

Practical Modern Enterprise Architecture at Saxo Bank

Simon Rohrer

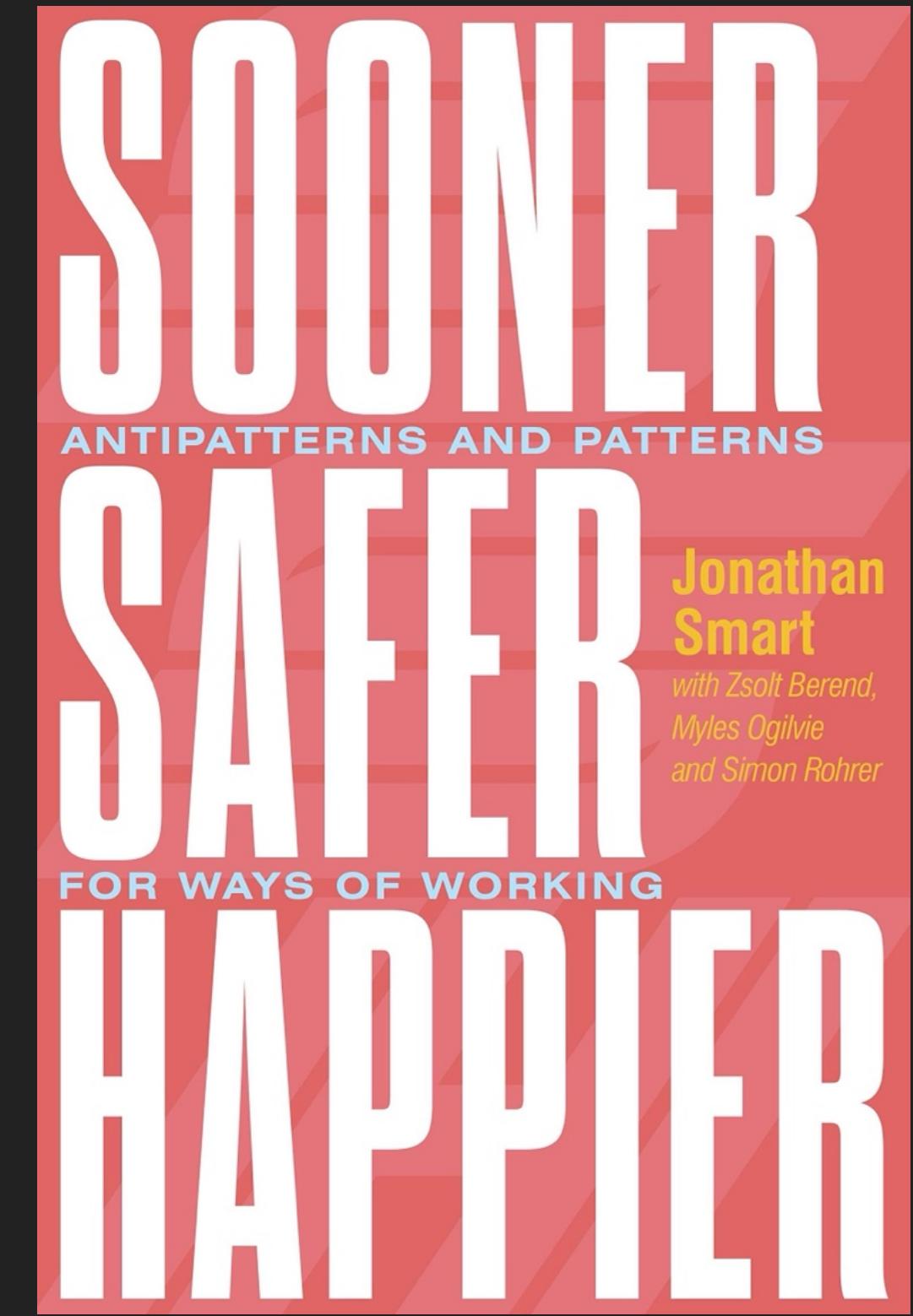
My journey

Developer

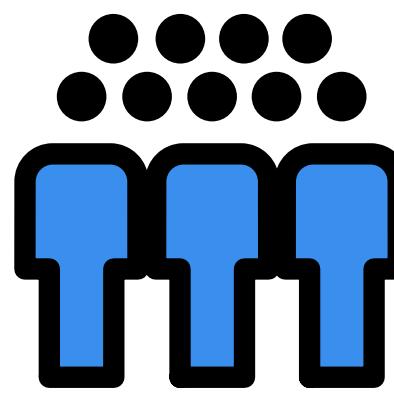
Enterprise architect

Ways of working lead

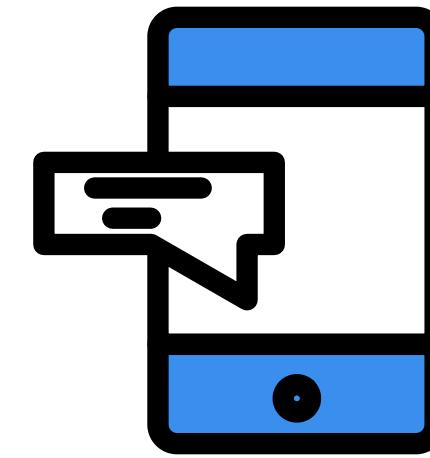
Head of tech arch & WoW



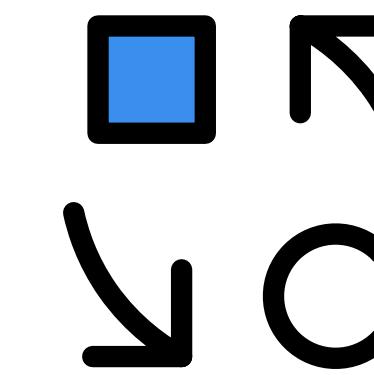
Modern Enterprise



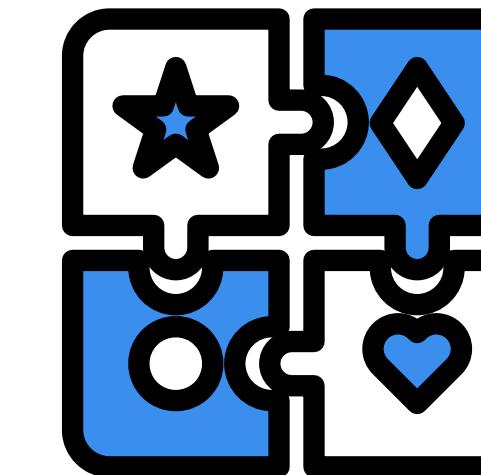
Teams-of-
Teams-of-
Teams: > 150
Employees



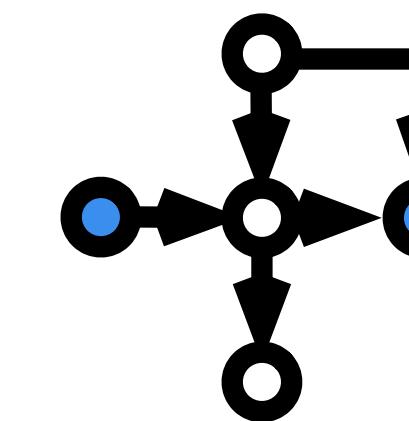
Interact with
Your
Customers
Digitally



Change is a
Constant



Heterogeneous
Environment:
Old/New, Big/Small,
Slow/Fast,
Monolith/Distributed
Vendors/Internal



Systems of
Systems of
Systems

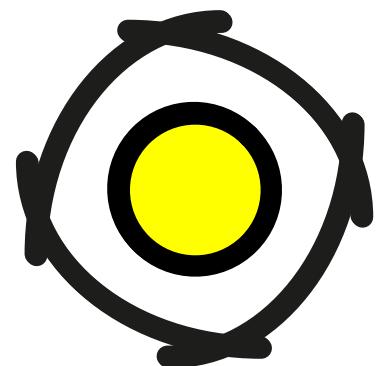
Modern Enterprise Architecture



A

Aligning Value, People
and Technology

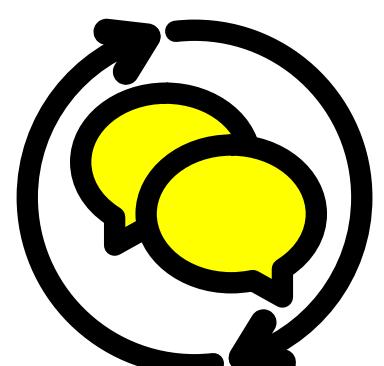
- Conway's law ++ and reverse Conway manoeuvre
- Removing complexity and increasing autonomy
- Enterprise architecture as politics and diplomacy



B

Architecting for
Outcomes: **Better Value,**
Sooner, Safer, Happier

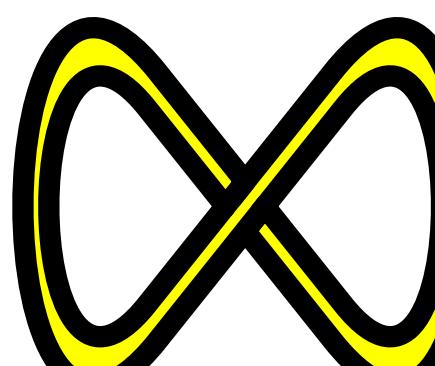
- Outcomes of quality, flow, safety to balance pure “value”
- Happier customers, colleagues, citizens & climate
- Continuous improvement - be the best at being better



C

Governing **Continuously**:
Conversational and
Automated

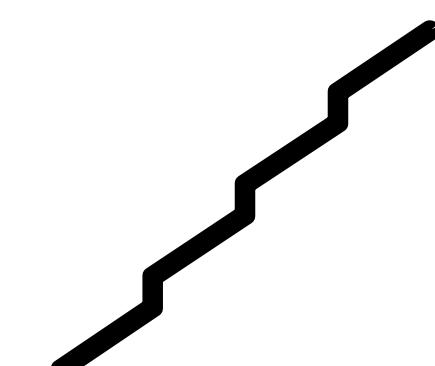
- A stream of continuous architecture decisions
- Moving decisions down into the right level of the org
- Automating common top-level system policies



D

Practicing **DevOps** at
Enterprise Scale

- Learning by observing: intention & reflection
- Humility in architecture: all decisions are contingent



E

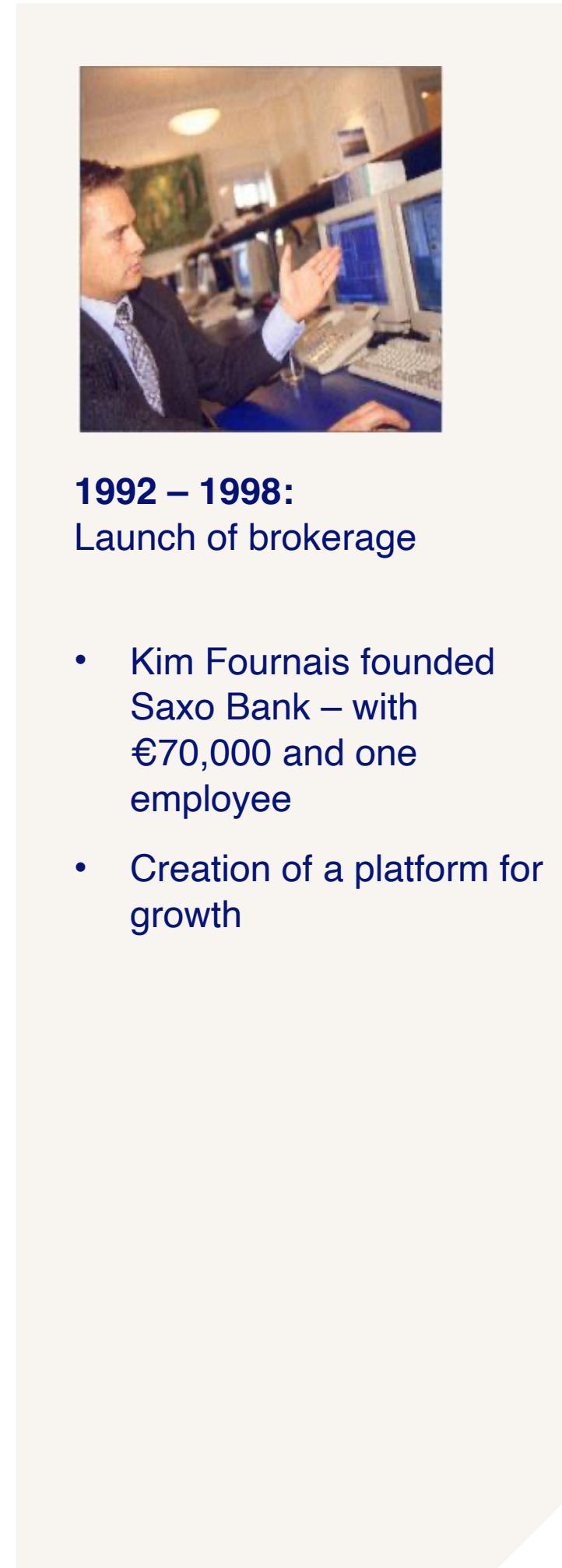
Curating the **Evolution** of
Enterprise Architecture
and Organisation

- Fitness functions for socio-technical architecture at scale
- Evolving fast and slow



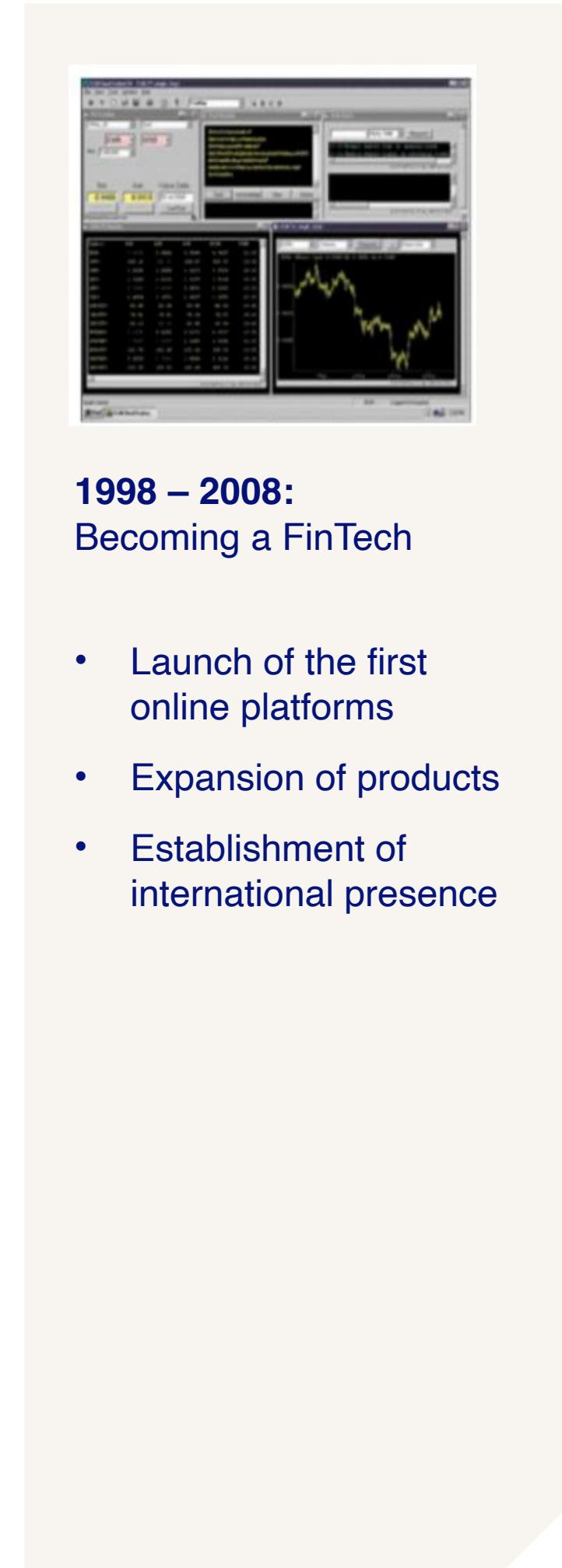
SAXO
BE INVESTED

Saxo is an industry pioneer with over 25 years of experience in FinTech



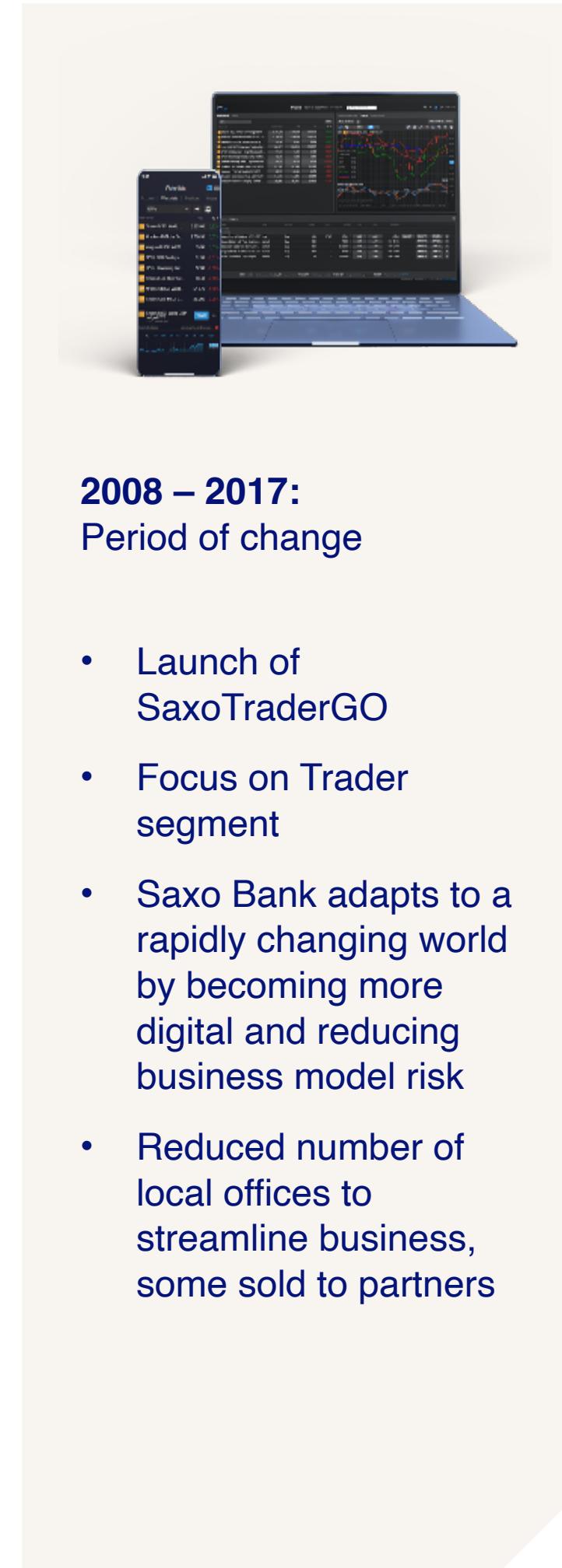
1992 – 1998: Launch of brokerage

- Kim Fournais founded Saxo Bank – with €70,000 and one employee
- Creation of a platform for growth



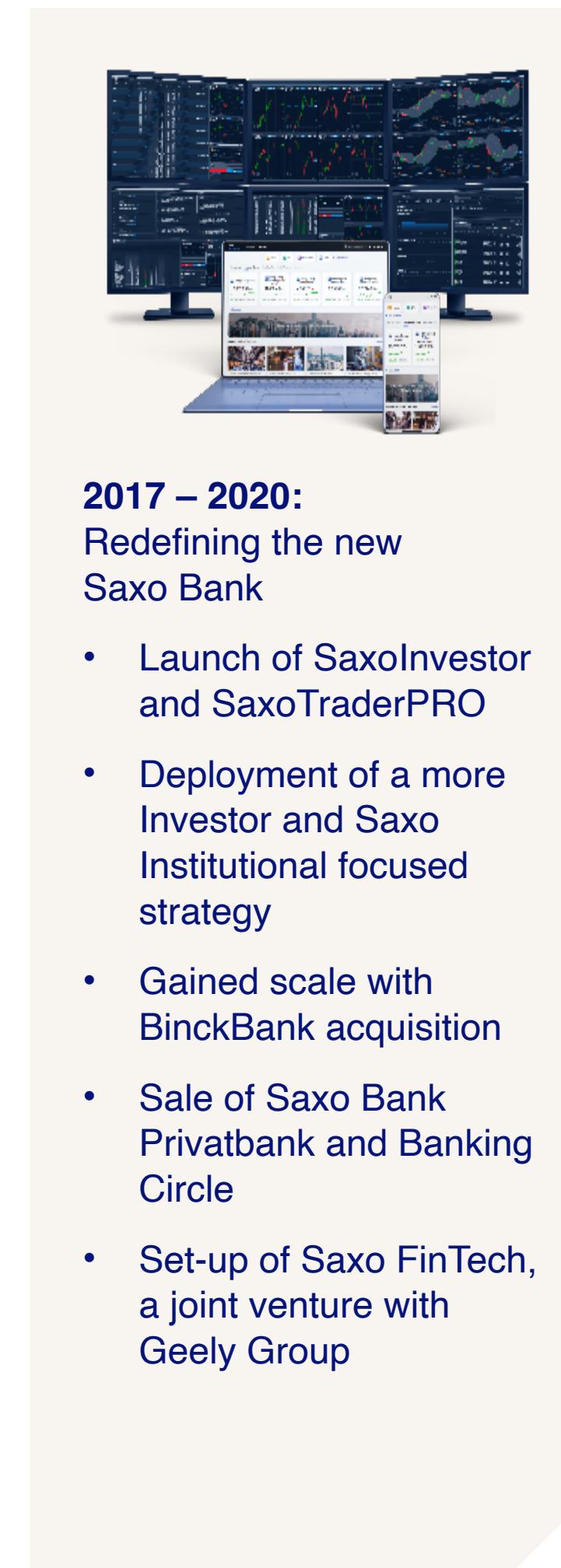
1998 – 2008: Becoming a FinTech

- Launch of the first online platforms
- Expansion of products
- Establishment of international presence



