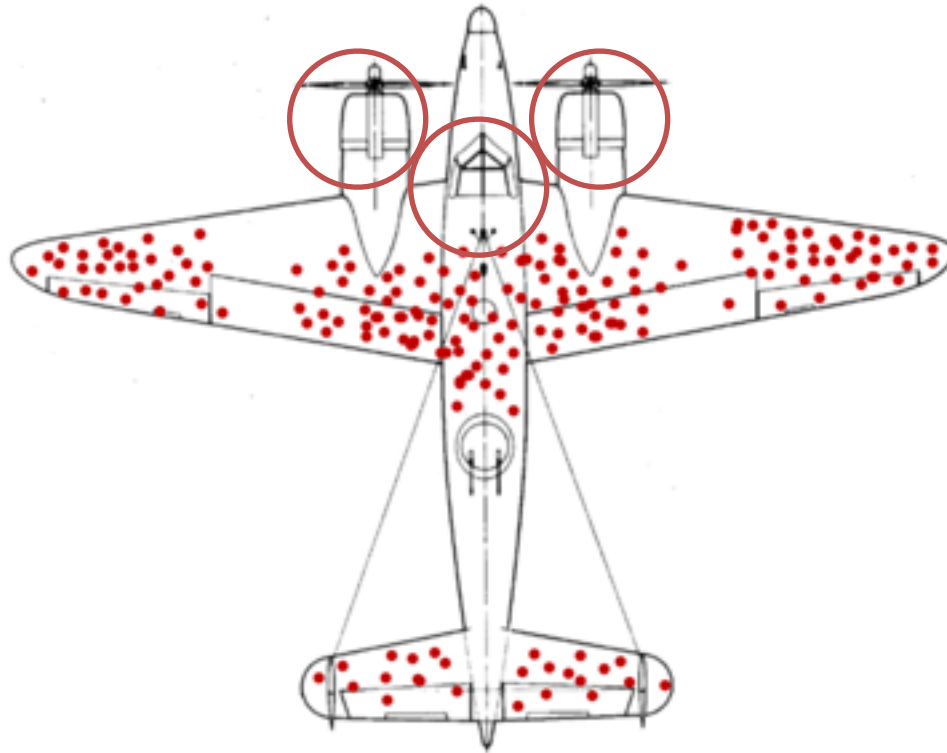
Killing a legacy

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- **Overview - Issues**
- Volume of change
- Attracting the right fit employees
- Employee Motivation
- Aging employee demographic
- Support Business Strategy