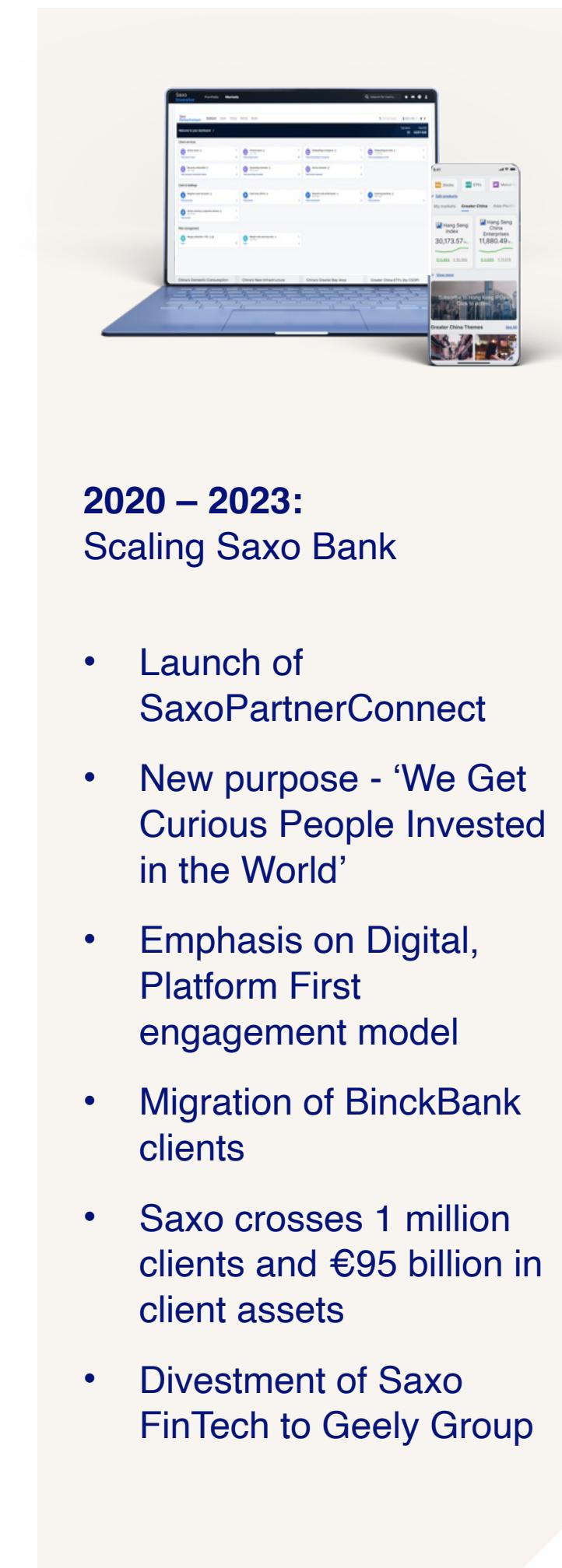
2008 – 2017: Period of change

- Launch of SaxoTraderGO
- Focus on Trader segment
- Saxo Bank adapts to a rapidly changing world by becoming more digital and reducing business model risk
- Reduced number of local offices to streamline business, some sold to partners



2017 – 2020: Redefining the new Saxo Bank

- Launch of SaxoInvestor and SaxoTraderPRO
- Deployment of a more Investor and Saxo Institutional focused strategy
- Gained scale with BinckBank acquisition
- Sale of Saxo Bank Privatbank and Banking Circle
- Set-up of Saxo FinTech, a joint venture with Geely Group



2020 – 2023: Scaling Saxo Bank

- Launch of SaxoPartnerConnect
- New purpose - 'We Get Curious People Invested in the World'
- Emphasis on Digital, Platform First engagement model
- Migration of BinckBank clients
- Saxo crosses 1 million clients and €95 billion in client assets
- Divestment of Saxo FinTech to Geely Group



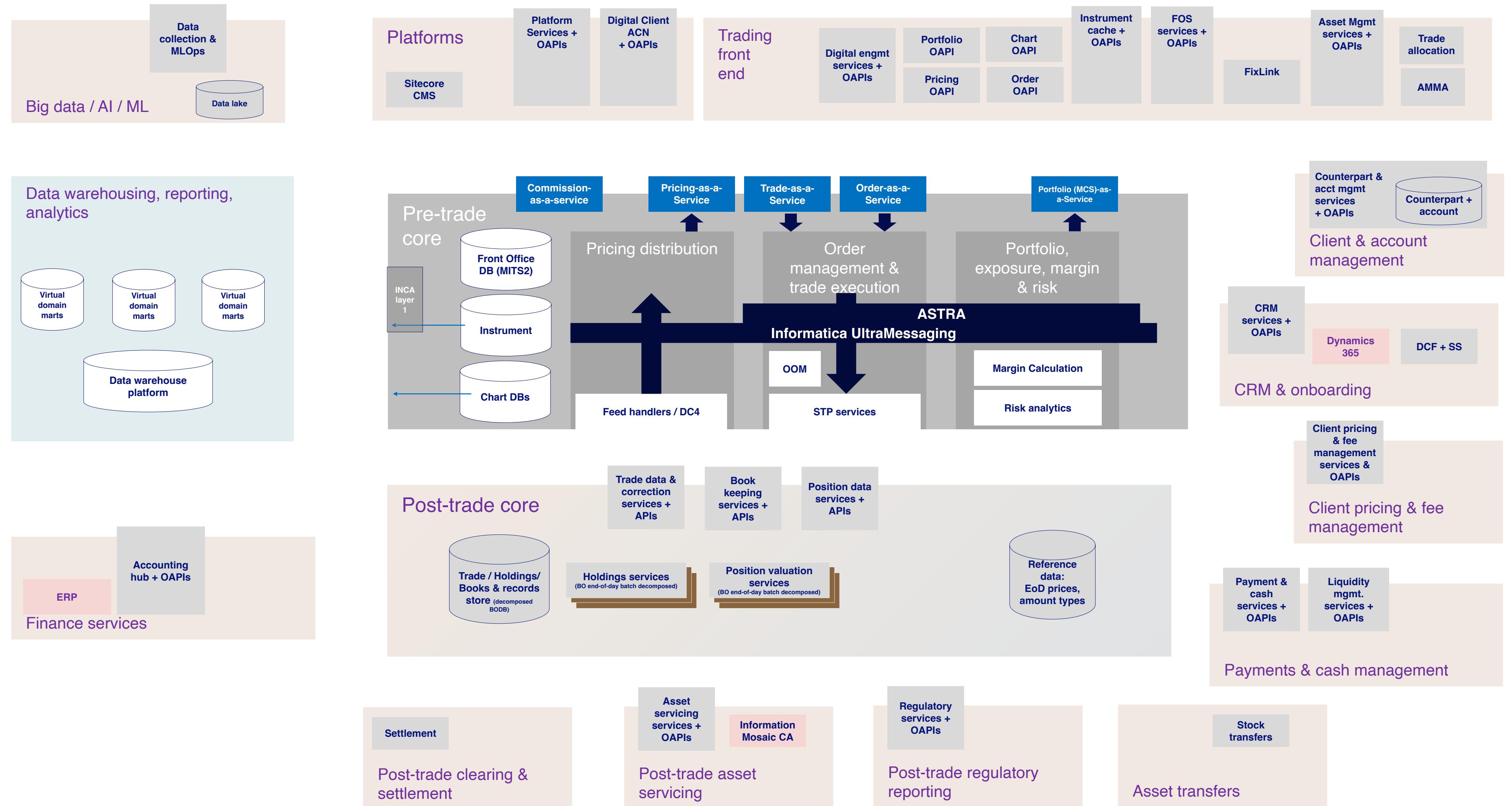
Saxo is a global, multi-asset facilitator

We deliver capital markets access, products, content and services through our platforms – **The Saxo Experience**

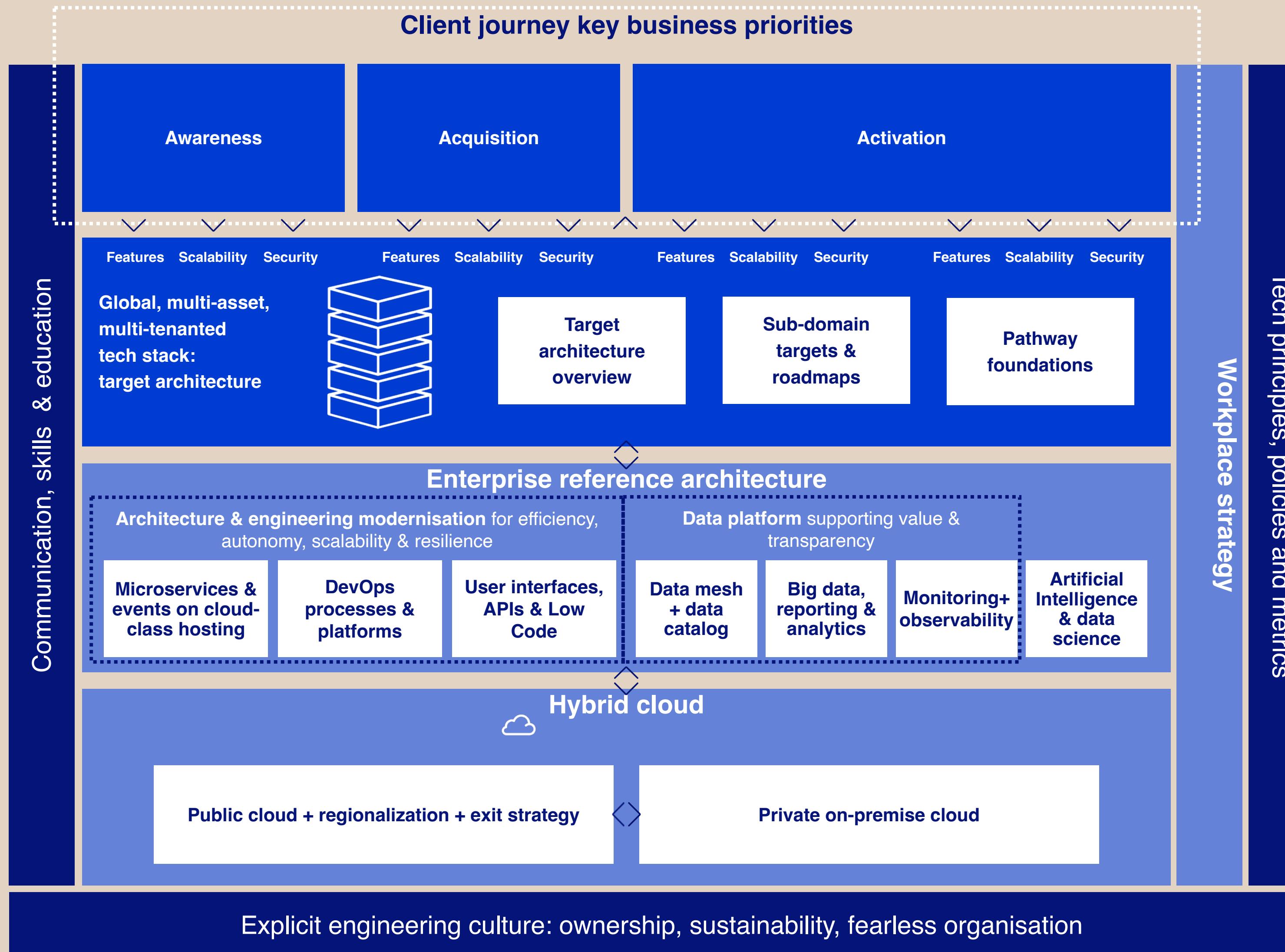
We run and develop **one global, multi-asset, multi-tenanted tech stack** and one set of global business processes



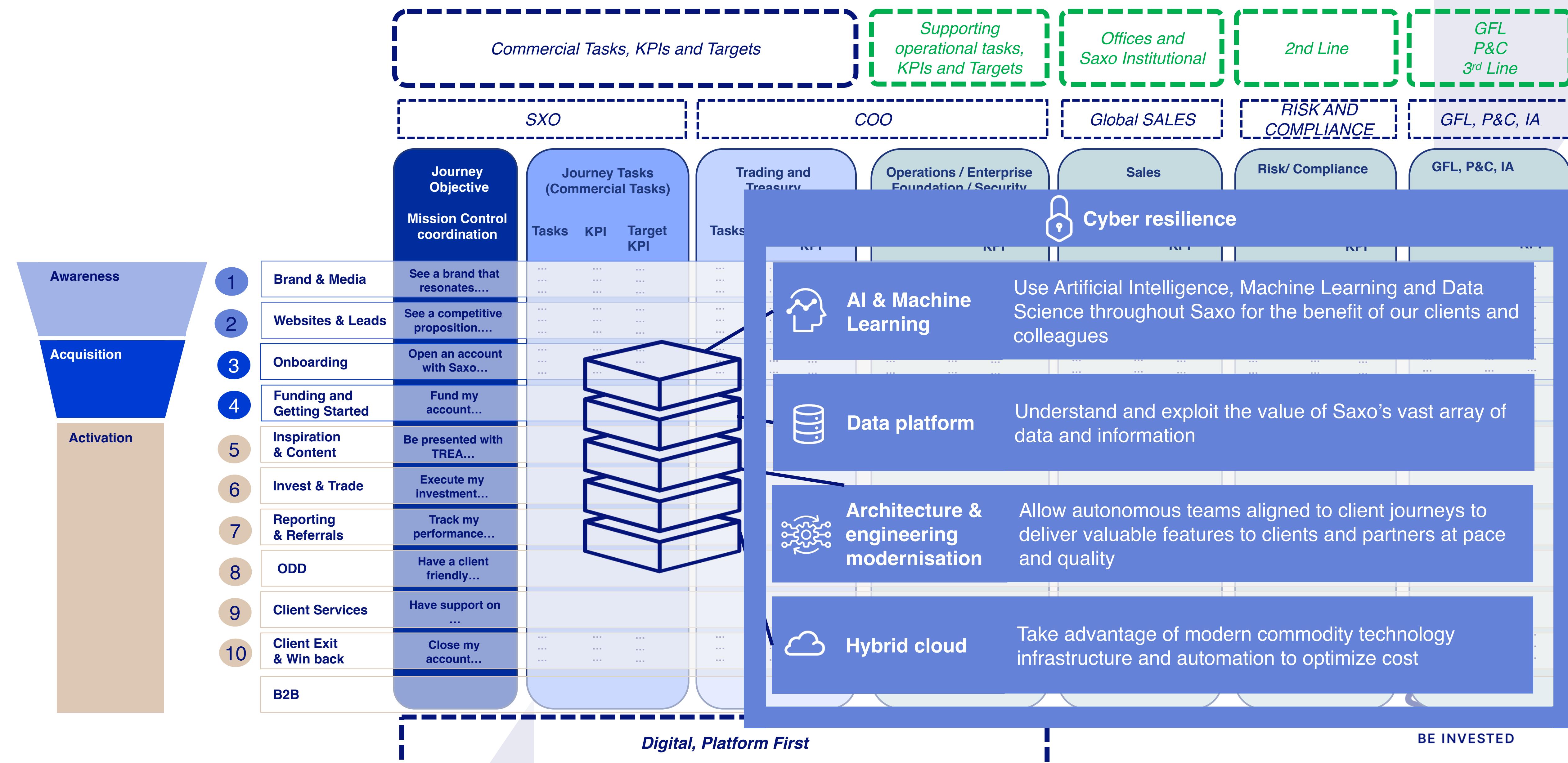
Our single global, multi-asset multi-tenanted tech stack is a system-of-systems-of-systems that we continue to develop and evolve



Saxo are executing on an explicit Technology Strategy to support our Business Strategy and to sustain and evolve our global tech stack



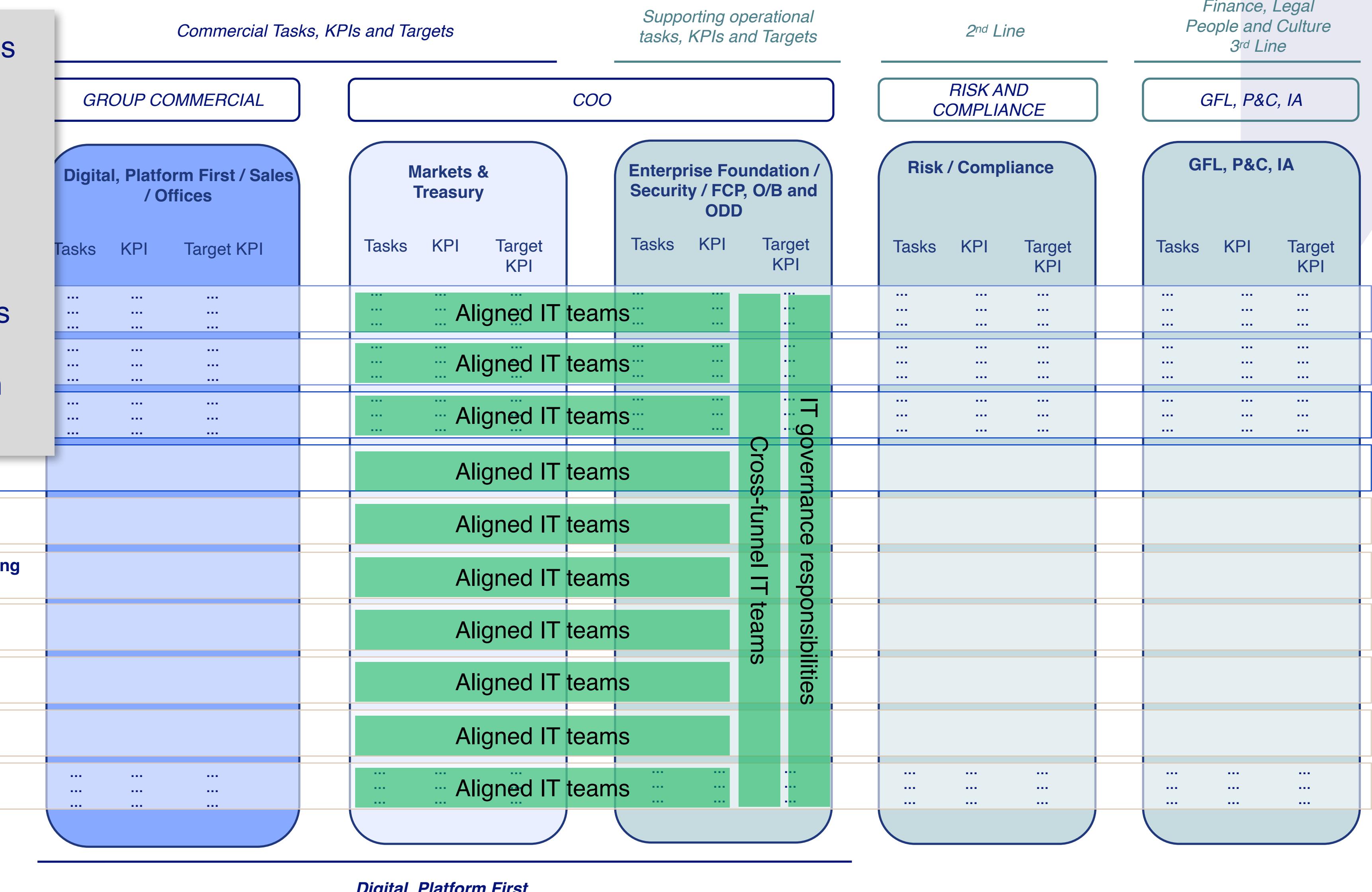
Our technology strategy exists to support our business strategy



Roles & responsibilities within the Saxo matrix organisation

- Within the matrix organization, IT teams report to the department 'verticals' (Group Markets & Treasury, Enterprise Foundation & Security) but are aligned over the long term to the 'horizontals' (the Client Journeys).
- Client Journey owners** own the 'epic' and 'feature' backlogs for their journeys which determine the book of work/backlog and roadmap for each IT team and team-of-teams.

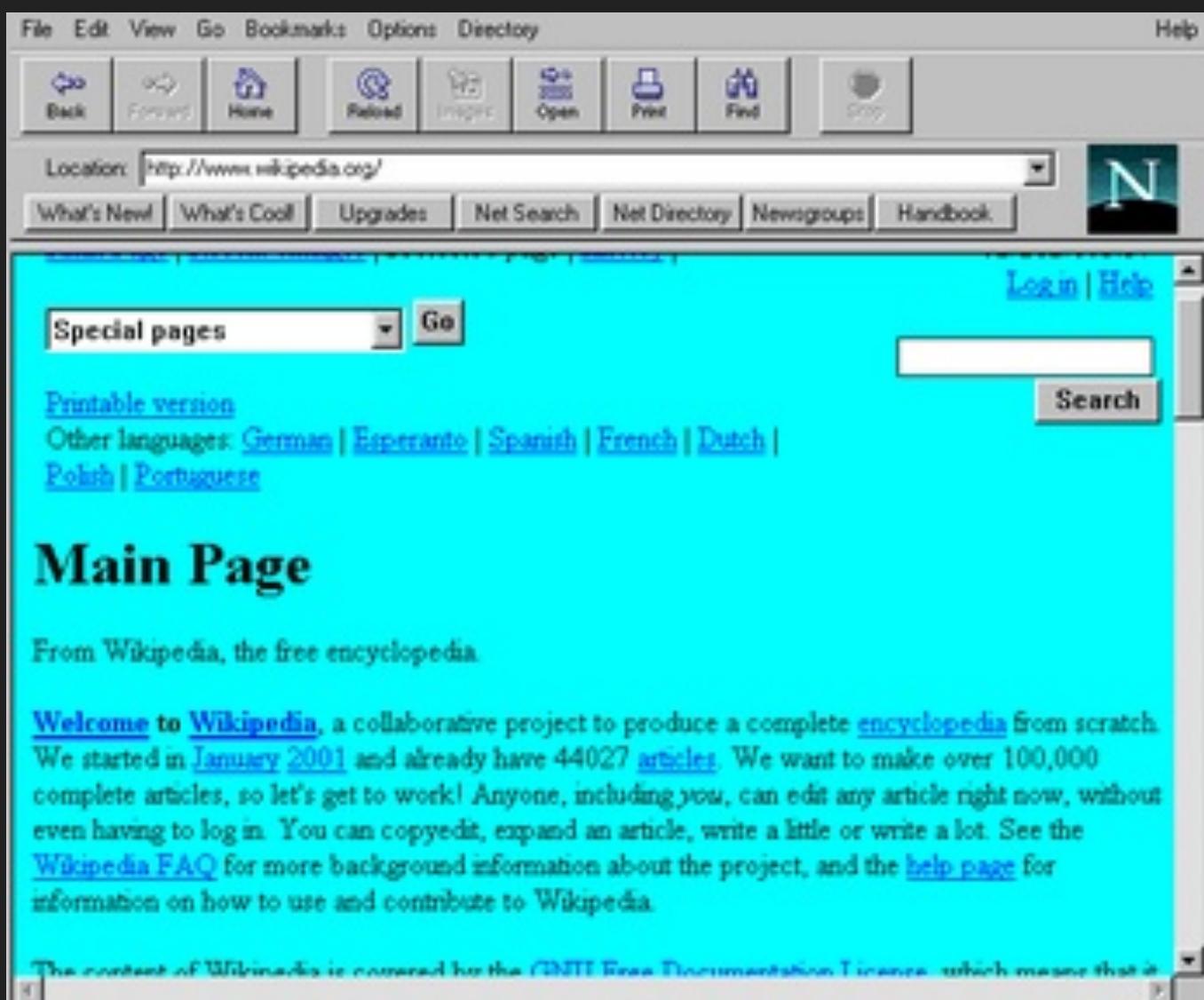
	4	Fund my account...
	5	Be presented with TREA...
	6	Execute my investment...
	7	Track my performance...
	8	Have a client friendly...
	9	Have support on ...
Activation	10	Close my account...



Where are we?
How did we get here?

1990s

1994



1999



1994

1995

THE STANDISH GROUP

The CHAOS Report (1994)

"The Roman bridges of antiquity were very inefficient structures. By modern standards, they used too much stone, and as a result, far too much labor to build. Over the years we have learned to build bridges more efficiently, **using fewer materials and less labor to perform the same task.**"

-- Tom Clancy, *The Sum of All Fears*

INTRODUCTION

In 1986, Alfred Spector, president of Transarc Corporation, co-authored a paper comparing bridge building to software development. The premise: Bridges are normally built on-time, on-budget, and do not fall down. On the other hand, software never comes in on-time or on-budget. In addition, it always breaks down. (Nevertheless, bridge building did not always have such a stellar record. Many bridge building projects overshot their estimates, time frames, and some even fell down.)

One of the biggest reasons bridges come in on-time, on-budget and do not fall down is because of the extreme detail of design. The design is frozen and the contractor has little flexibility in changing the specifications. However, in today's fast moving business environment, a frozen design does not accommodate changes in the business practices. Therefore a more flexible model must be used. This could be and has been used as a rationale for development failure.

But there is another difference between software failures and bridge failures, beside 3,000 years of experience. When a bridge falls down, it is investigated and a report is written on the cause of the failure. This is not so in the computer industry where failures are covered up, ignored, and/or rationalized. As a result, we keep making the same mistakes over and over again.

Consequently the focus of this latest research project at The Standish Group has been to identify:

- The scope of software project failures
- The major factors that cause software projects to fail

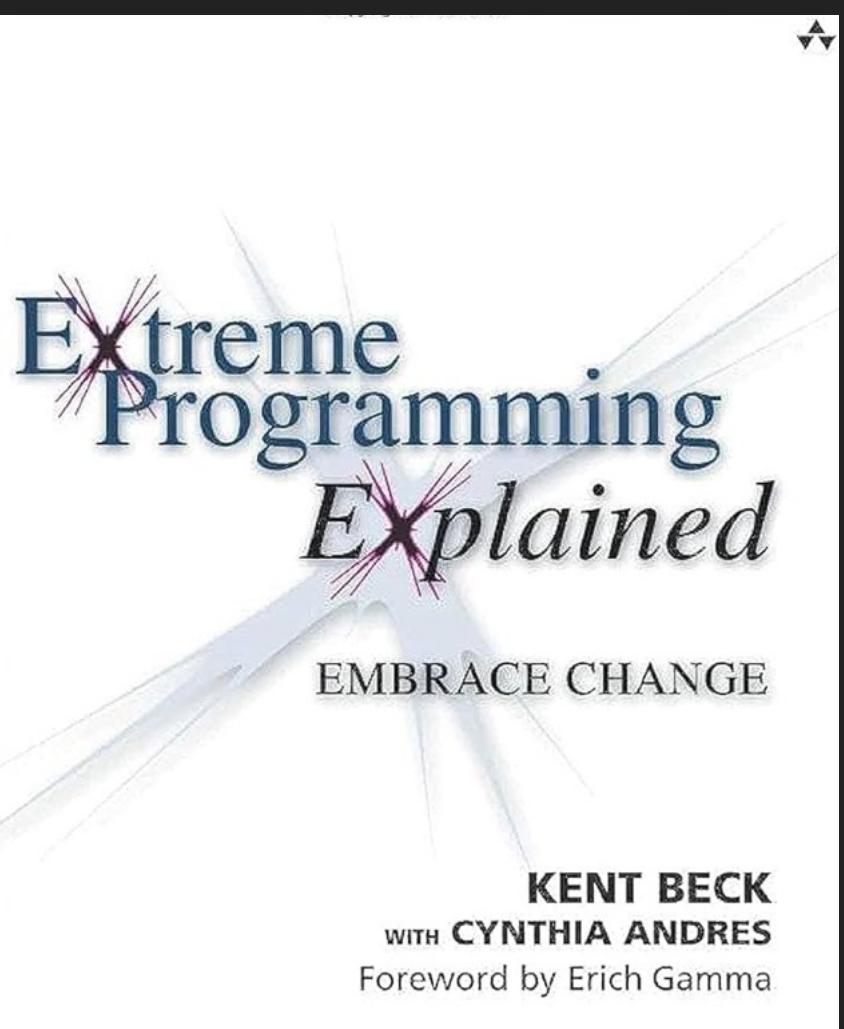
SCRUM Development Process

Ken Schwaber

*Advanced Development Methods
131 Middlesex Turnpike Burlington, MA 01803
email virman@aol.com Fax: (617) 272-0555*

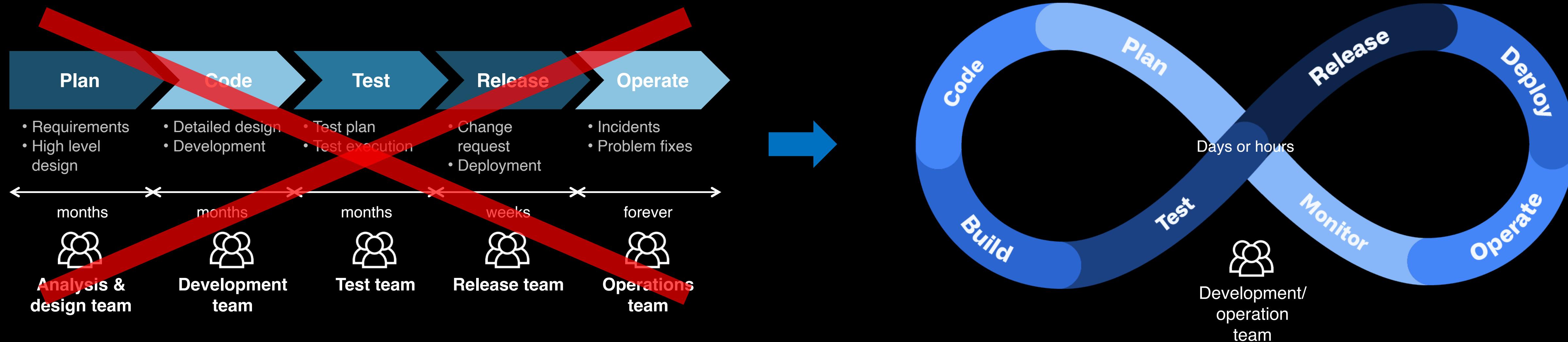
ABSTRACT. The stated, accepted philosophy for systems development is that the development process is a well understood approach that can be planned, estimated, and successfully completed. This has proven incorrect in practice. SCRUM assumes that the systems development process is an unpredictable, complicated process that can only be roughly described as an overall progression. SCRUM defines the systems development process as a loose set of activities that combines known, workable tools and techniques with the best that a development team can devise to build systems. Since these activities are loose, controls to manage the process and inherent risk are used. SCRUM is an enhancement of the commonly used iterative/incremental object-oriented development cycle.

KEY WORDS: SCRUM SEI Capability-Maturity-Model Process Empirical



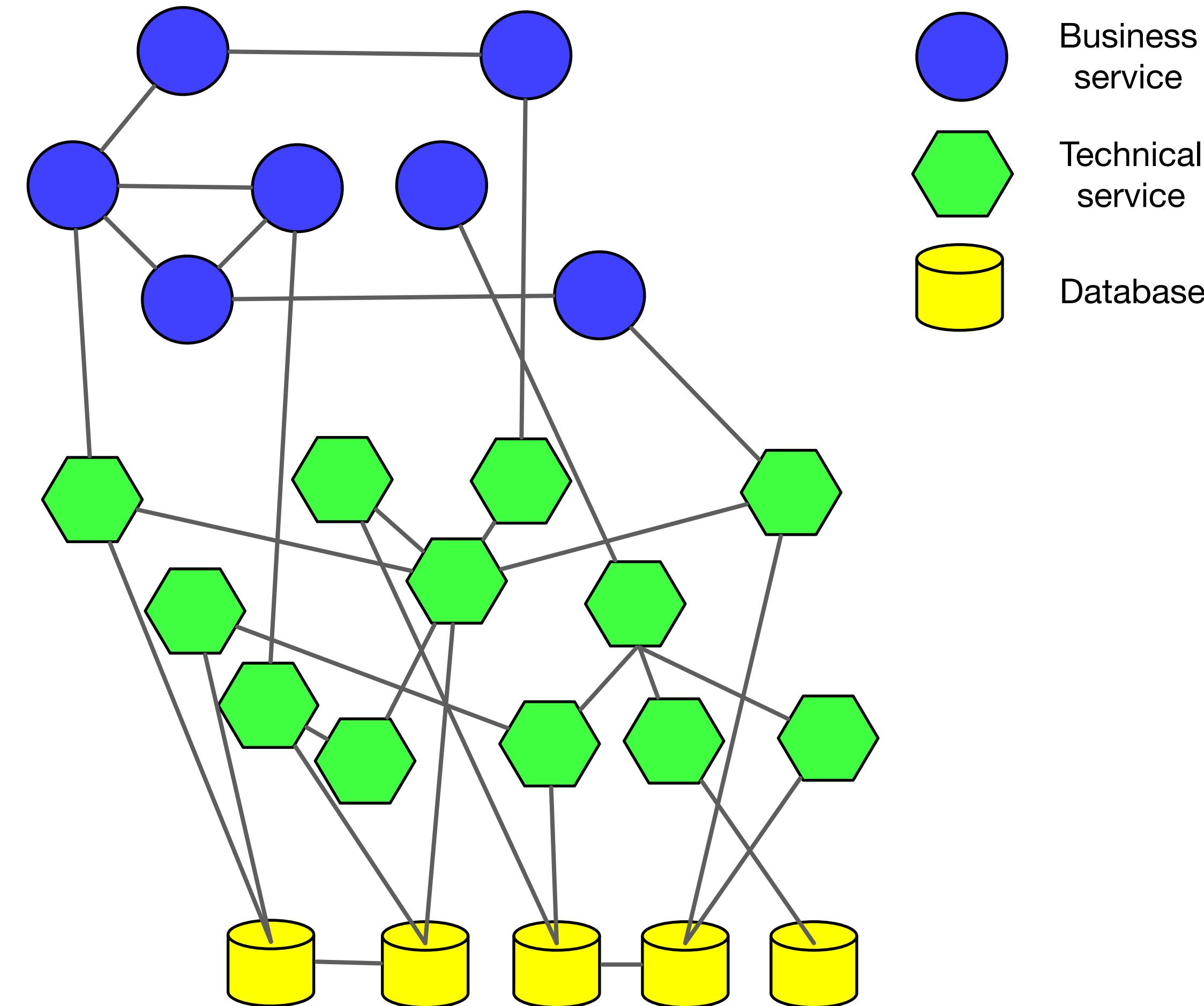
Software ate the world

A paradigm shift happened in software development

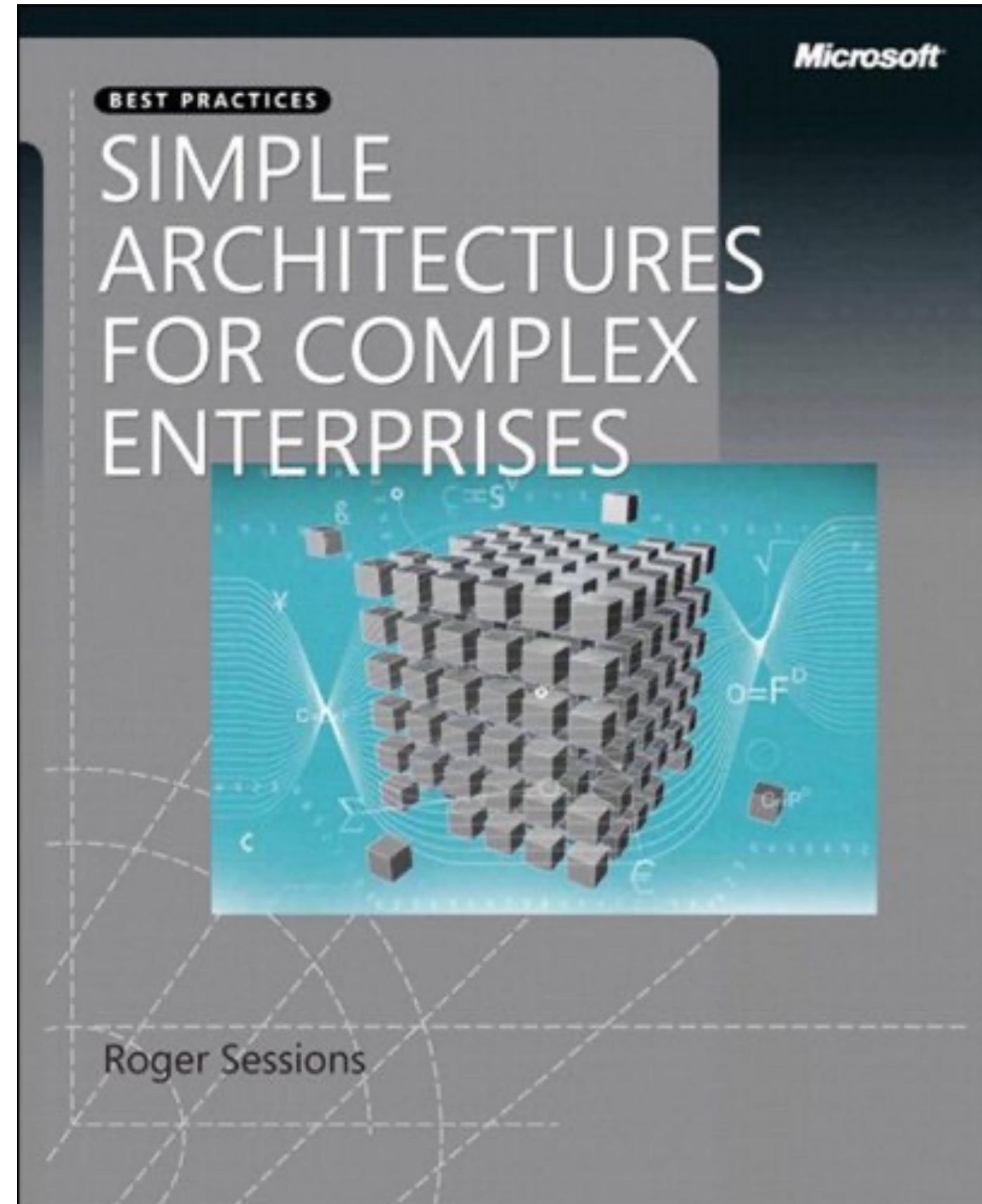


Not everyone noticed

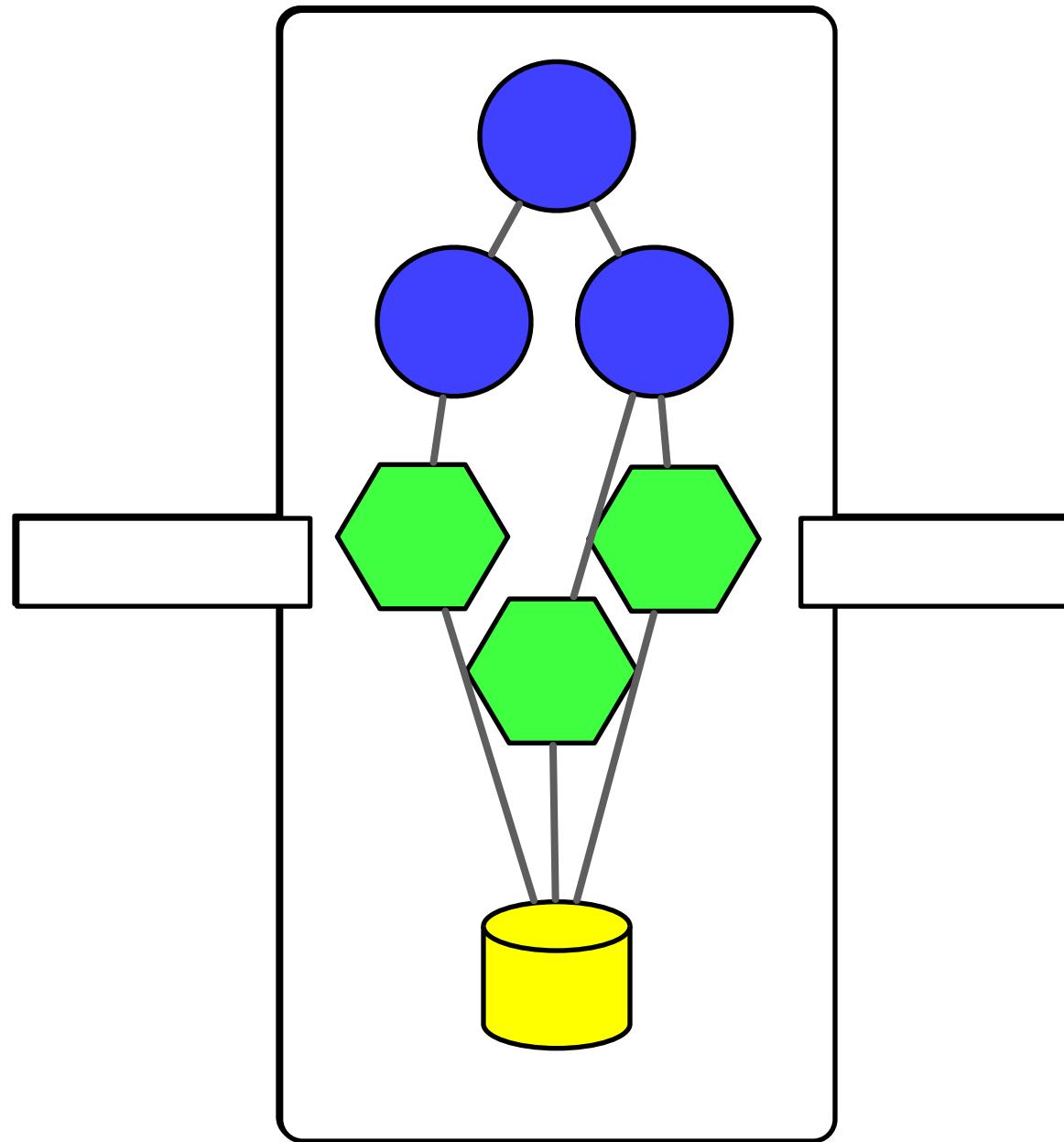
Complexity in the existing (“legacy”) system landscape started to dominate the pace of change



Patterns were documented to manage complexity but not everyone used them. They still don't.



2008



Autonomous
business
capability

1. Autonomy
2. Explicit boundaries
3. Partitioning of functionality
4. Dependencies defined by functionality
5. Asynchronicity [by default]
6. Partitioning of data
7. No cross-fortress transactions
8. Single point security
9. Inside trust
- 10. Keep it simple**

Our problems are similar but different to those in the 1990s

1990s

Civil engineering processes are the best way to deliver any software change

2020s

The enterprise software landscape is so complex we need to use project management techniques to coordinate multiple teams for simple features



An organization that lacks a viable program in enterprise architecture will pay a severe cost in IT complexity.

Complexity is the enemy.

Enterprise Architecture is the solution.

The only solution.

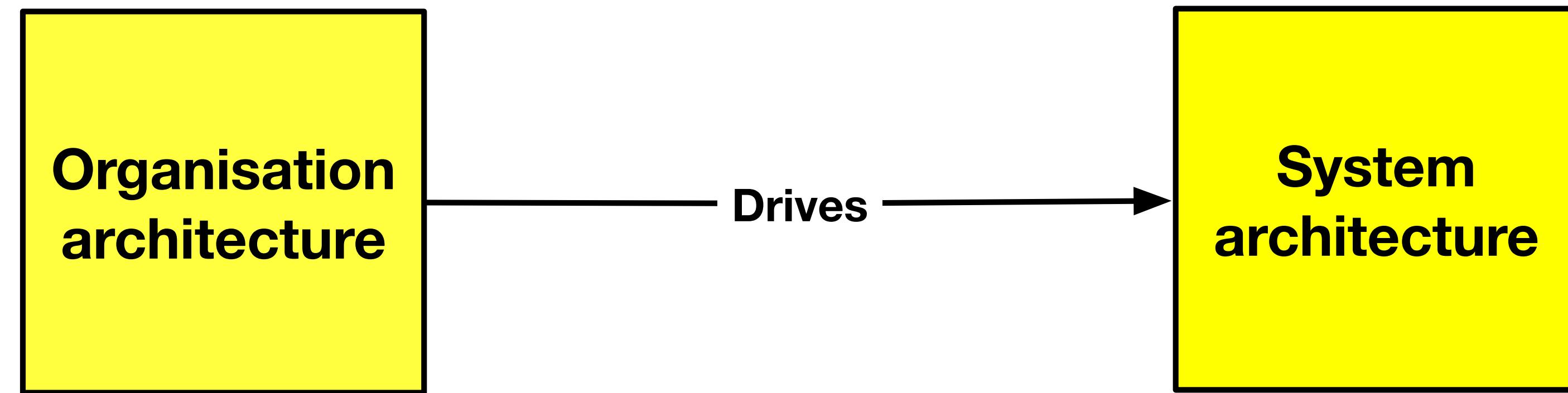
Roger Sessions, 2008



A

Aligning Value,
People and
Technology

Conway's law (very roughly)