- **Beware of success stories**



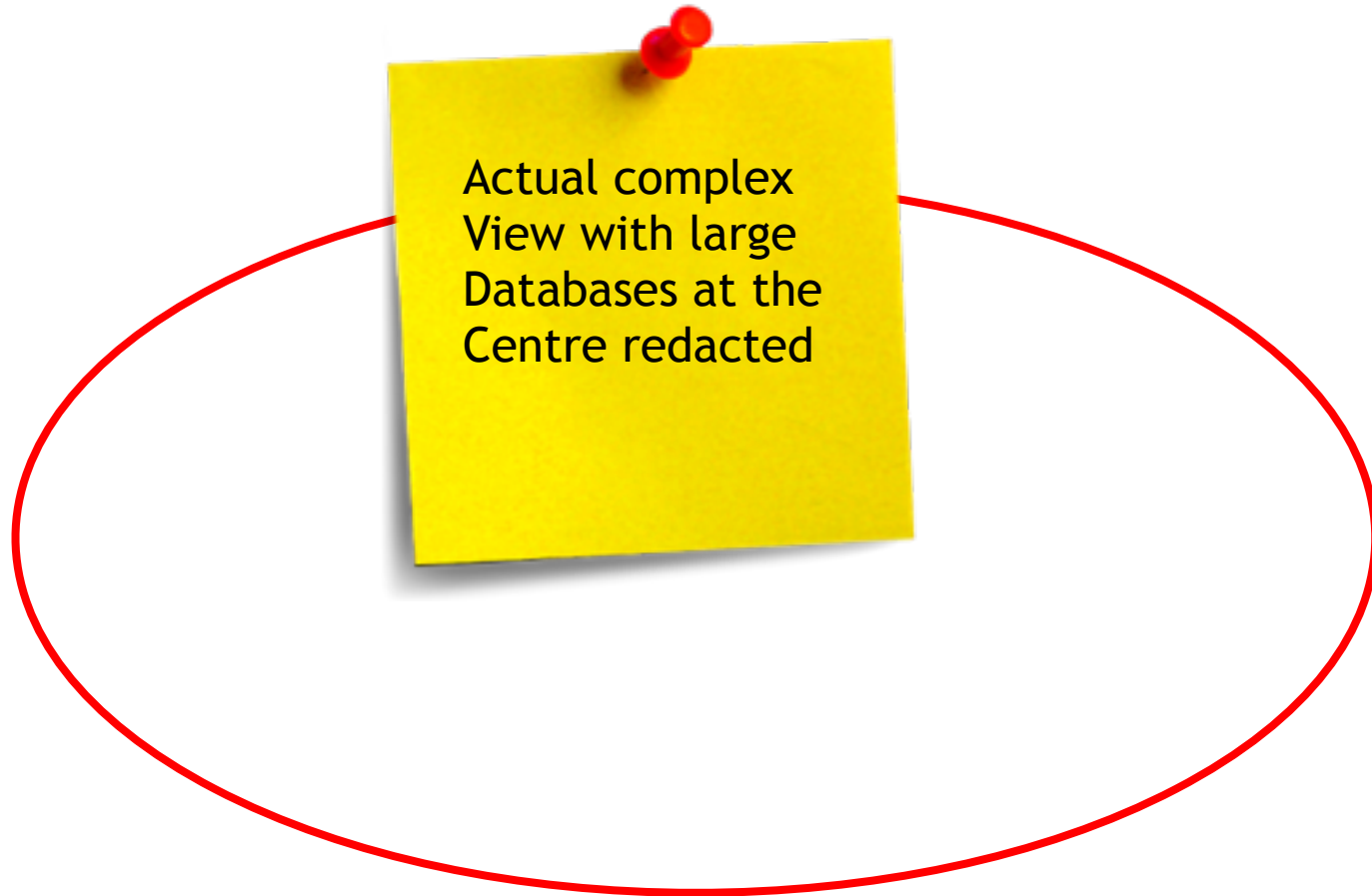
- Where I Live



- What I see (What good looks like)



- Whats really there



- **Killing the Legacy**

1. Peoples Legacy

- People working on the legacy system may be reluctant to help you replace '*their*' system, take their knowledge/power/job
- The senior management you need to convince to fund this may have built their career on the back of this implementation, its their baby.

- Peoples Legacy

The image is a screenshot of a Google search results page. At the top left is the Google logo. To its right is a search bar containing the text "how to tell someone they have an ugly baby". Below the search bar are navigation tabs: "All", "Images", "Videos", "News", "Maps", "More", "Settings", and "Tools". The "All" tab is selected and underlined. Below the tabs, the search results are displayed. The first result is titled "How to React to an Ugly Baby: 8 Steps (with Pictures) - wikiHow" and includes a URL, breadcrumb trail, and a star rating. The second result is titled "How Do you Politely tell Someone their Baby is Ugly - DataLounge" and includes a URL and a brief description. The third result is titled "how do you compliment someone with an ugly baby? - BabyCenter" and includes a URL and a brief description. A red oval highlights the text "About 2,430,000 results (0.41 seconds)" located below the navigation tabs.

Google

how to tell someone they have an ugly baby

All Images Videos News Maps More Settings Tools

About 2,430,000 results (0.41 seconds)

How to React to an Ugly Baby: 8 Steps (with Pictures) - wikiHow
www.wikihow.com › ... › Parenting › Development Stages › Babies and Infants ▼
★★★★★ Rating: 73% - 345 votes
However, if you've been presented with a baby that is not cute, avoid the desire to ... If you're someone who really isn't into babies and all that comes with ... Let the new parents know that you don't wish to crowd them out and want them to have their ... how having a baby has changed their lives and what they like most about ...