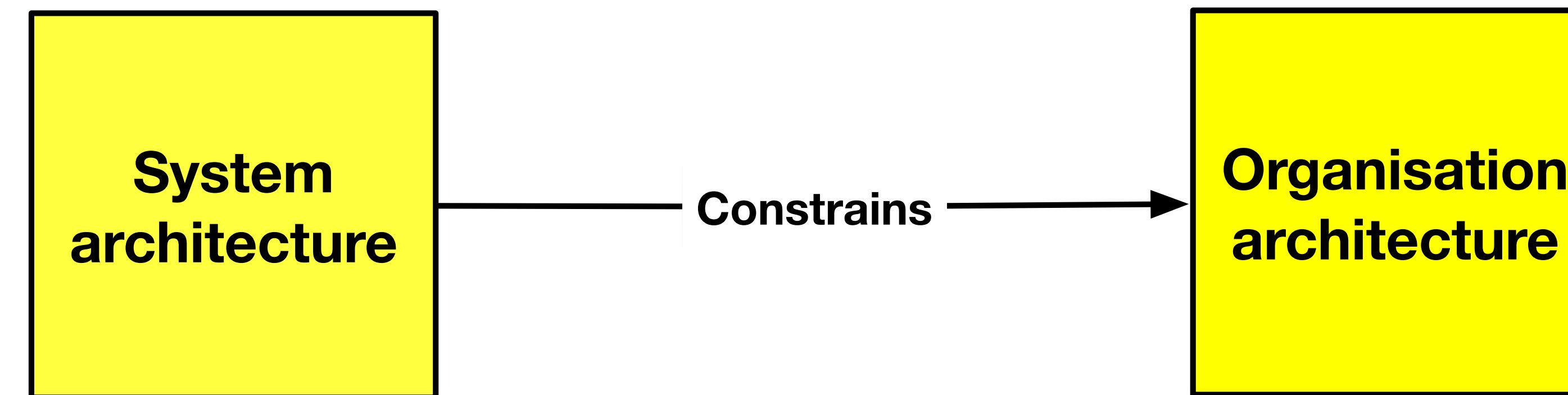
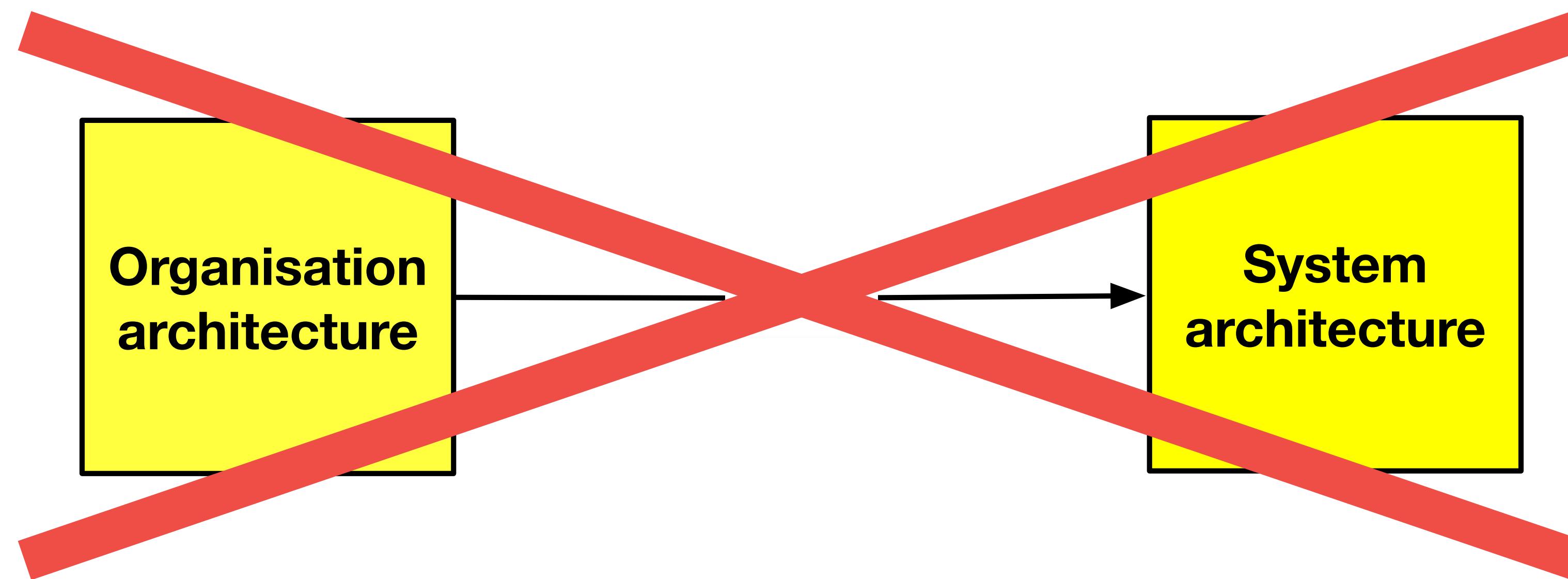
If the architecture of the system and the architecture of the organization are at odds, the architecture of the organization wins.

Ruth Malan, 2008

BUT!

Where all hell really breaks loose is when management decides to reorganise things.
... if you try to change the organisation, the software won't let it happen.

Allan Kelly, 2018



???

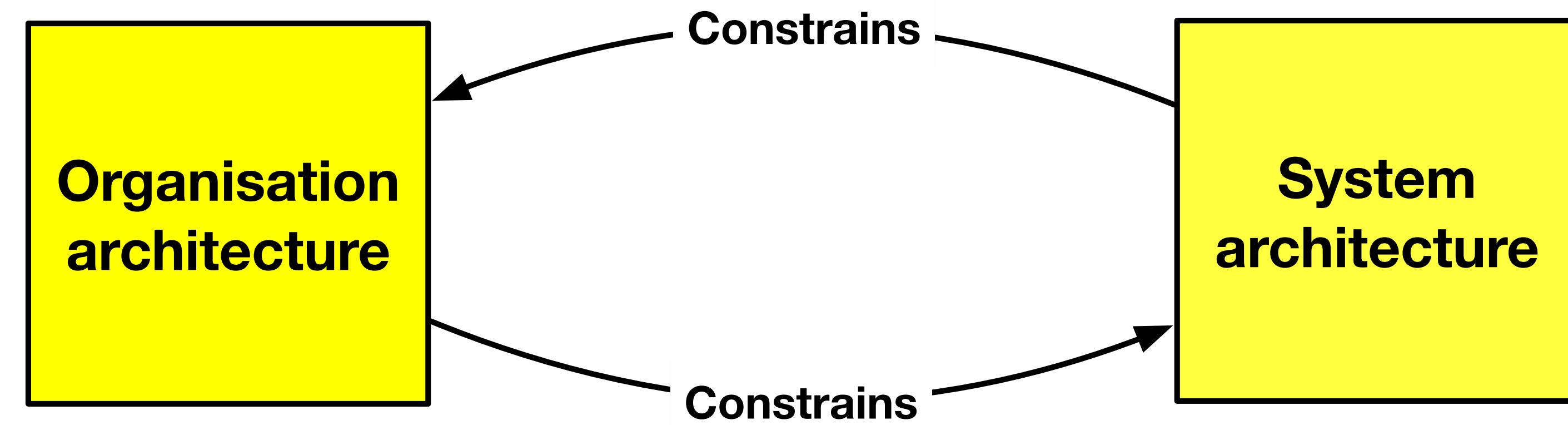


We shape our
buildings;
thereafter they shape
us

Winston Churchill, 1943

We shape our architecture and then the
architecture shapes us

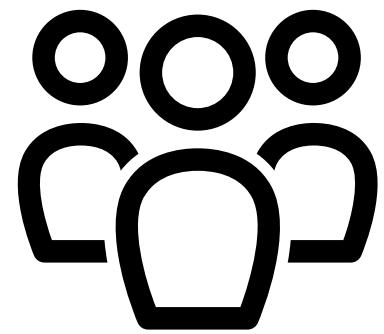
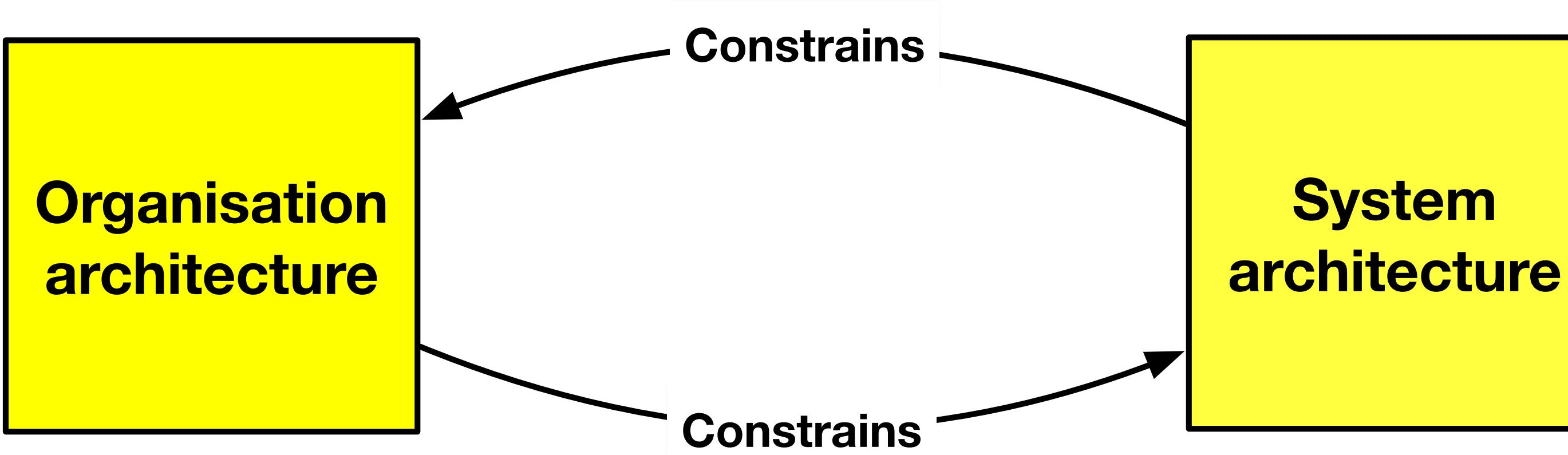
Gene Kim, 2022



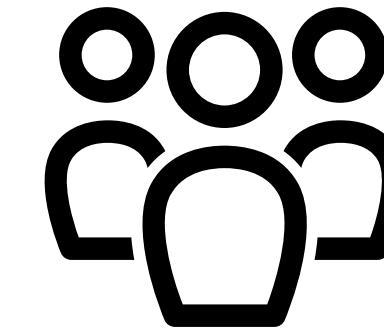
System architects (who we call architects) and business/organization architects (who we call managers) should not work as if one has no impact on the other.

Ruth Malan, 2008

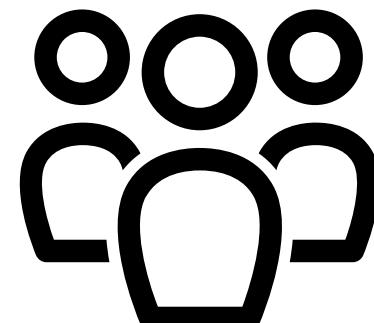
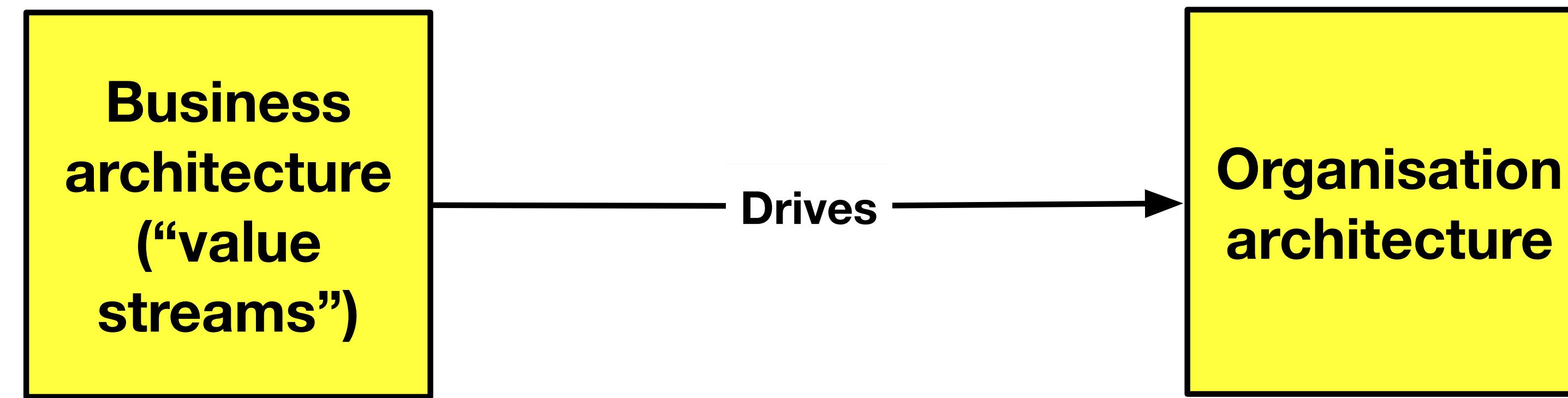
<https://web.archive.org/web/20221205155201/https://ruthmalan.com/traceinthesand/conwayslaw.htm>



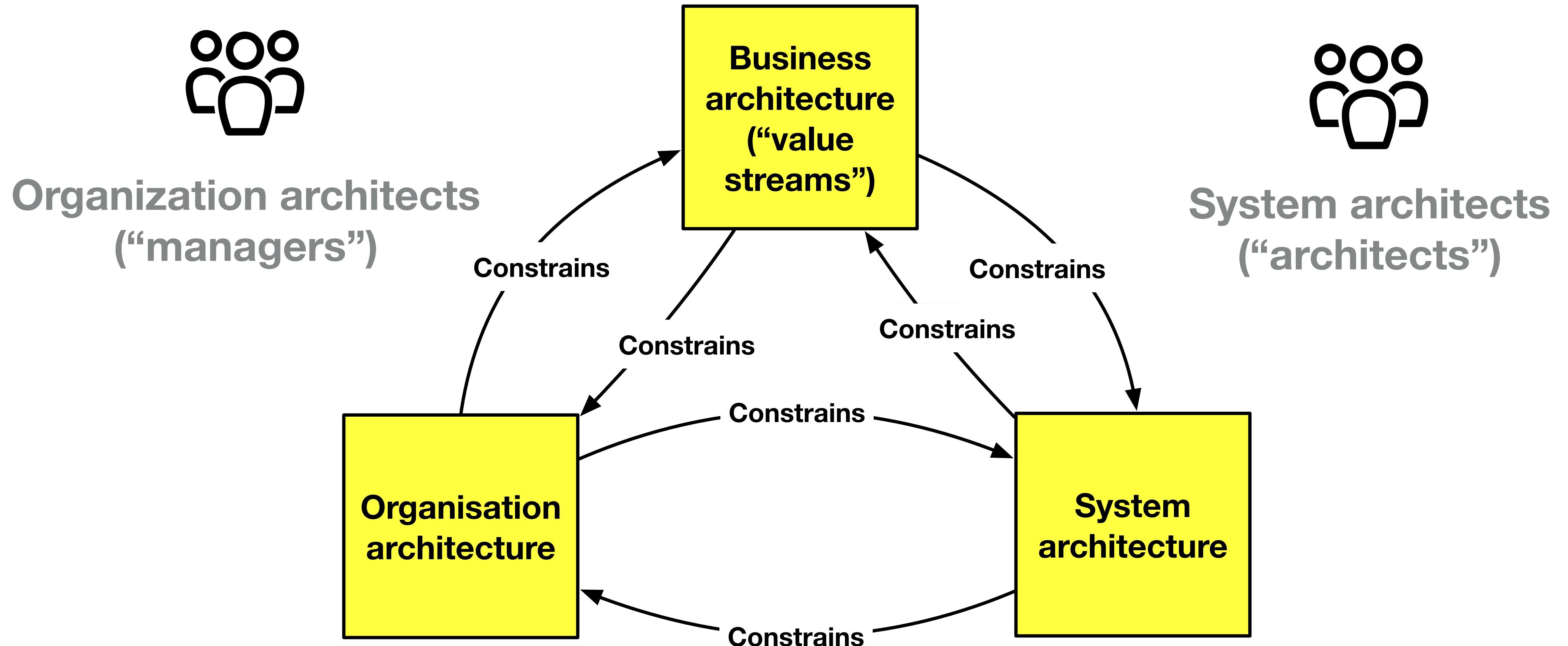
Organization architects
("managers")



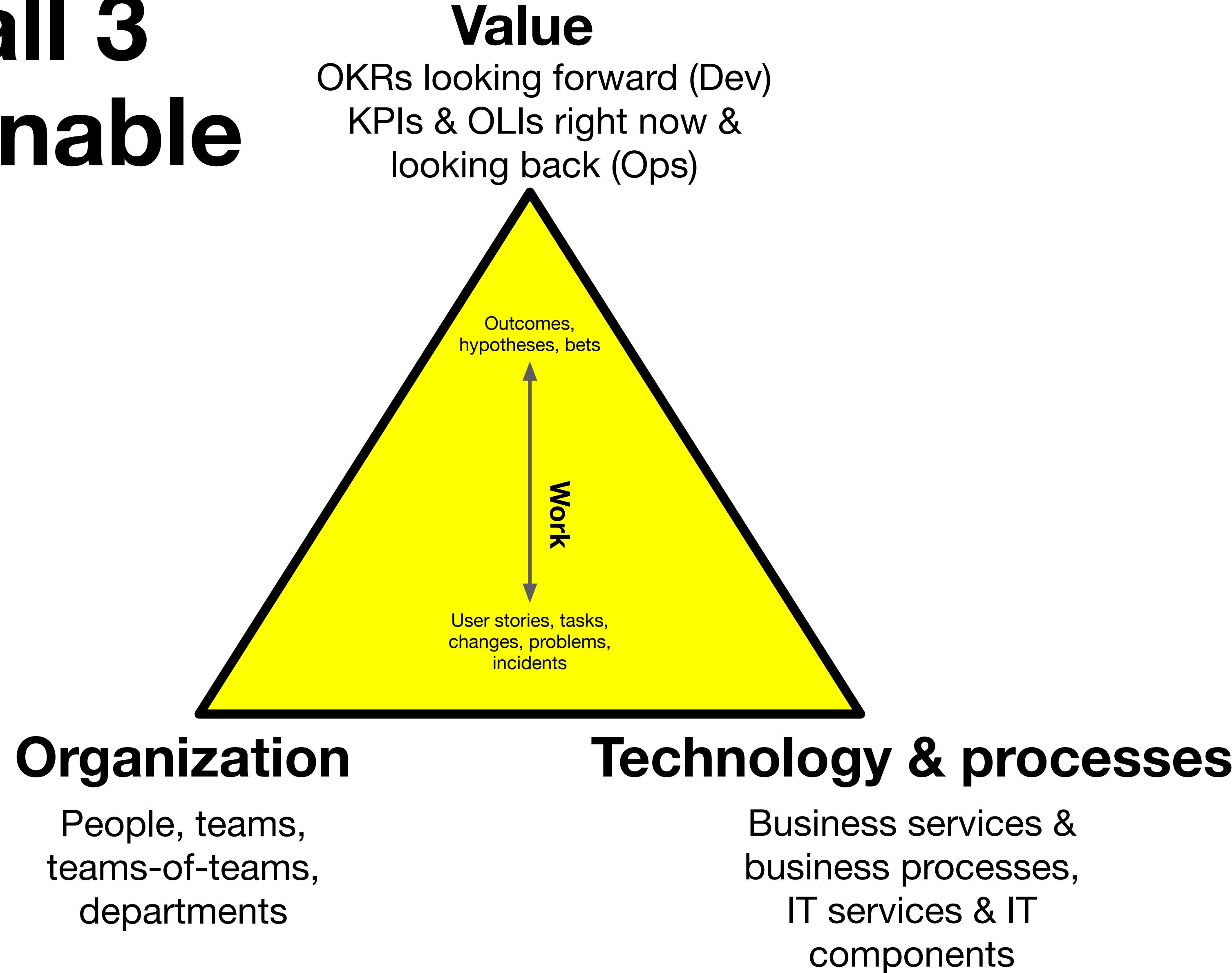
System architects
("architects")



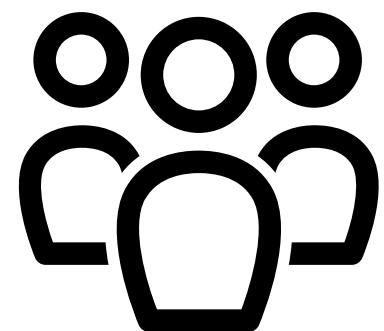
Organization architects
("managers")



Aligning all 3 for sustainable flow

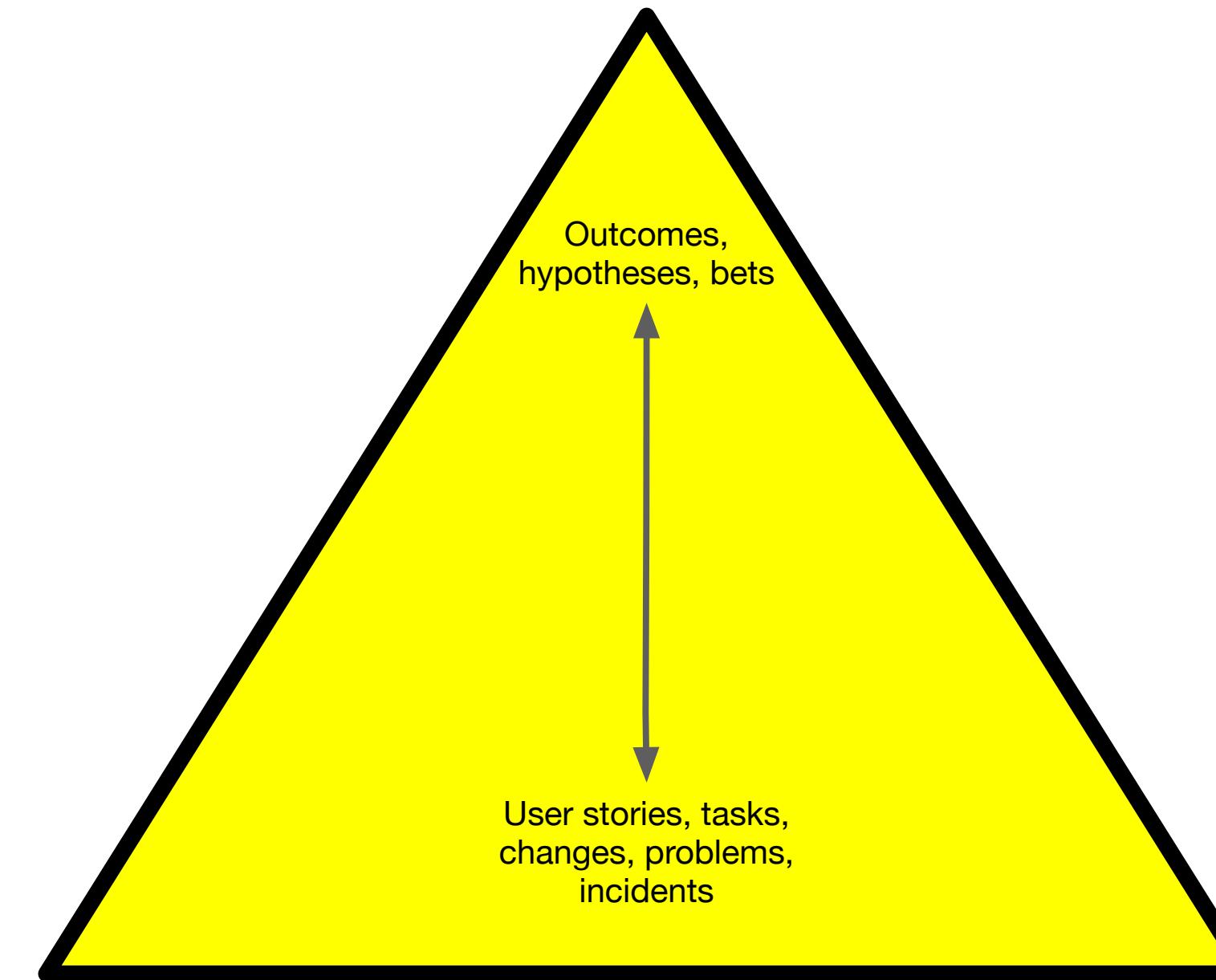


Level 0: an ideal 2-pizza stream-aligned team



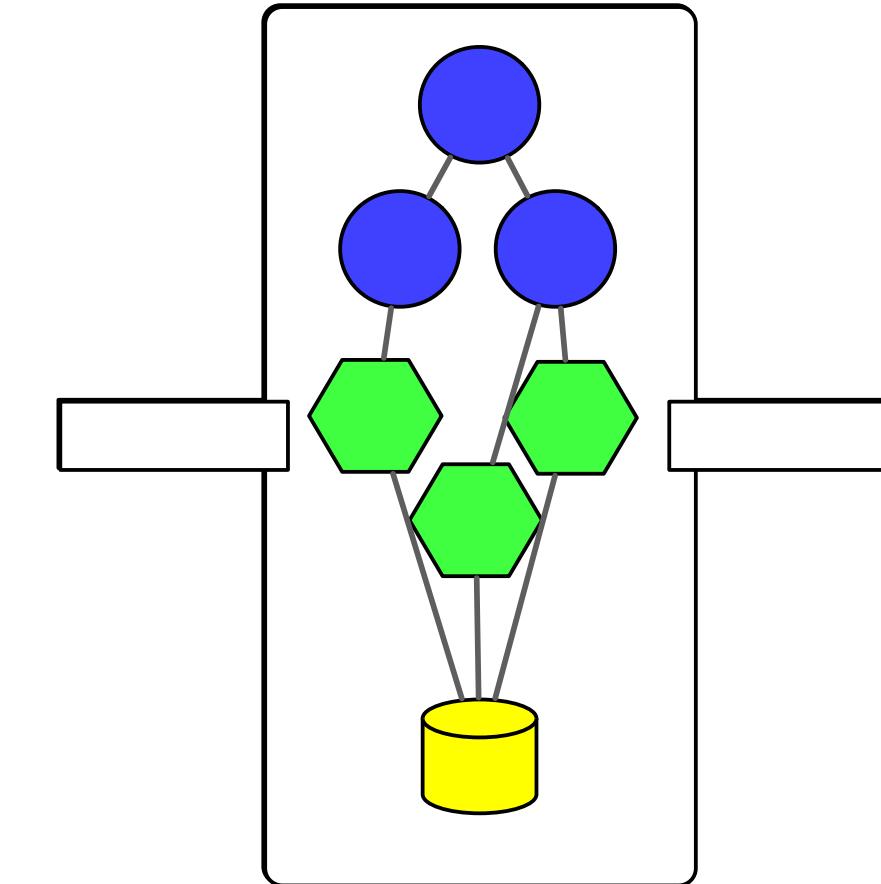
2 pizza team
- <?20 people

Full stack, full lifecycle, full burrito, T-shaped people - YBIYRI Self-organizing



Value

OKRs looking forward (Dev)
KPIs & OIs right now & looking back (Ops)



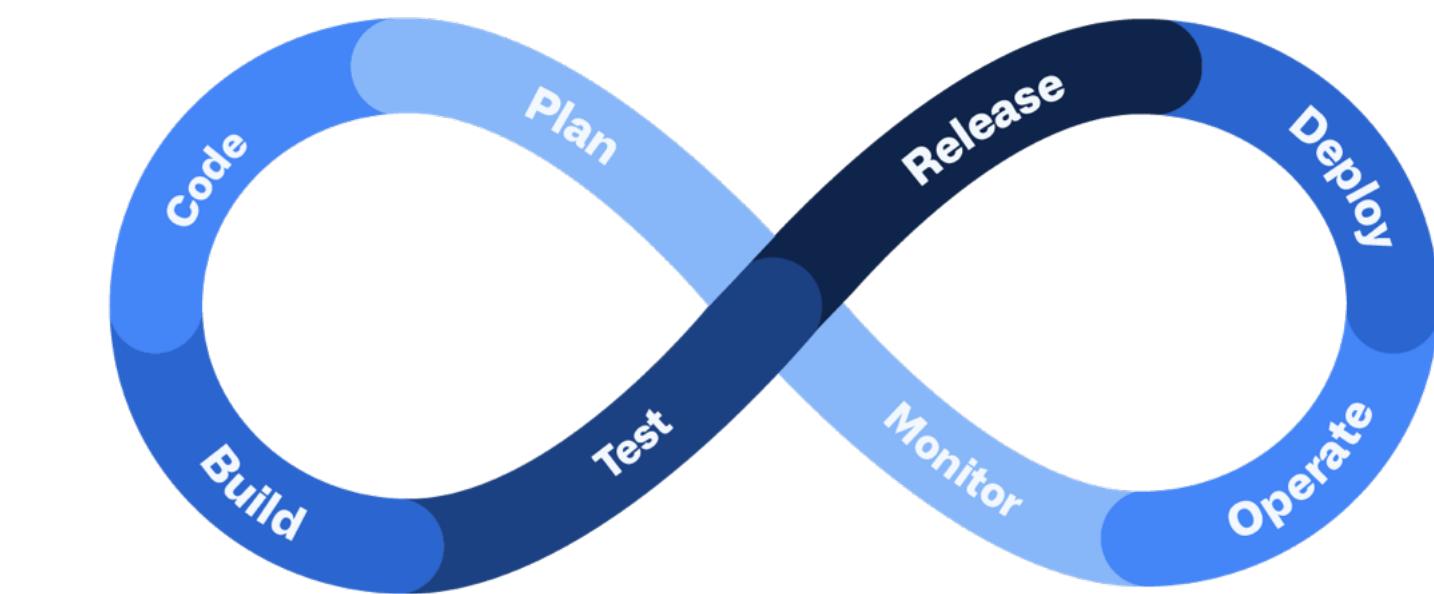
Software that fits inside the team's head

DDD

Eventually consistent

Independently deployable & testable

“Monolith vs Microservice is missing the point”
Emergent design & evolutionary* architecture



Who Needs an Architect?

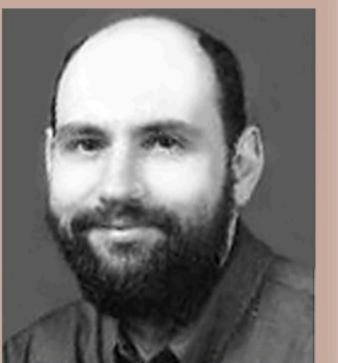
Martin Fowler

Wandering down our corridor a while ago, I saw my colleague Dave Rice in a particularly grumpy mood. My brief question caused a violent statement, "We shouldn't interview anyone who has 'architect' on his resume." At first blush, this was an odd turn of phrase, because we usually introduce Dave as one of our leading architects.

The reason for his title schizophrenia is the fact that, even by our industry's standards, "architect" and "architecture" are terribly overloaded words. For many, the term "software architect" fits perfectly with the smug controlling image at the end of *Matrix Reloaded*. Yet even in firms that have the greatest contempt for that image, there's a vital role for the technical leadership that an architect such as Dave plays.

What is architecture?

When I was fretting over the title for *Patterns of Enterprise Application Architecture* (Addison-Wesley, 2002), everyone who reviewed it agreed that "architecture" belonged in the title. Yet we all felt uncomfortable defining the word. Because it was my book, I felt compelled to take a stab at defining it.



chitect.) However, as so often occurs, inside the blighted cynicism is a pinch of truth. Understanding came to me after reading a posting from Ralph Johnson on the Extreme Programming mailing list. It's so good I'll quote it all. A previous posting said

The RUP, working off the IEEE definition, defines architecture as "the highest level concept of a system in its environment. The architecture of a software system (at a given point in time) is its organization or structure of significant components interacting through interfaces, those components being composed of successively smaller components and interfaces."

Johnson responded:

I was a reviewer on the IEEE standard that used that, and I argued uselessly that this was clearly a completely bogus definition. There is no highest level concept of a system. Customers have a different concept than developers. Customers do not care at all about the structure of significant components. So, perhaps an architecture is the highest level concept that developers have of a system in its environment. Let's forget the developers who just understand their little piece. Architecture is the highest level concept of the expert developers. What makes a component

Is Design Dead?

For many that come briefly into contact with Extreme Programming, it seems that XP calls for the death of software design. Not just is much design activity ridiculed as "Big Up Front Design", but such design techniques as the UML, flexible frameworks, and even patterns are de-emphasized or downright ignored. In fact XP involves a lot of design, but does it in a different way than established software processes. XP has rejuvenated the notion of evolutionary design with practices that allow evolution to become a viable design strategy. It also provides new challenges and skills as designers need to learn how to do a simple design, how to use refactoring to keep a design clean, and how to use patterns in an evolutionary style.

May 2004



Martin Fowler

POPULAR

DESIGN

AGILE

EXTREME PROGRAMMING

EVOLUTIONARY DESIGN

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[What on Earth is Simplicity Anyway](#)

[Does Refactoring Violate YAGNI?](#)

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[Growing an Architecture](#)

[UML and XP](#)

[On Metaphor](#)

[Do you wanna be an Architect when you grow up?](#)

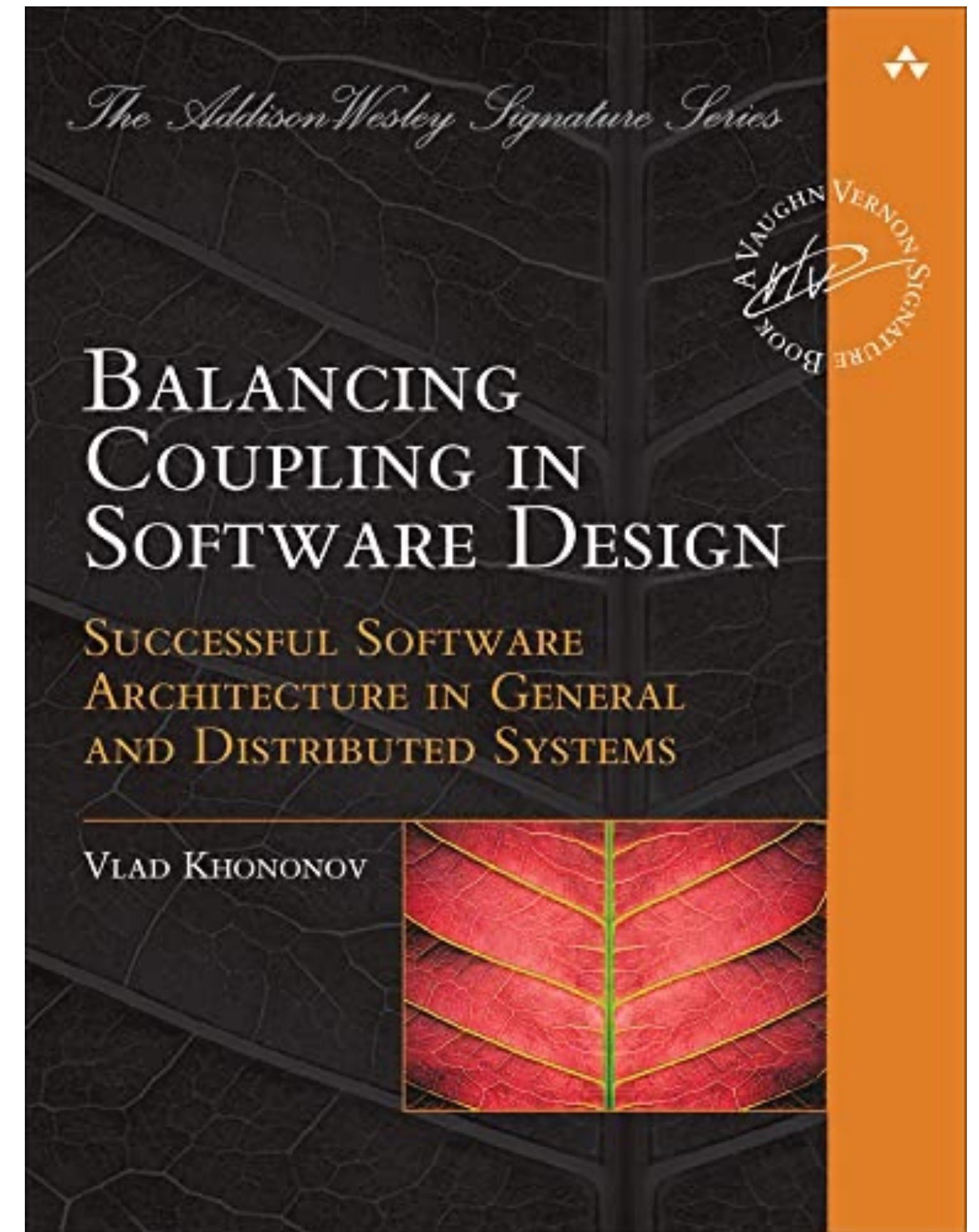
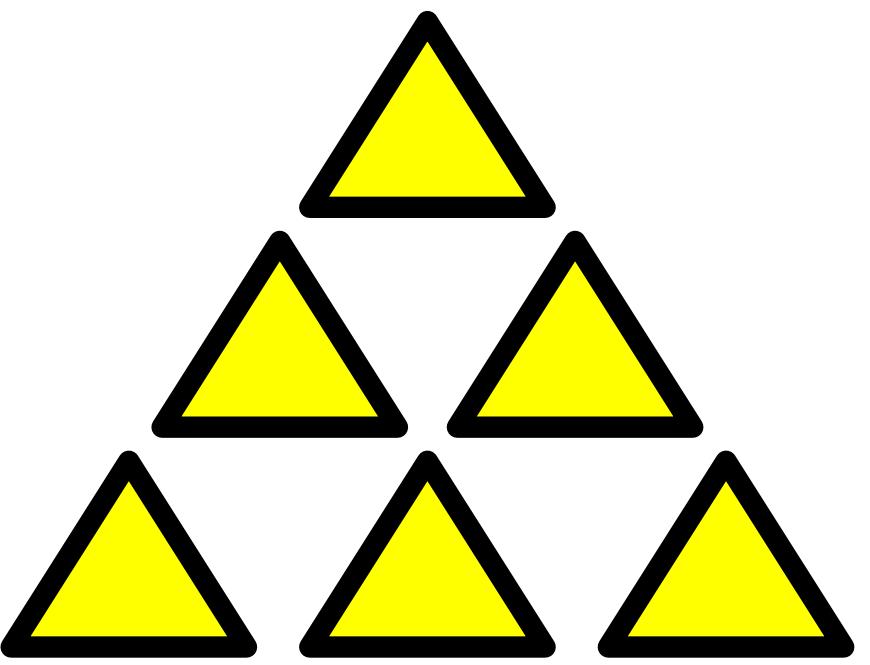
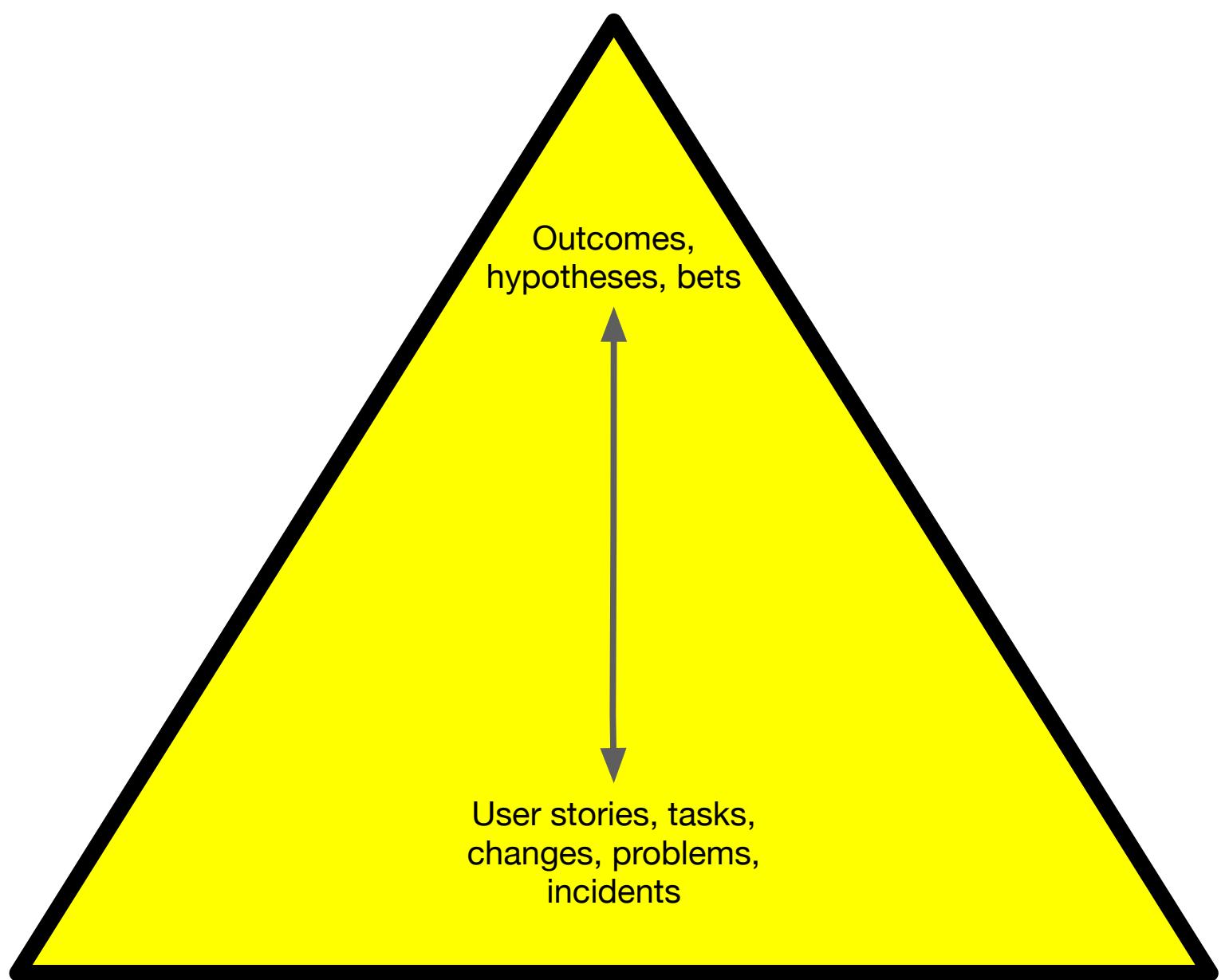
[Reversibility](#)

[The Will to Design](#)

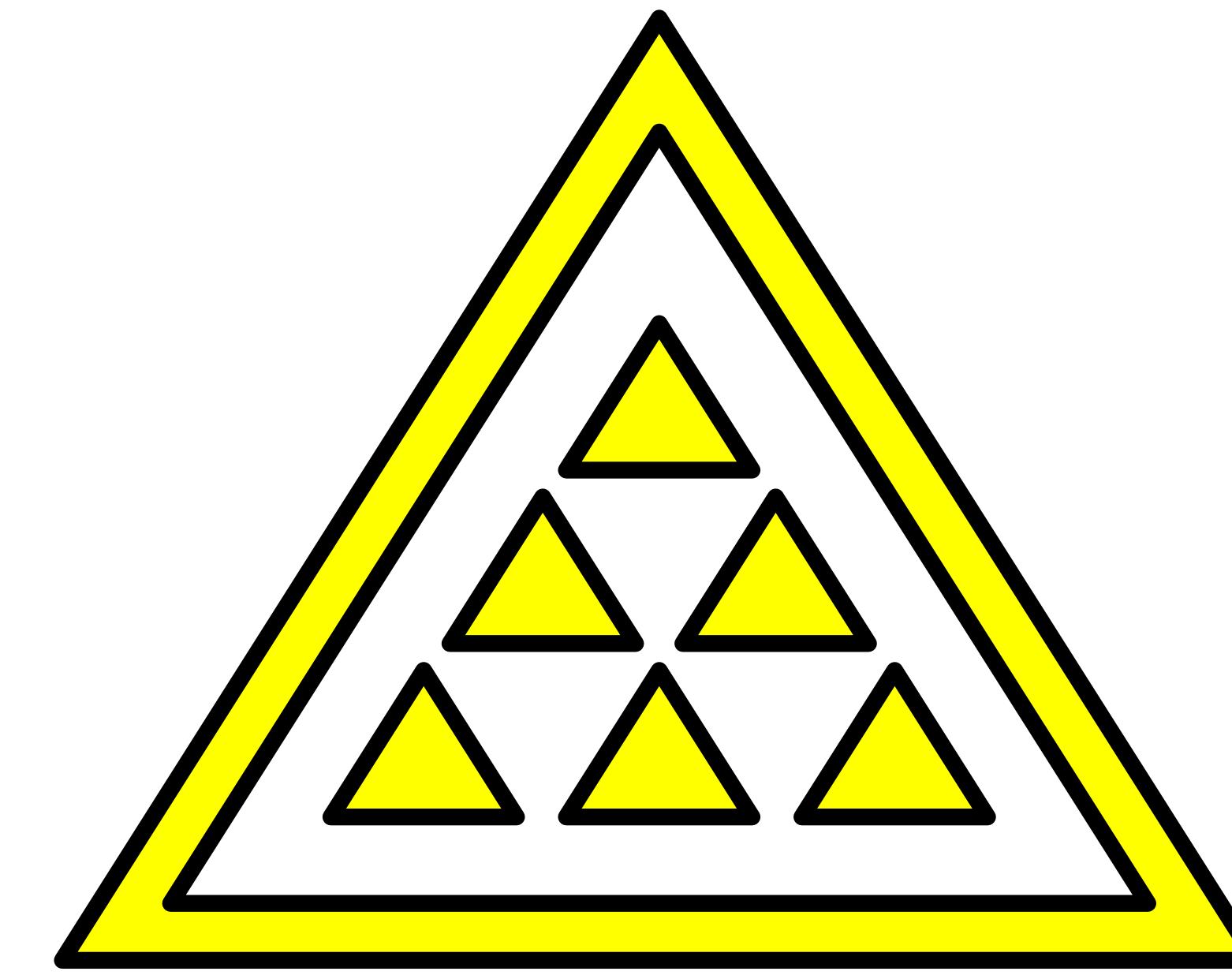
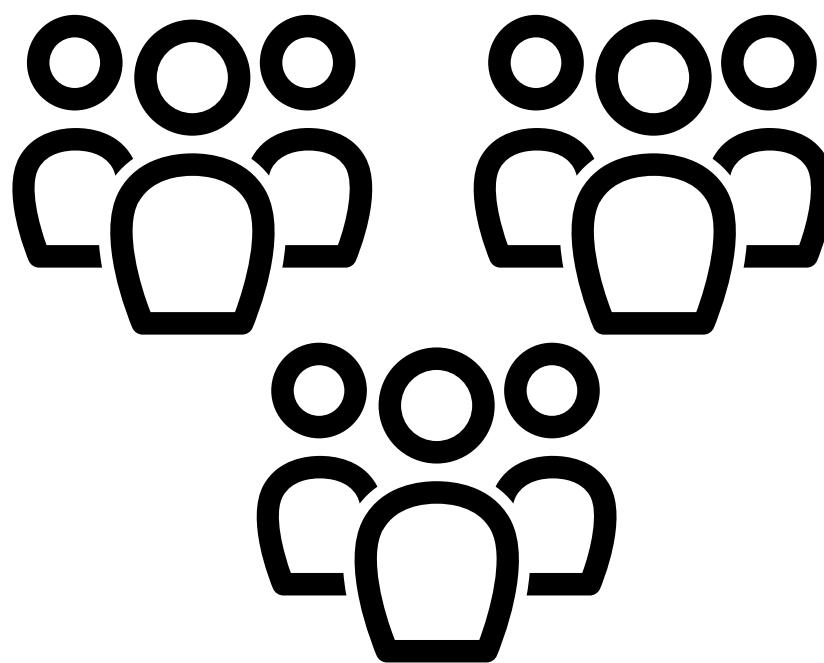
[Things that are difficult to refactor in](#)