How Do you Politely tell Someone their Baby is Ugly - DataLounge
https://www.datalounge.com/.../14200509-how-do-you-politely-tell-someone-their-ba... ▼
You know ugly kids many times turn out beautifully, I have seen this a lot ... Find something else to say about the baby - like how alert they are, as mentioned ...

how do you compliment someone with an ugly baby? - BabyCenter
https://community.babycenter.com › Birth Clubs › January 2015 Birth Club ▼
Jan 27, 2015 - It got me thinking, what do you tell parents of not so 'cute' babies? ... I always say ...

- **Killing the Legacy**

2. Legacy Systems

- 3 Tier 1 systems that were legacy
 - Website
 - Core partner/policy/billing
 - In-house claims system

- **Legacy Systems**

All three systems

10< Years Old <20

**We were risk averse in original product
selection**

Approx. €3b transactions between them

- **Approach 1 - Web Stack**

>100k registered users

Small sales funnel (€10m)

Large lead generator/Information source

Bespoke MVC pattern, ~14years old

- **Approach 1 - Web Stack - Issues**
- Old technologies
- Slow turnaround on change
- Difficulty if getting skilled staff to work on it/support
- Old look and feel with non-responsive front end

- **Approach 1 - Web Stack - Solution**
- Rip and replace easier than remediation
- One foul swoop
- Get business buy-in that no back end system changes are part of the project