[Is Design Happening?](#)

[So is Design Dead?](#)



Level 1: an ideal team-of-teams



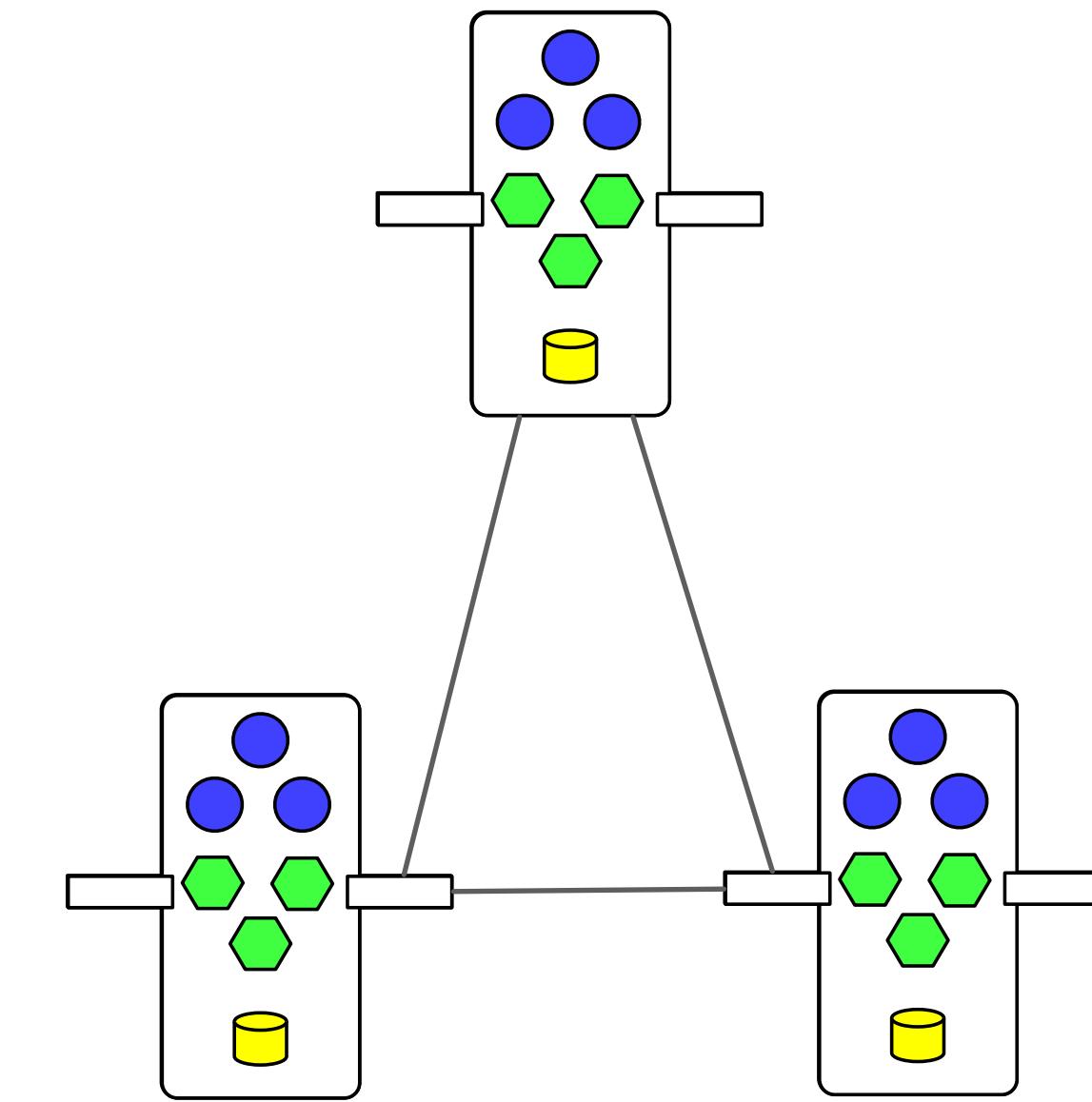
Team-of-teams
Dunbar number - <150

“Tribe”
Nested value
Self-organizing?

**System-of-systems & domain
that fits inside the team’s head**

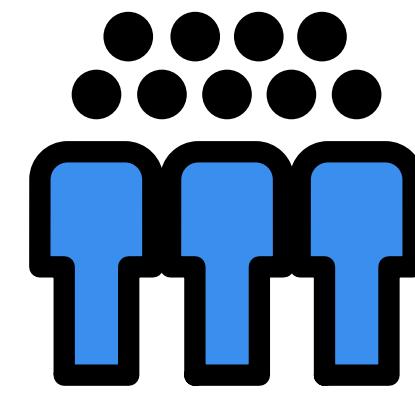
Nested DDD
Shared data model?
Eventually consistent
Each component independently deployable & testable

Value
OKRs looking forward (Dev)
KPIs & OLIs right now &
looking back (Ops)



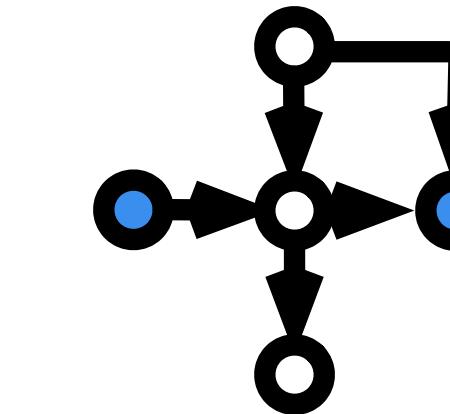
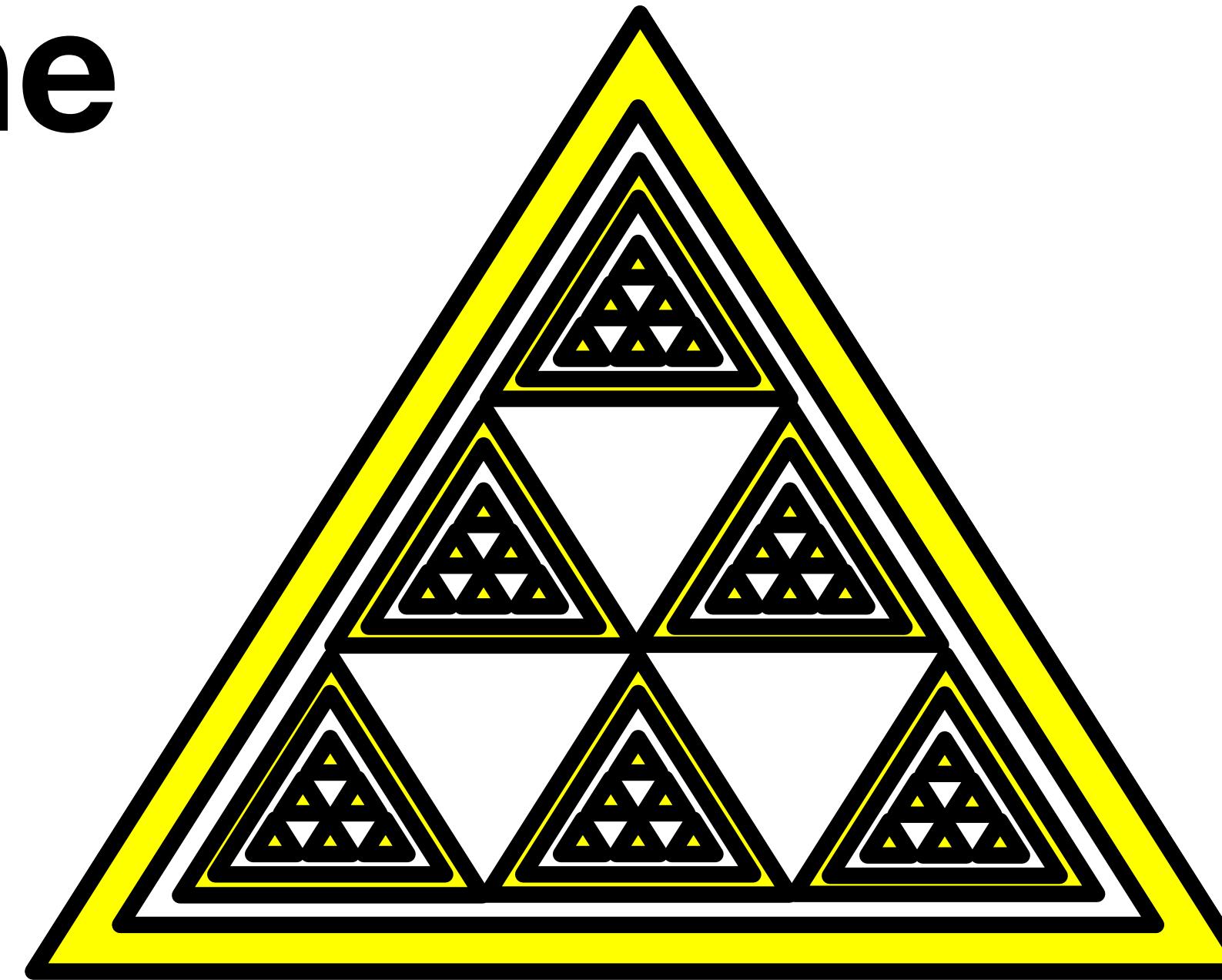
Level 2: an ideal business line

Value
OKRs looking forward (Dev)
KPIs & OLIs right now &
looking back (Ops)



Team-of-team-of-teams
1000–2000

Department /
business line
Nested value
Self-organizing???

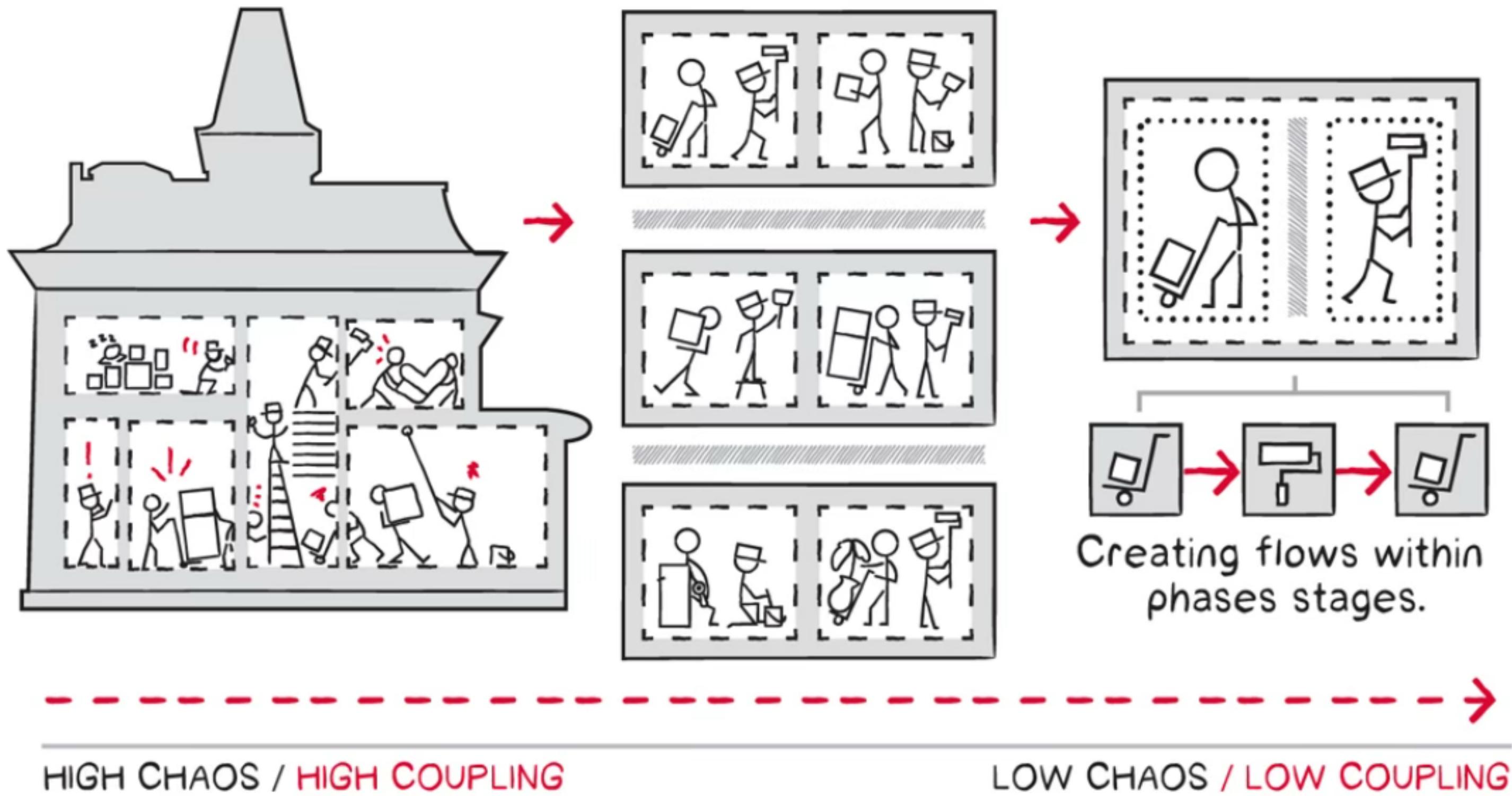


System-of-system-of-systems
Does this fit in anyone's head?

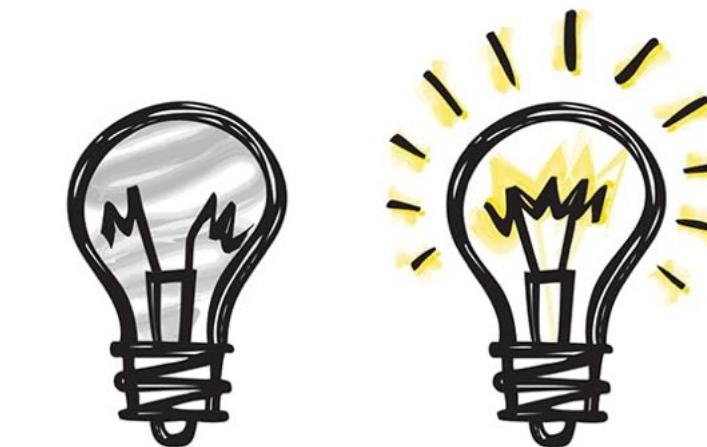
Further nested DDD
Minimally shared data model - just keys?
Eventually consistent between subdomains
Key paths and failure modes should be known

Simplification through modularity

LIBERATING OUR COLLECTIVE GREATNESS THROUGH
SLOWIFICATION, SIMPLIFICATION, AND AMPLIFICATION



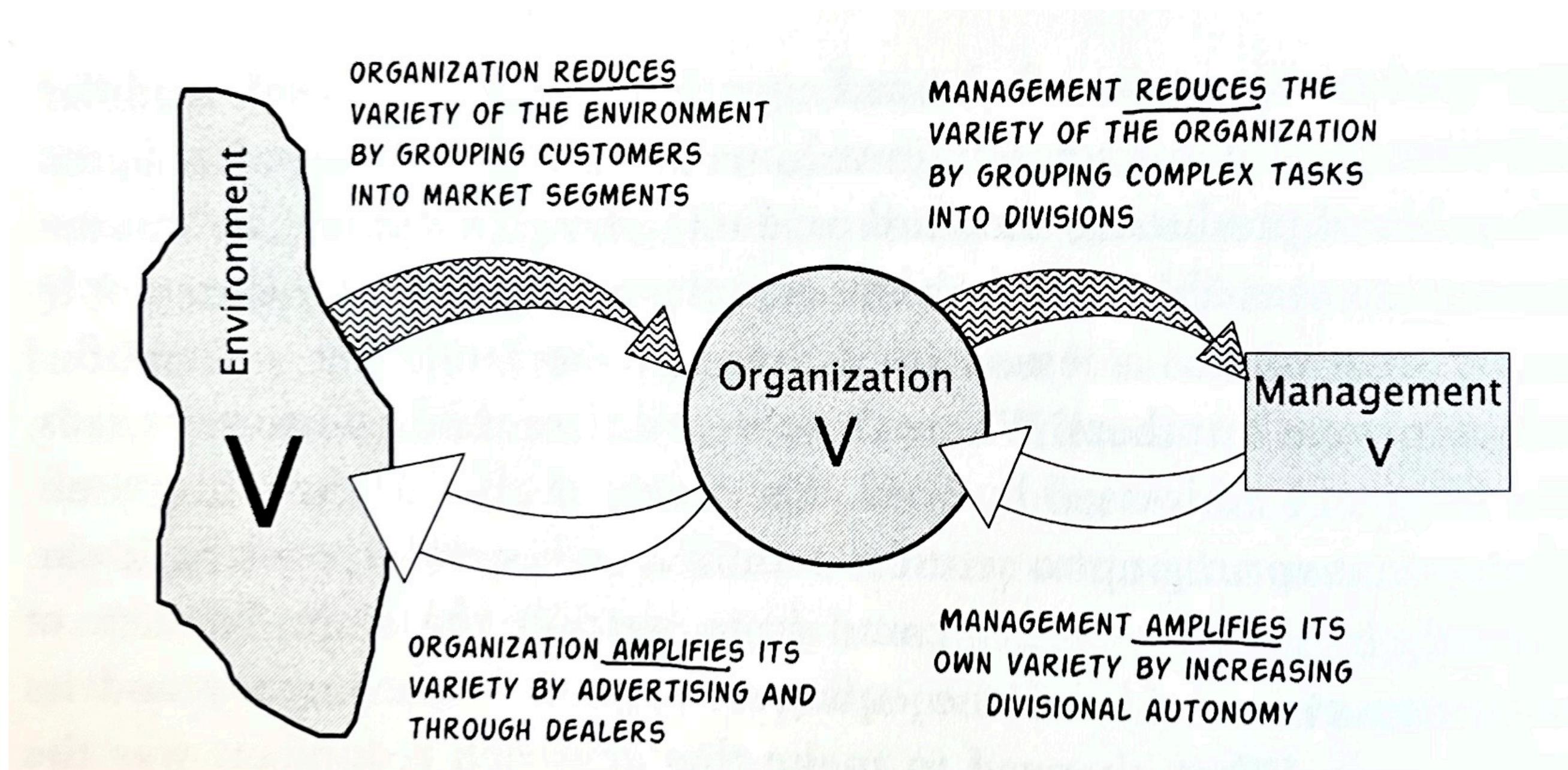
Wiring the Winning Organization



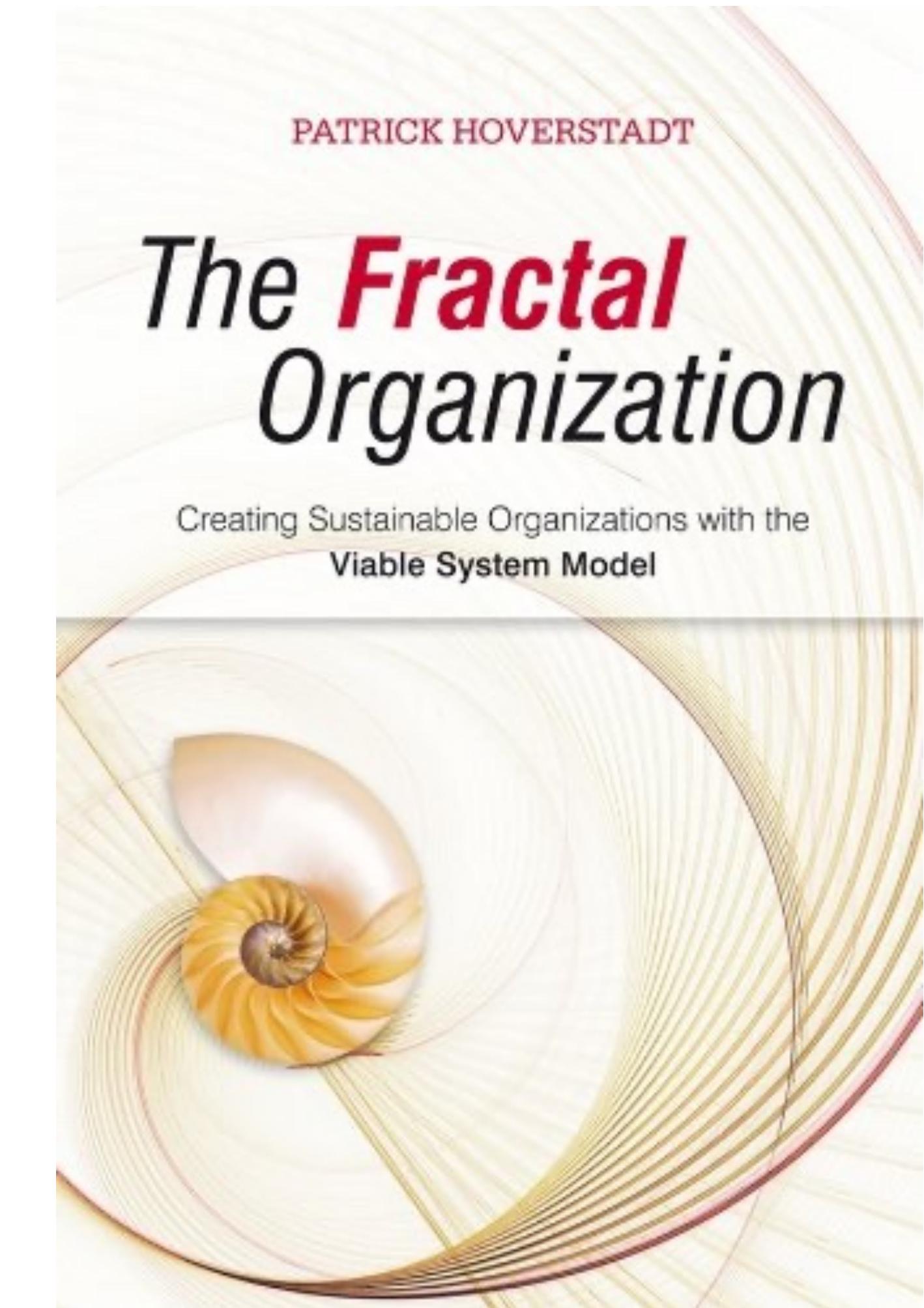
GENE KIM and
STEVEN J. SPEAR

*Foreword by ADM John Richardson, US Navy (Retired)
former Chief of Naval Operations*

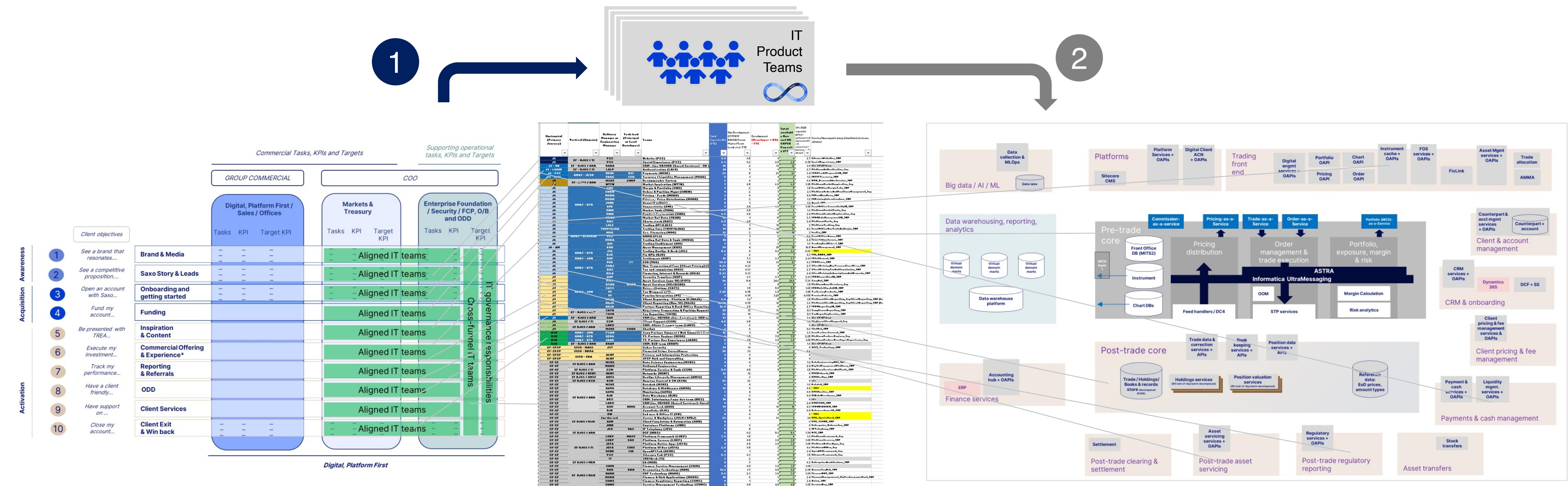
The fractal organisation



- Control theory & cybernetics
- Stafford Beer's Viable Systems Model
- Ashby's Law of Requisite Variety: “only variety can absorb variety”
- Attenuation and amplification

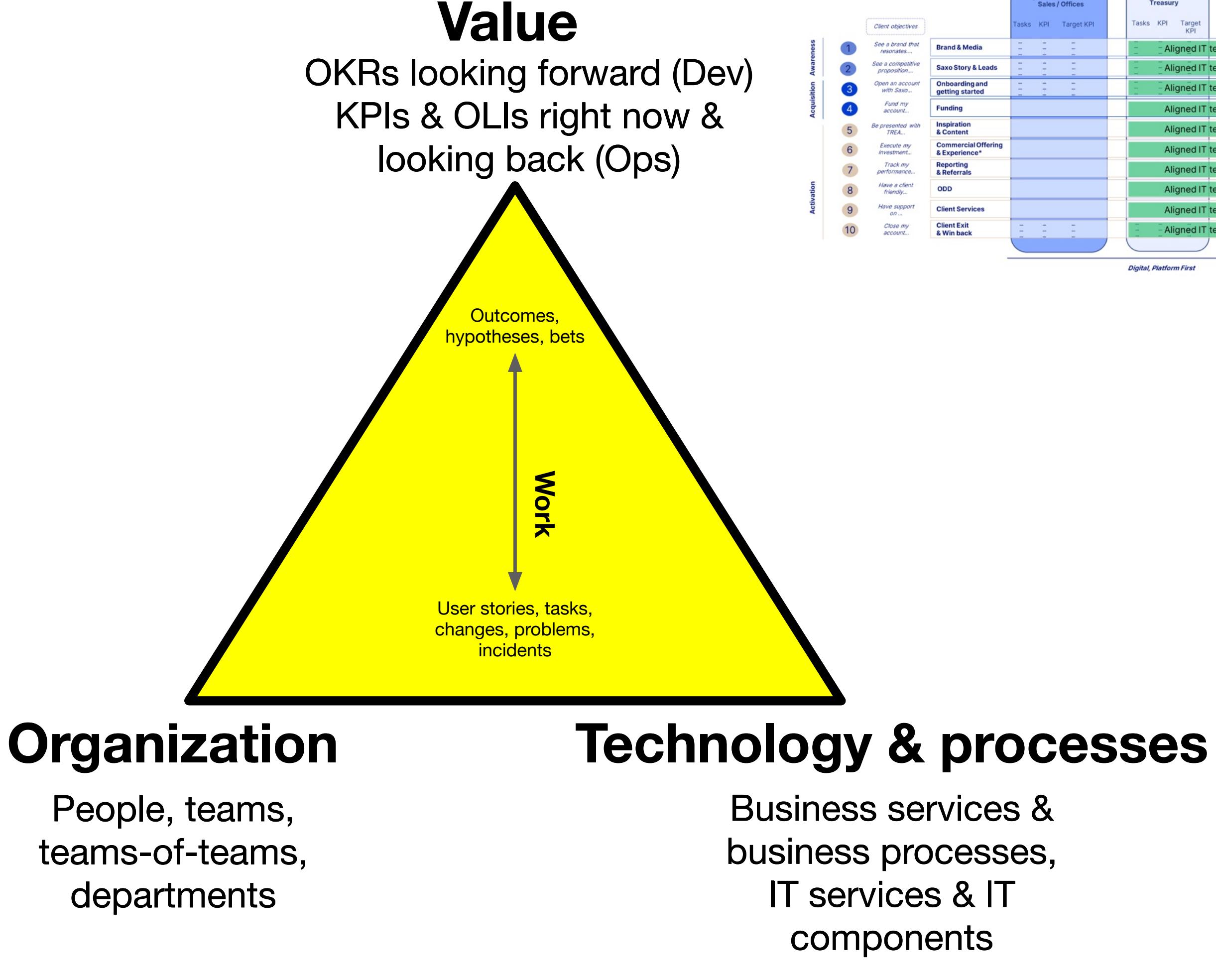


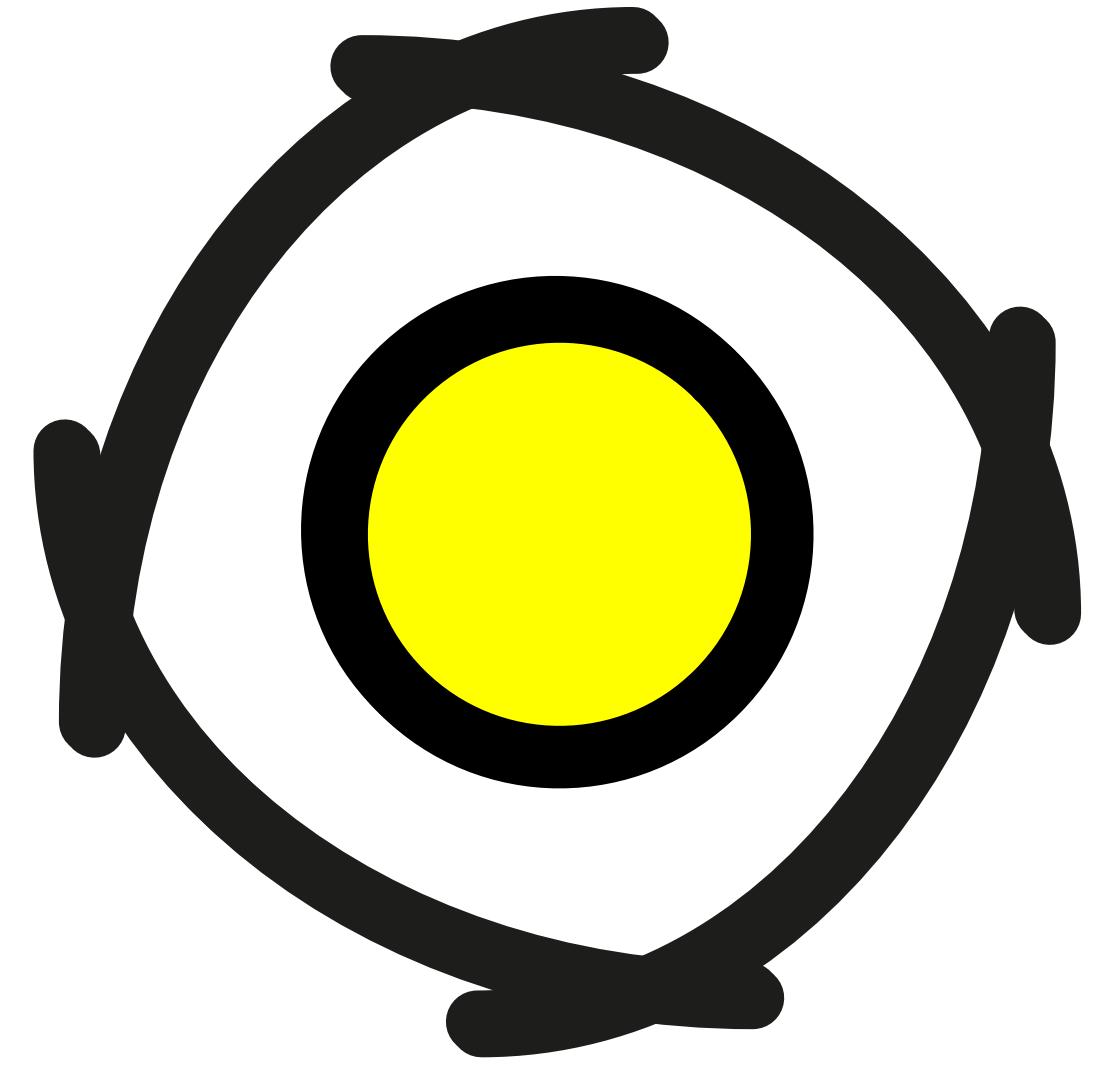
The fractal organisation at Saxo Bank



SAXO
BE INVESTED

The fractal organisation at Saxo Bank





B

Architecting for
Outcomes:
Better Value,
Sooner, Safer,
Happier

Antipattern: traditional EA outcomes

Standardisation

Consistency

Predictive planning

Cost reduction

These are
not the
outcomes
you're
looking for

Antipattern: “newer” EA outcomes

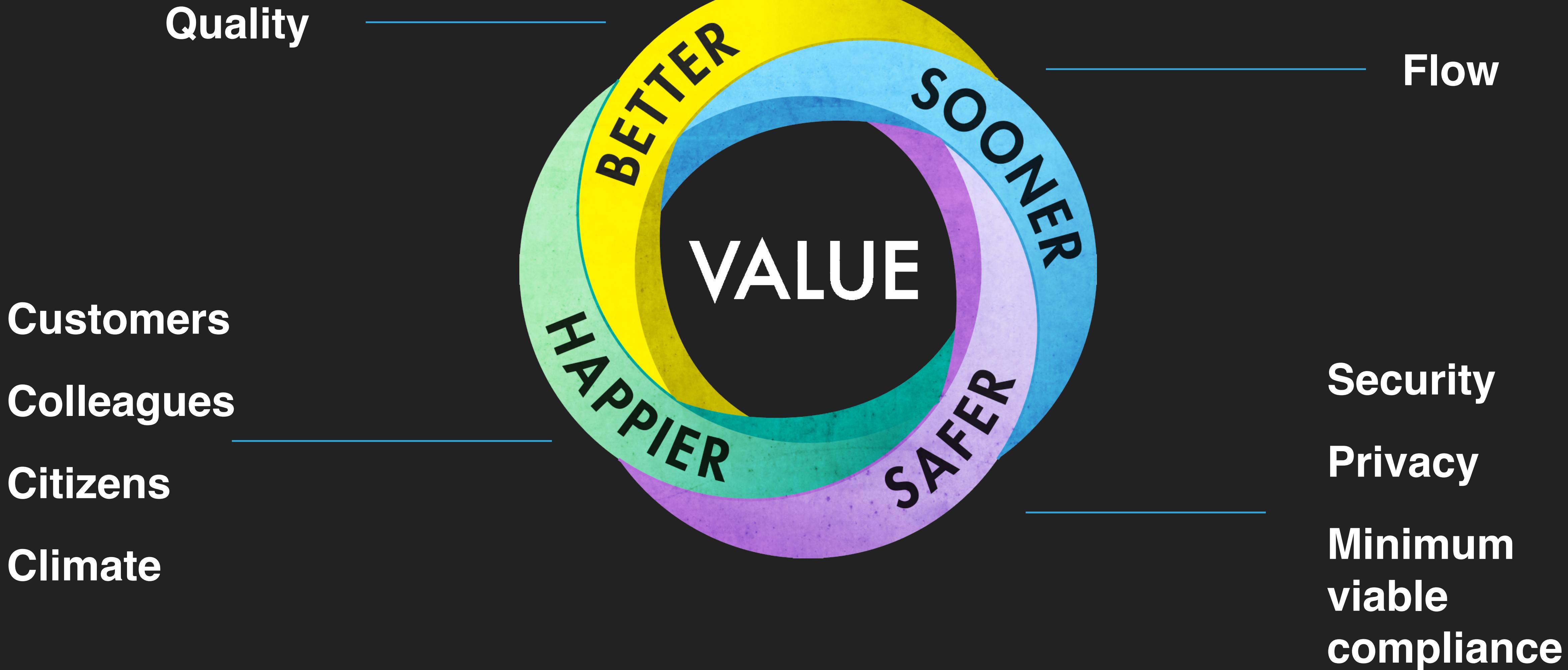
Cloud

Kubernetes

Microservices

These are
not the
outcomes
you’re
looking for

Pattern: align to business agility



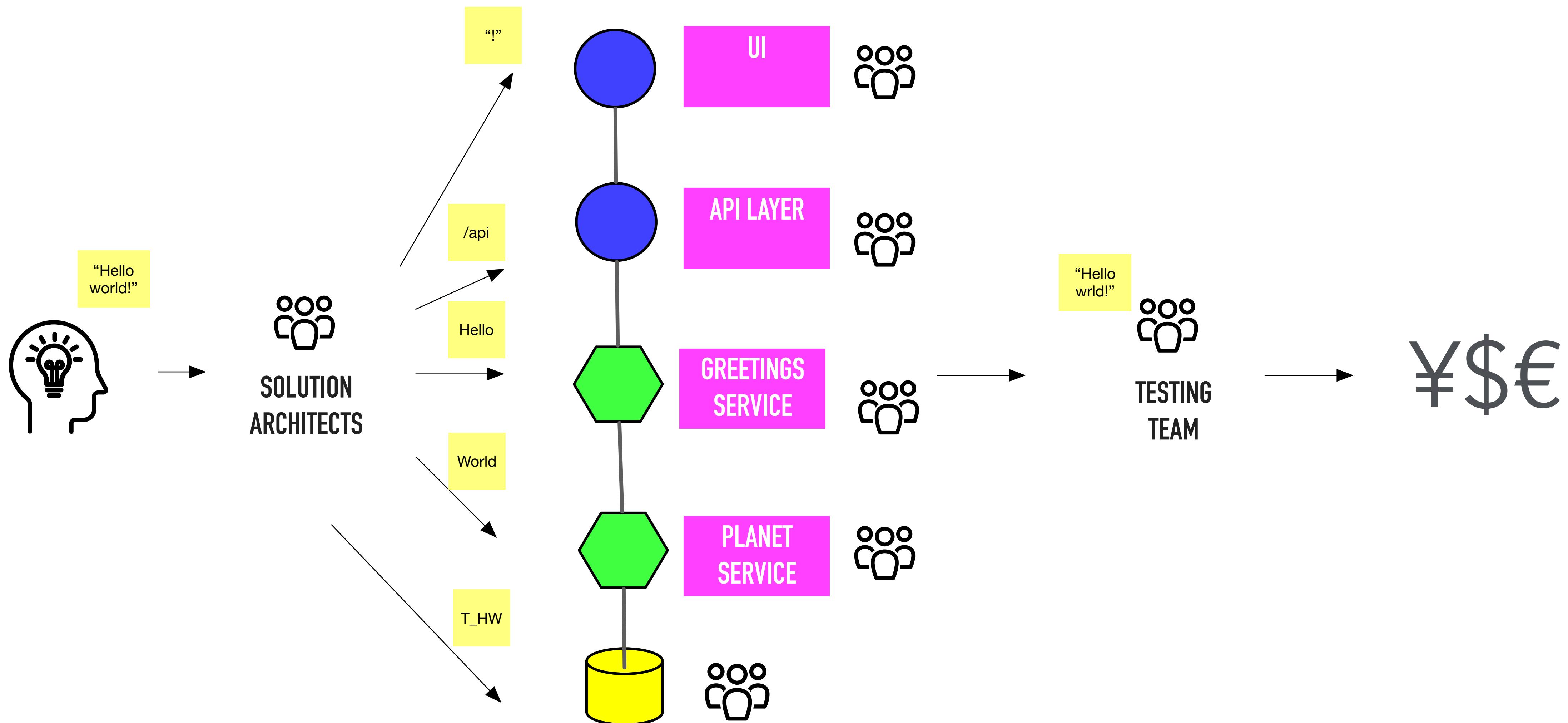
We shape our architecture and then the architecture shapes us

As the systems we build become larger, the coordination increases...

...it can grow so so large that **all our time and energy is spent coordinating** - it is at the expense of our value creating activities

Gene Kim

“Hello world” with tightly coupled complex architecture





A beautiful layer cocktail

Layering (sometimes) Considered Harmful



Gregor Hohpe

IT Strategist firmly entrenched in the cloud engine room. Author,
Speaker, former Singapore Smart Nation Fellow

74 articles

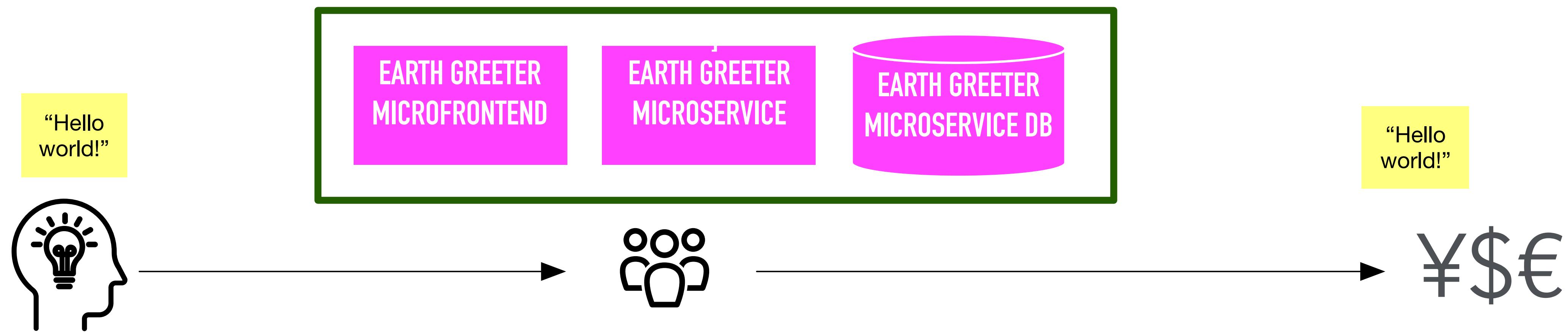
✓ Following

November 13, 2016

Release trains are an iterative and incremental lifecycle, but they are not agile.