• Approach 1 - Web Stack - Solution

Pros

No scope creep

Suited waterfall methodology

Full control of delivery, no dependencies

Cons

No business uplift for 5 months with most of their budget blown

Web Technology Stack

Runtime

Presentation



Server



Content Management



Develop

Java Build



UX Build



Deploy



Test

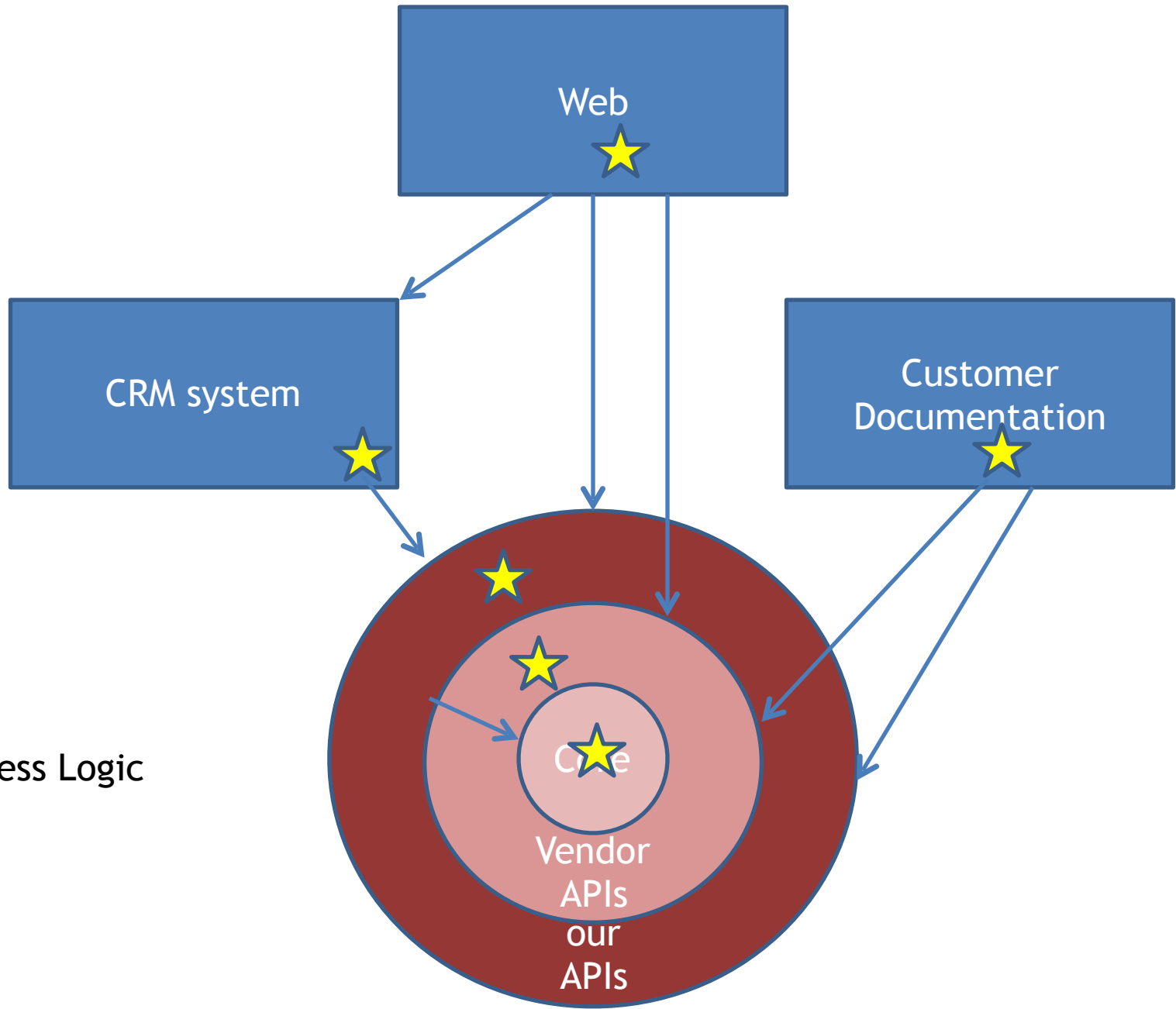


QA



- **Approach 2 -Policy System**
- **Centre of our universe**
- **Oracle forms/DB system**
- **Holds all partner/policy/Billing information**

- Issues



- **Issues - continued**

Have you seen method names like this before???

SavePolicy(...)

SavePolicy1(...)

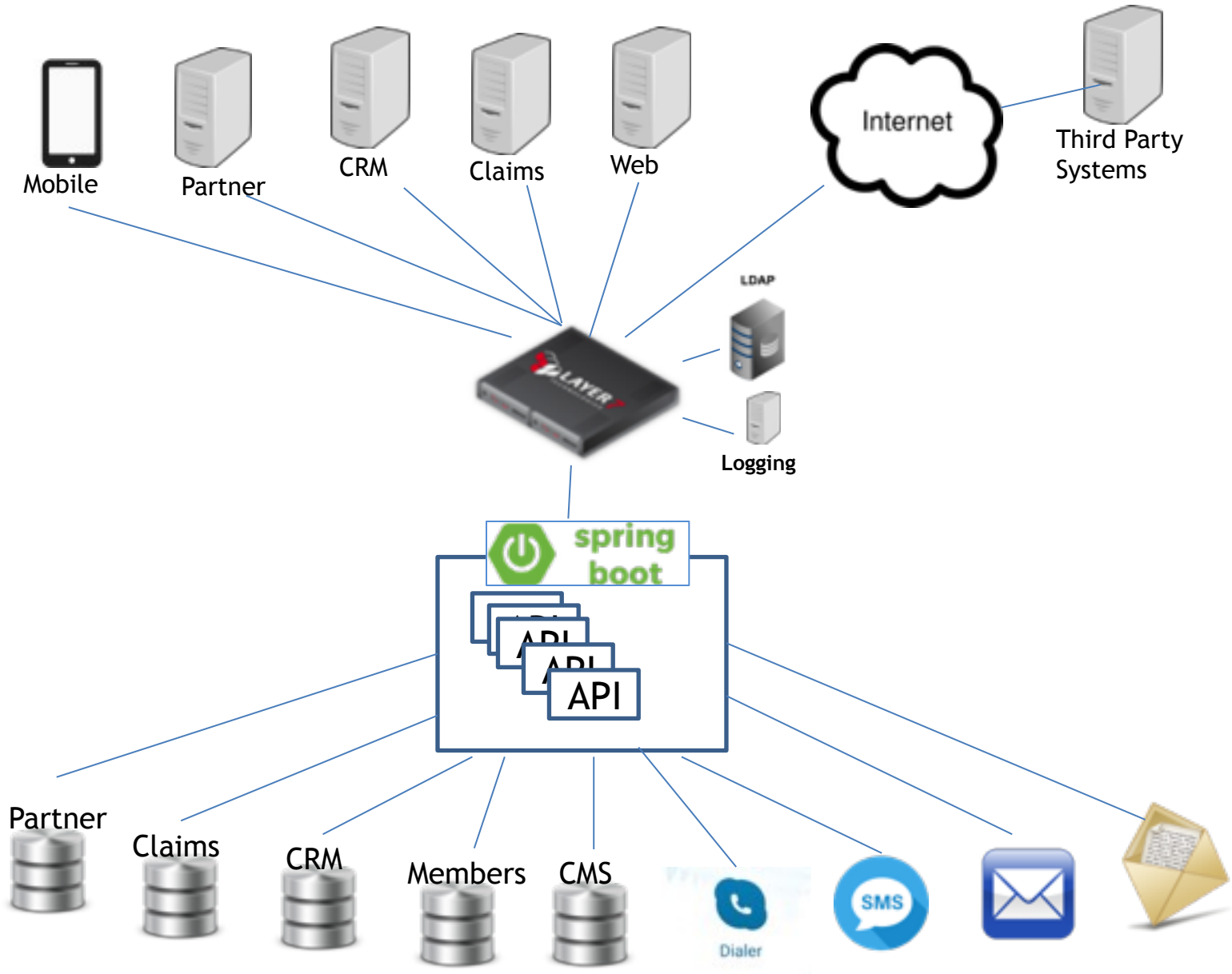
SavePolicyWeb(...)

SavePolicyLCRProject(...)

Layering without governance is just a more complicated mess

- **Approach 2 -Solution**
- Not the right time to rip and replace
- Remediation too large for a system that is near EOL
- For COTS going forward
 - OOTB
 - Configuration
 - Customisation (Last resort)
- Hide issues, centralise. Place System behind an API gateway

Approach 2 - Solution



• Approach 2 -Solution

Pros

Hides complexities from downstream systems

Enables rip and replace in the future

- Catalogue of dependent systems

- Single point to replace/test

Enables REST api integration

Moves the DB away from the centre of the landscape

Allows for reusable components

Cons

Legacy System still on landscape

At times of pressure, should we take the old route

Enterprise Integration Stack

Runtime

Public Gateway/ Interface



Server



Develop

Java Build



Deploy



Test



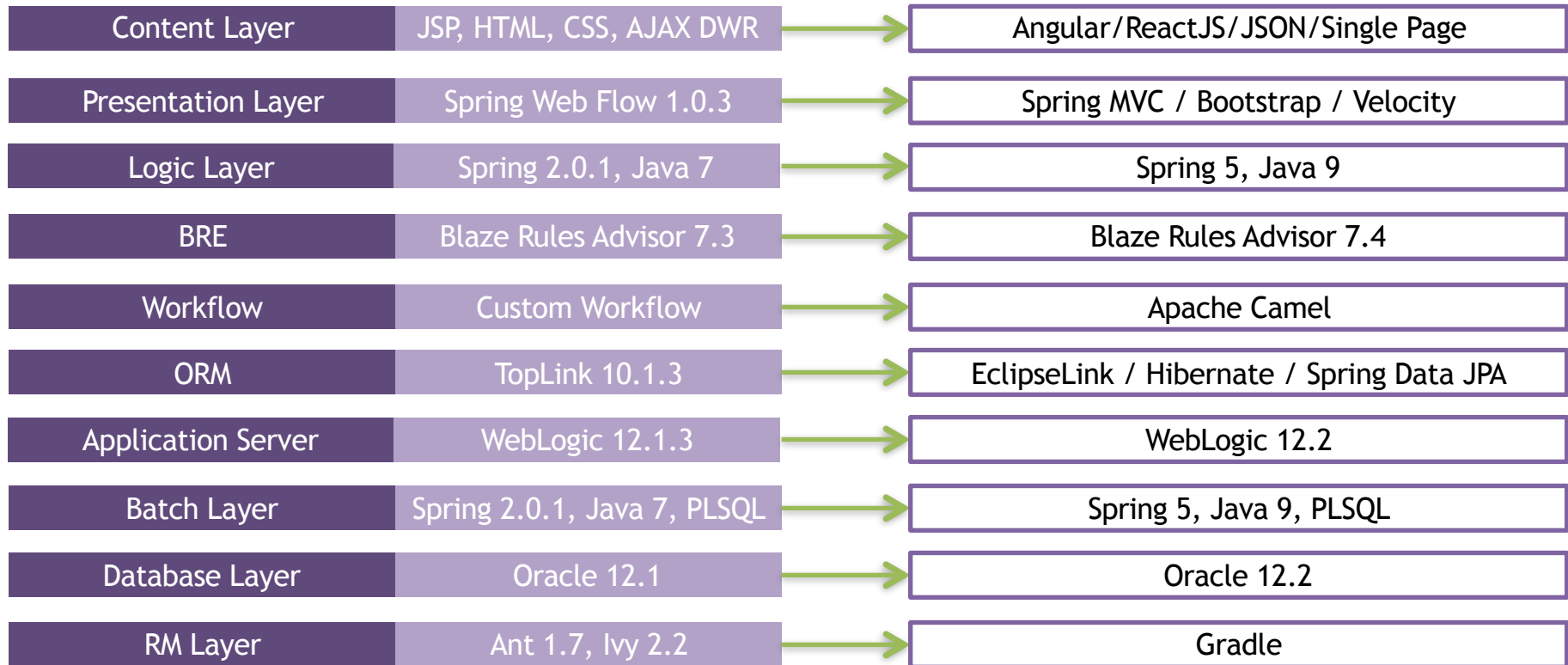
QA



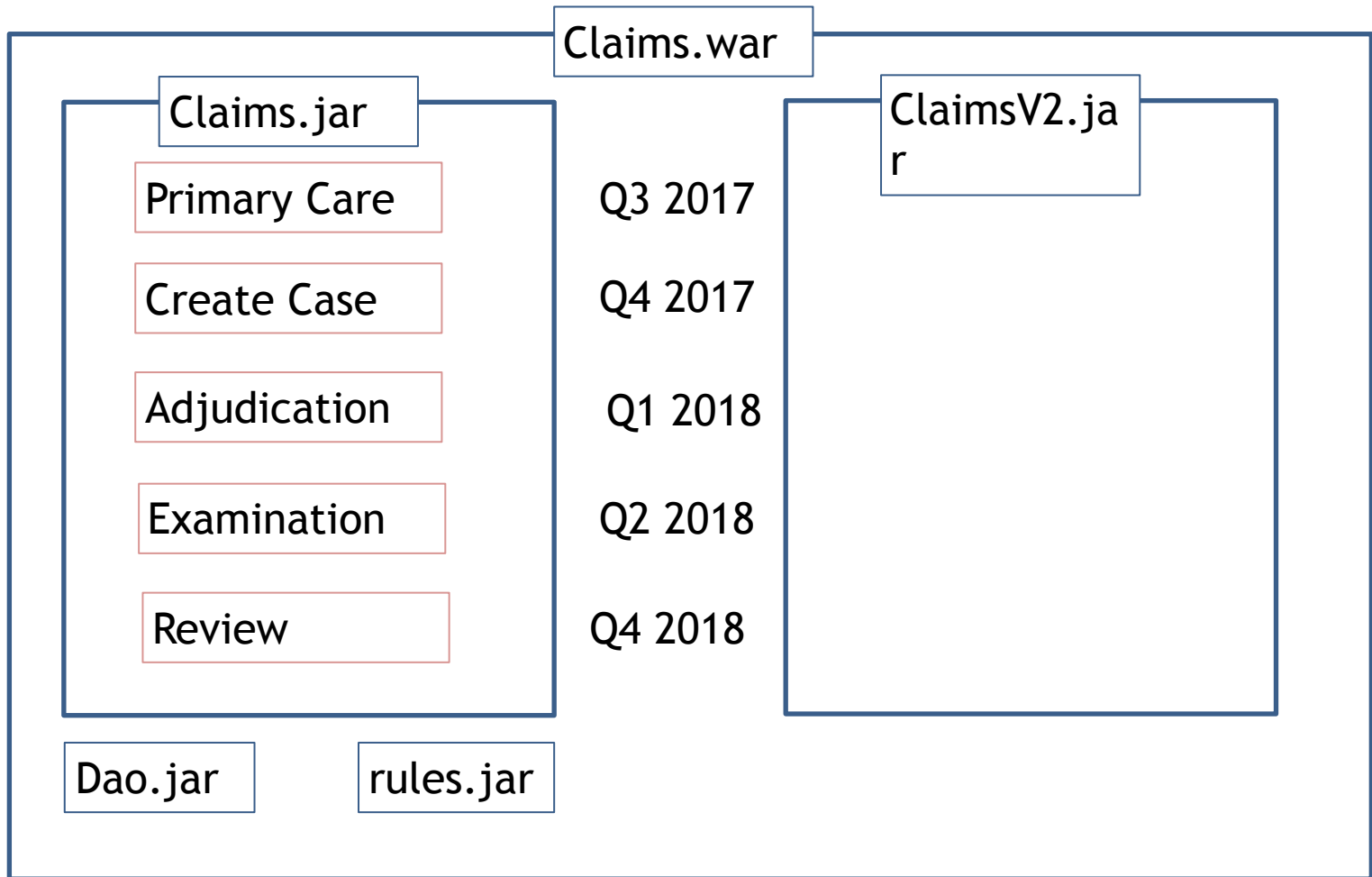
- Approach 3 - Claims System
- Bespoke claims system
- Large man years effort
- Large financial transactions per year
- Has had no technology investment in 10 years
- Risk adverse product selection to begin with

- Approach 3 - Claims issues
- Unwillingness of developers to work on this
- Outsourcing teams couldn't be ramped up
- 2 speed IT leading to demotivation
- Technologies running out of support
- Speed of enhancements
- Architecture struggles to support multiple sites(chatty)

• Approach 3 - Solution



- Approach 3 - Parallel Upgrade
- Parallel Upgrade



- Approach 3
- Pros
 - Allows for continued business value delivery
 - Costs can be offset against change projects
 - No big bang
- Cons
 - Compatibility issues
 - Duplication for a time
 - The long goodbye, still need to support legacy for a time

• Killing Legacies Words of Warning

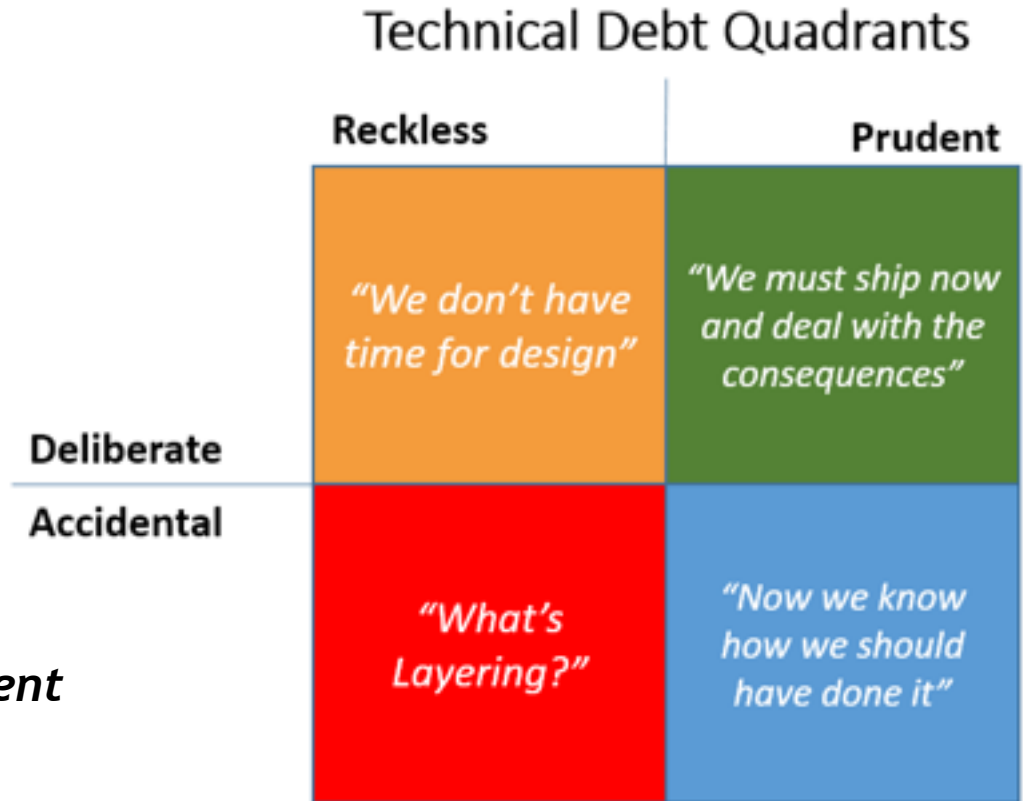
Technical Debt

Don't confuse mindful

TD with Reckless TD

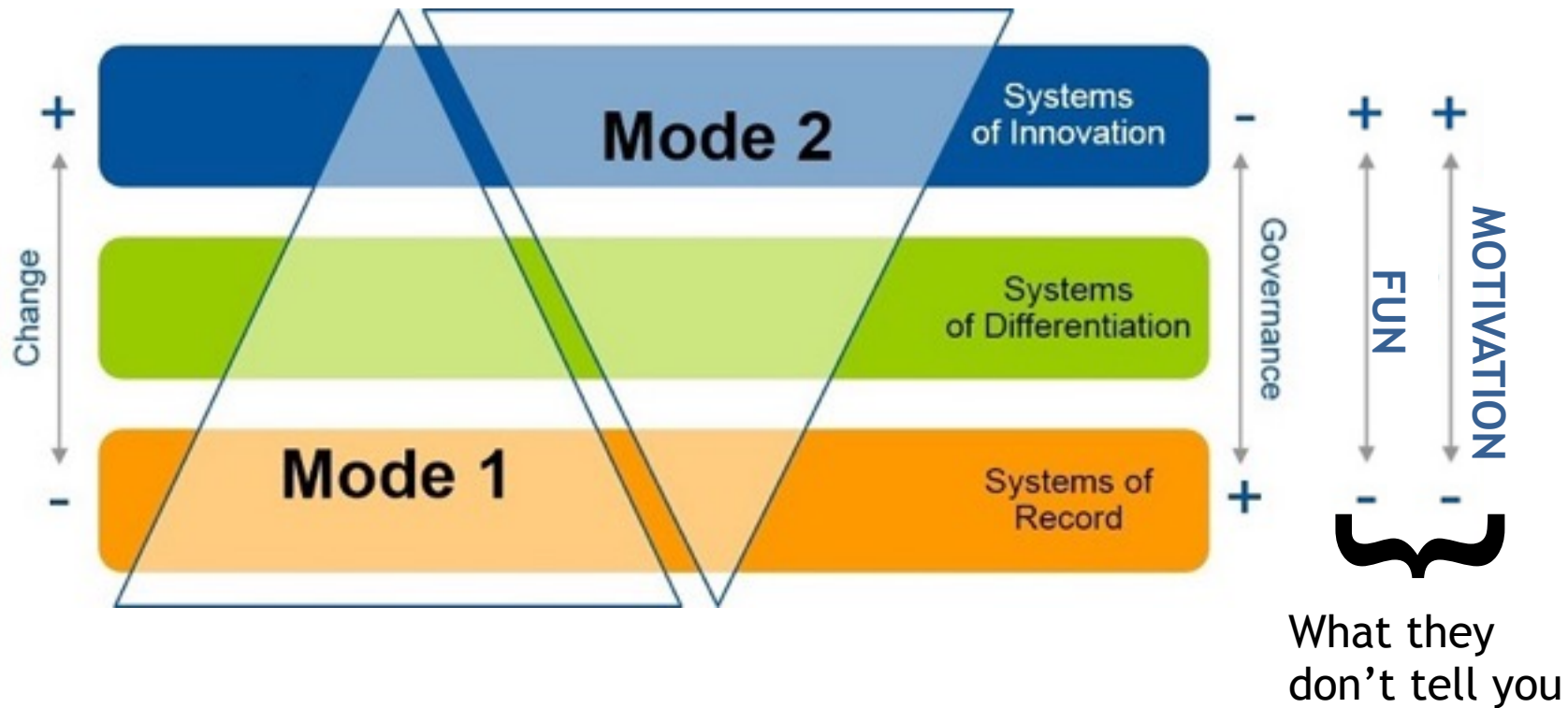
that you have no intention of
repaying

*There is nothing more permanent
than a short term fix*



- Killing Legacies Words of Warning

Bi-modal IT



- **Killing Legacies Words of Warning**

Don't be afraid to move back into the ivory tower (on rare occasions!!)

Just don't be a Princess about it



Software and
Hardware are easy.
Peopleware is the
hard part.