Johanna Rothman, 2011

Autonomous team with their own valuable business capability



~~Refactored~~ Restructured organization
and architecture

THE 3 DIMENSIONS AND BATTLING THE 3C'S: SUMMARY

Action	Pattern	ORG	SYSTEM	PROCESS
Config & UI Self Service: Tooling and Doc	Platform Team / Self Service / API	X	X	X
Embed UI Talent / Cross Skill UI	Full Stack Teams / Cross Skilling	X		X
Collapse Billing / Order	Domain/Team Modularity & Cohesion → Invert Coupling Development Standards Time Zone Cohesion	X	X	X

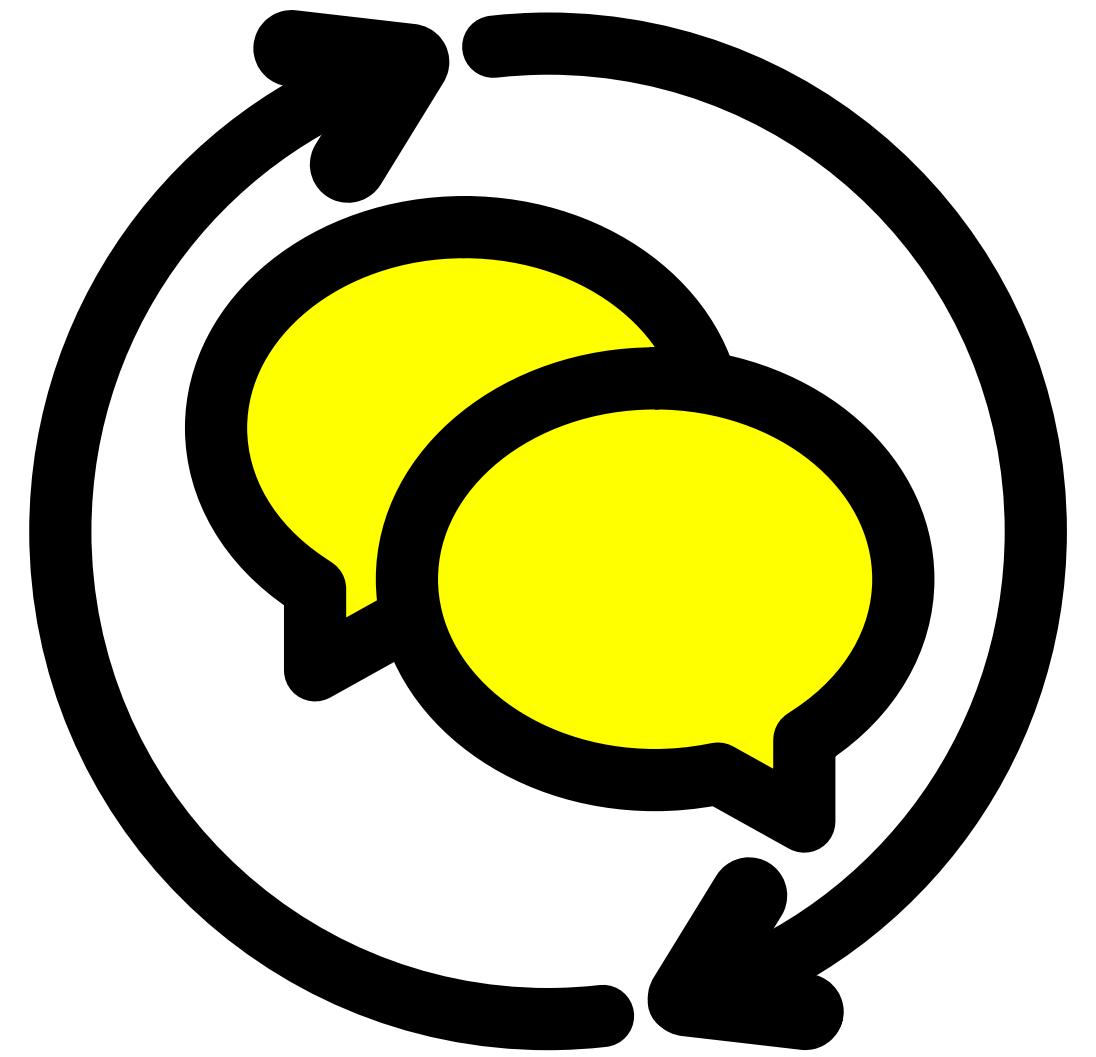


#ITREVOLUTION #DOES22 @ITREVDOES

Las Vegas 2022

NO SLIDES AVAILABLE

ACCOUNTING VS. PHYSICS – How Coordination Costs Are Killing Your Effectiveness



C

Governing
Continuously:
Conversational
and Automated

Creating and reducing complexity may sound like perfect opposites. But in fact fundamental asymmetries exist between the two.

<https://hbr.org/2020/01/taming-complexity>

Complexity and compliance



EUROPEAN
COMMISSION

Brussels, 13.3.2024
C(2024) 1532 final

COMMISSION DELEGATED REGULATION (EU) .../...

of 13.3.2024

supplementing Regulation (EU) 2022/2554 of the European Parliament and of the Council with regard to regulatory technical standards specifying ICT risk management tools, methods, processes, and policies and the simplified ICT risk management framework

(Text with EEA relevance)

EN

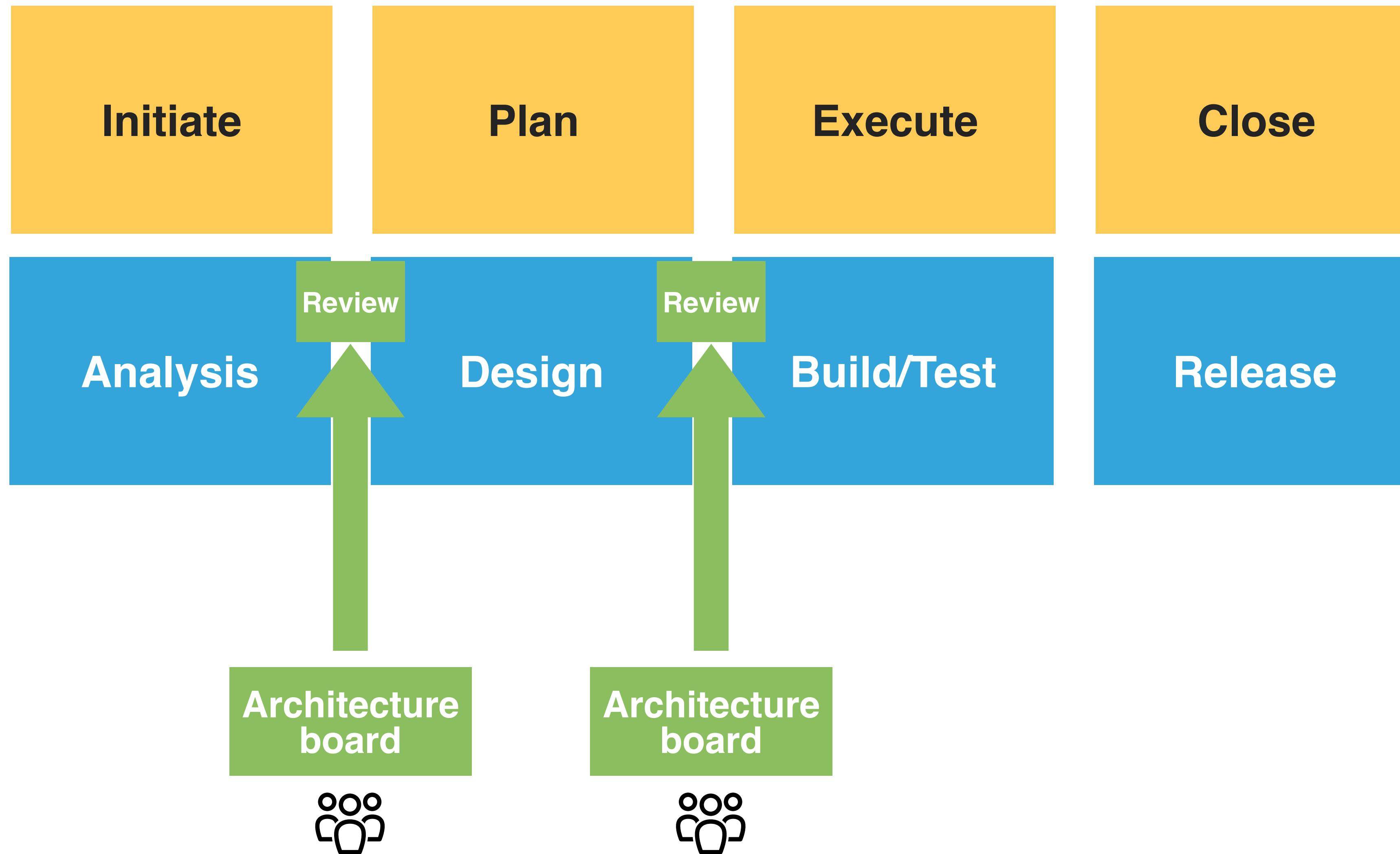
EN

Architecture governance to the rescue?

Antipattern: Architecture Review Boards

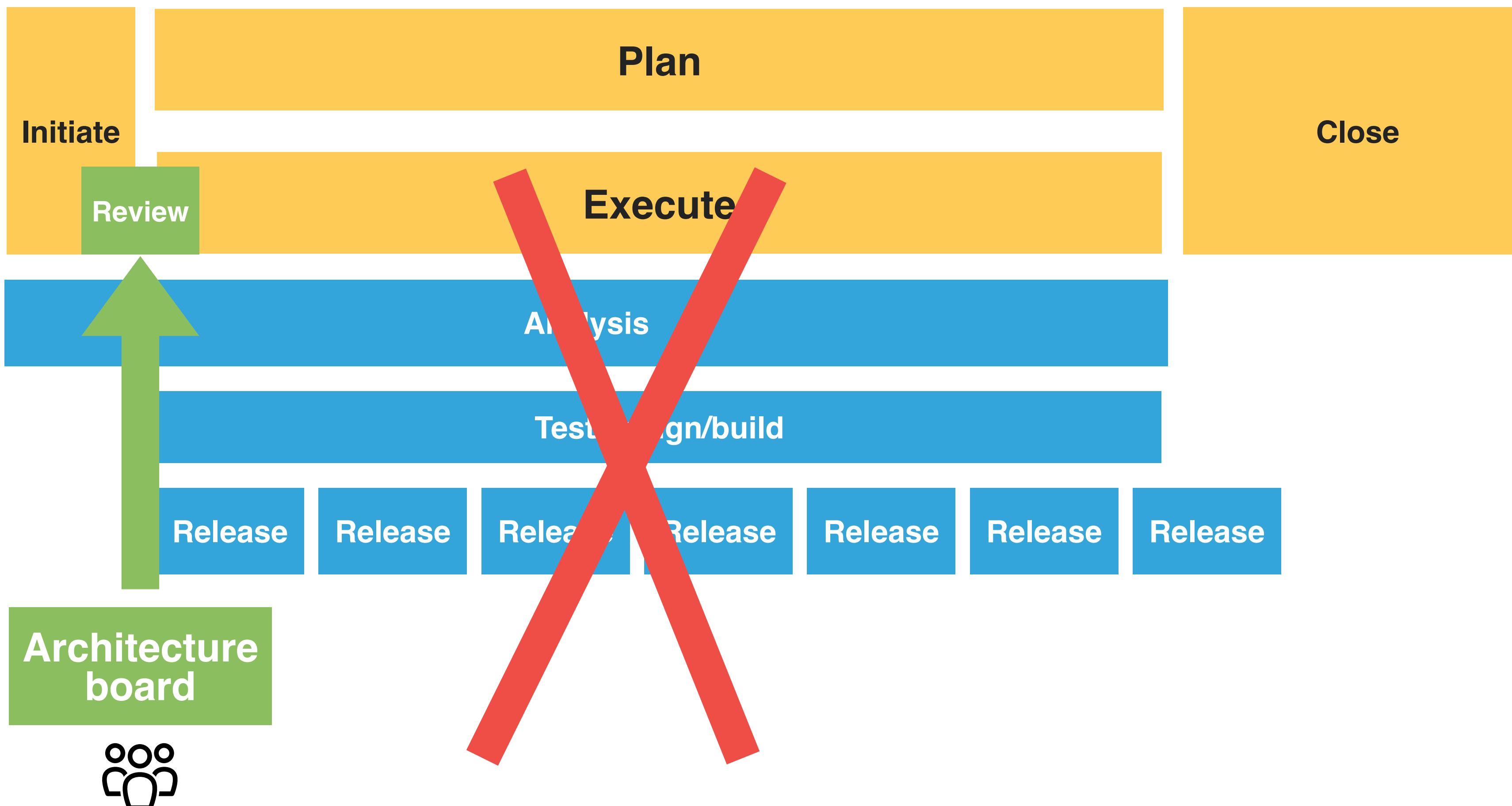
How we used to govern architecture

A project: waterfall / wagile / water-scrum-fall / “hybrid”

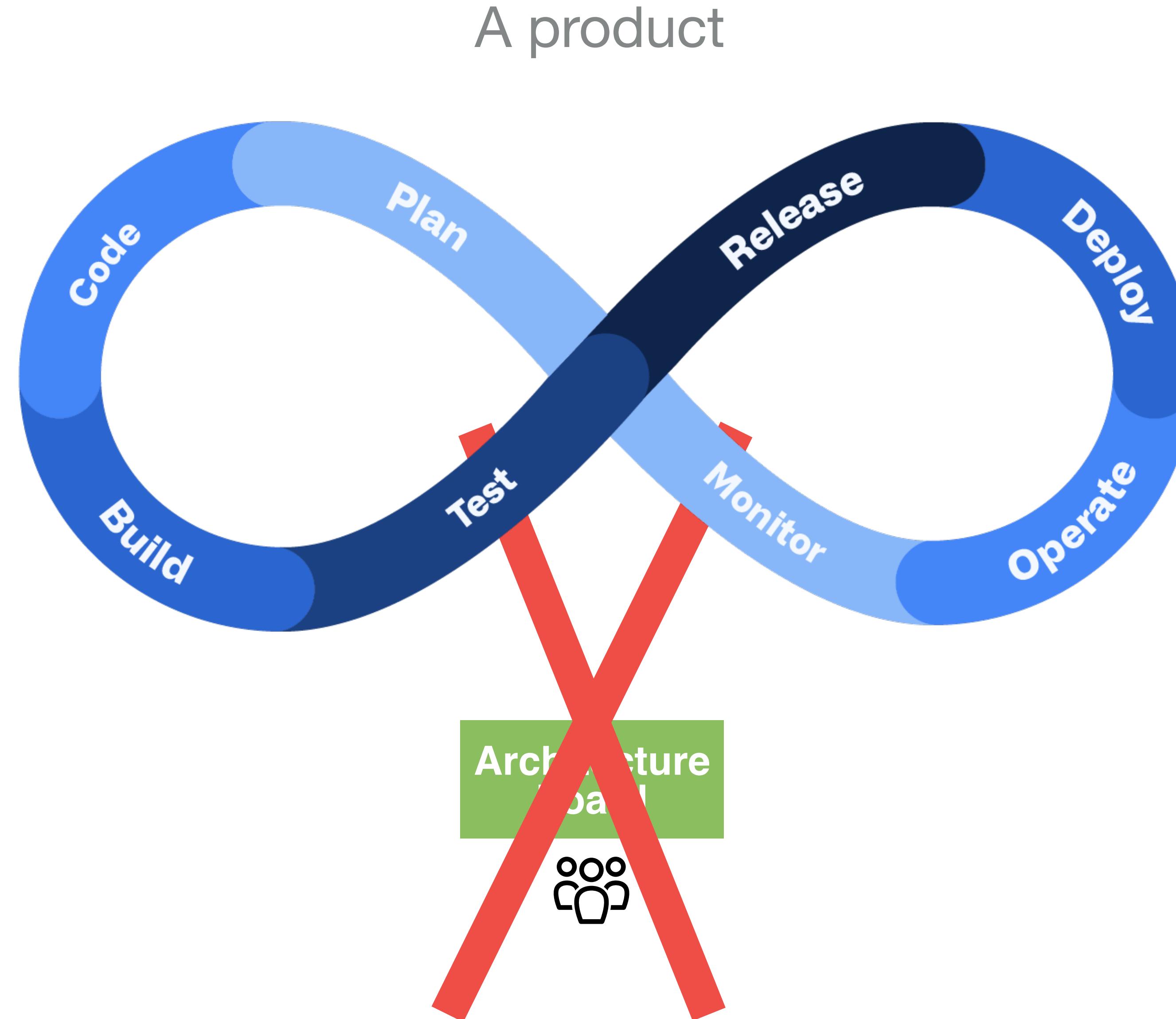


How does this work with modern delivery?

An agile or lean project



How does this work with modern delivery?



Pattern:
Black box architecture
governance

Govern realised architectures, not (just) designs on paper

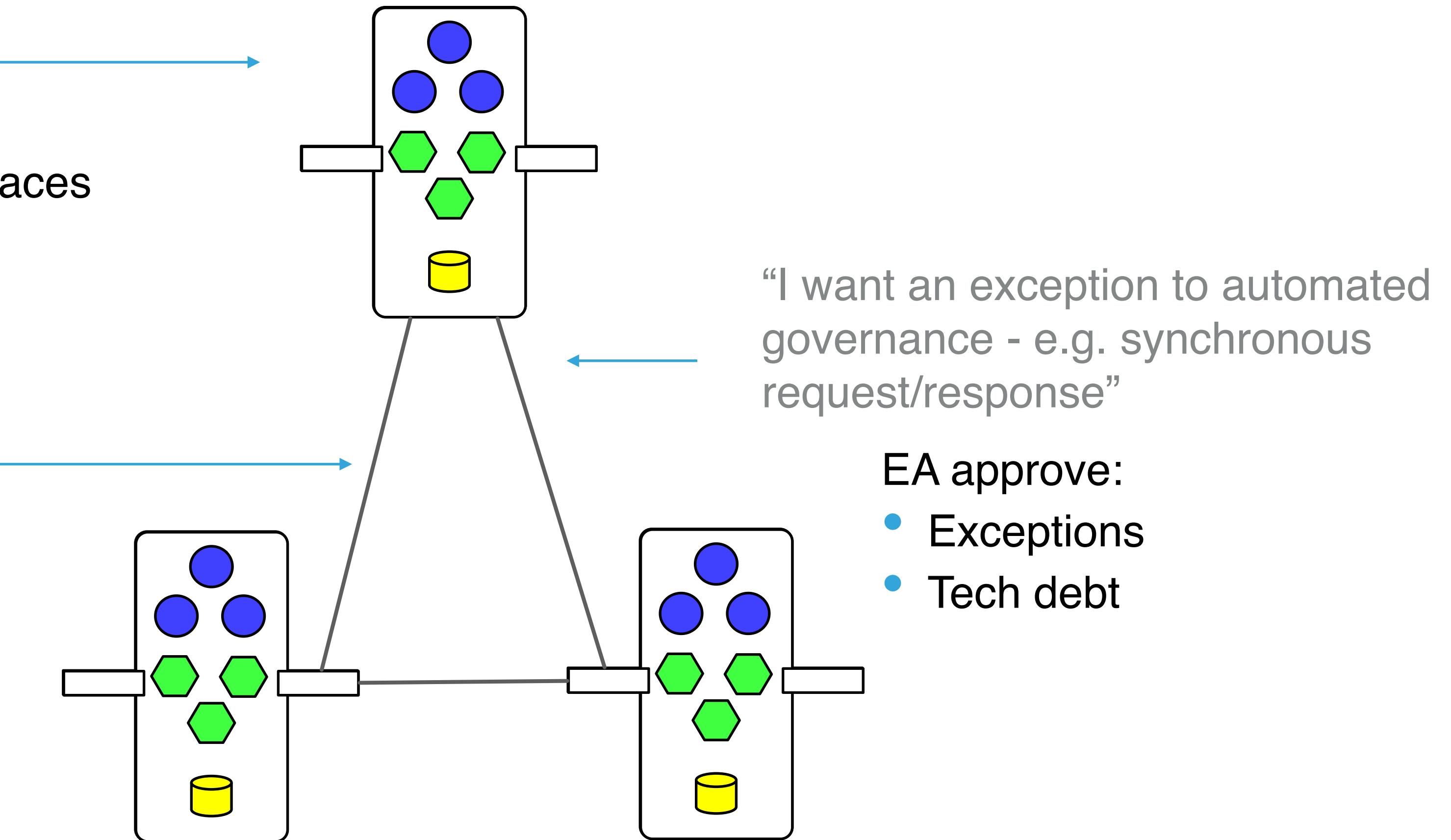
“I think I need an new service”

EA approve new services, new namespaces
in Kubernetes (etc.)

“I think my service needs to access
data or functionality from another
service”

EA approve:

- Service-to-service IAM
- Firewalls



Enterprise Architecture as GitOps

Pattern:
Platform Engineering as
automated governance

Enterprise architecture was often too high-handed and bureaucratic to support rapid innovation

But sound architectural principles and Agile processes aren't mutually exclusive

“In a properly executed platform strategy, major architecture and security checks have happened,”
“That 50-item checklist diminishes by 90%.”

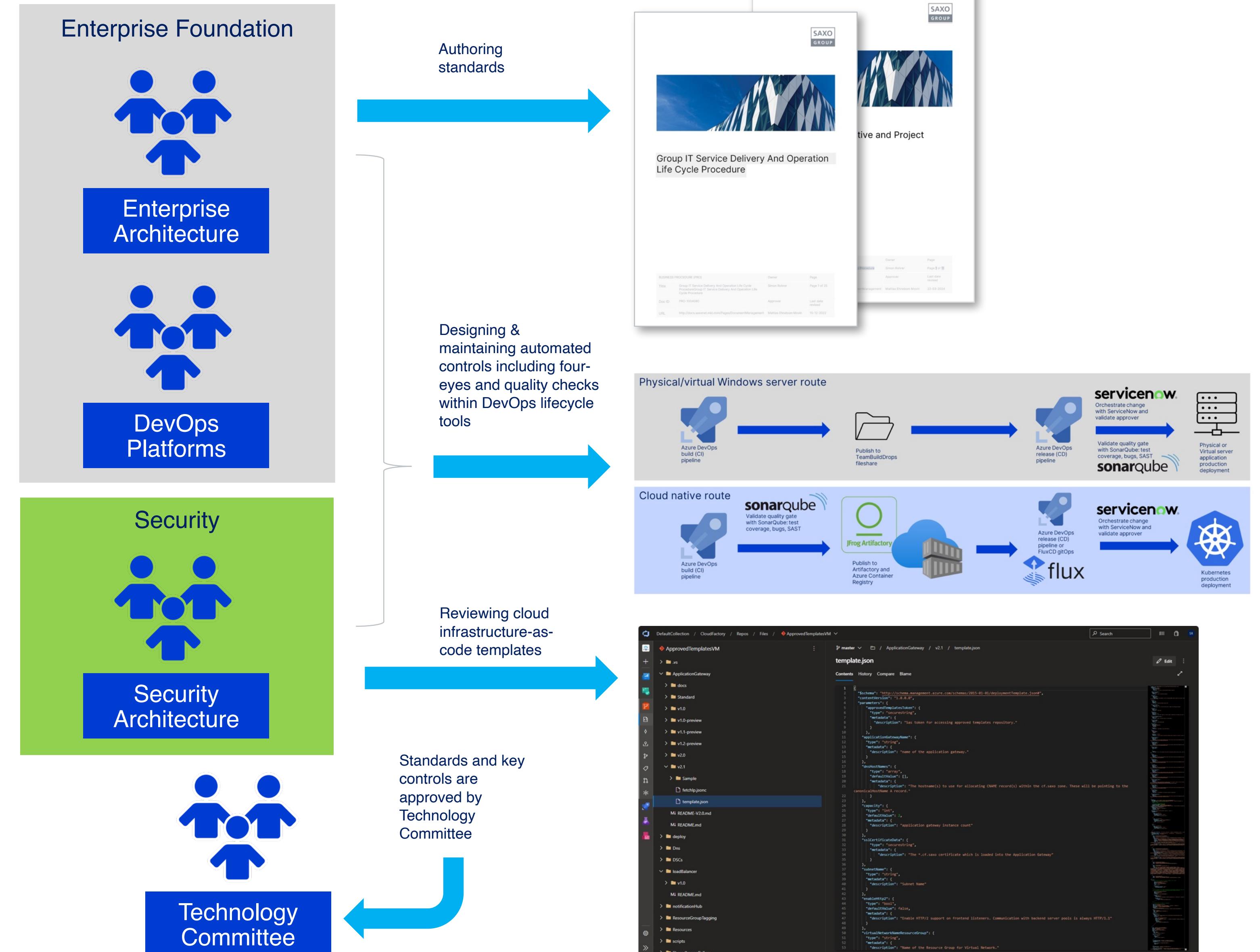
Charles Betz, 2024

The path forward is a two-way street, with stakeholders accepting a level of standardization and architects not standing in the way of progress.

Charles Betz, 2024

IT Governance roles & responsibilities at Saxo Bank

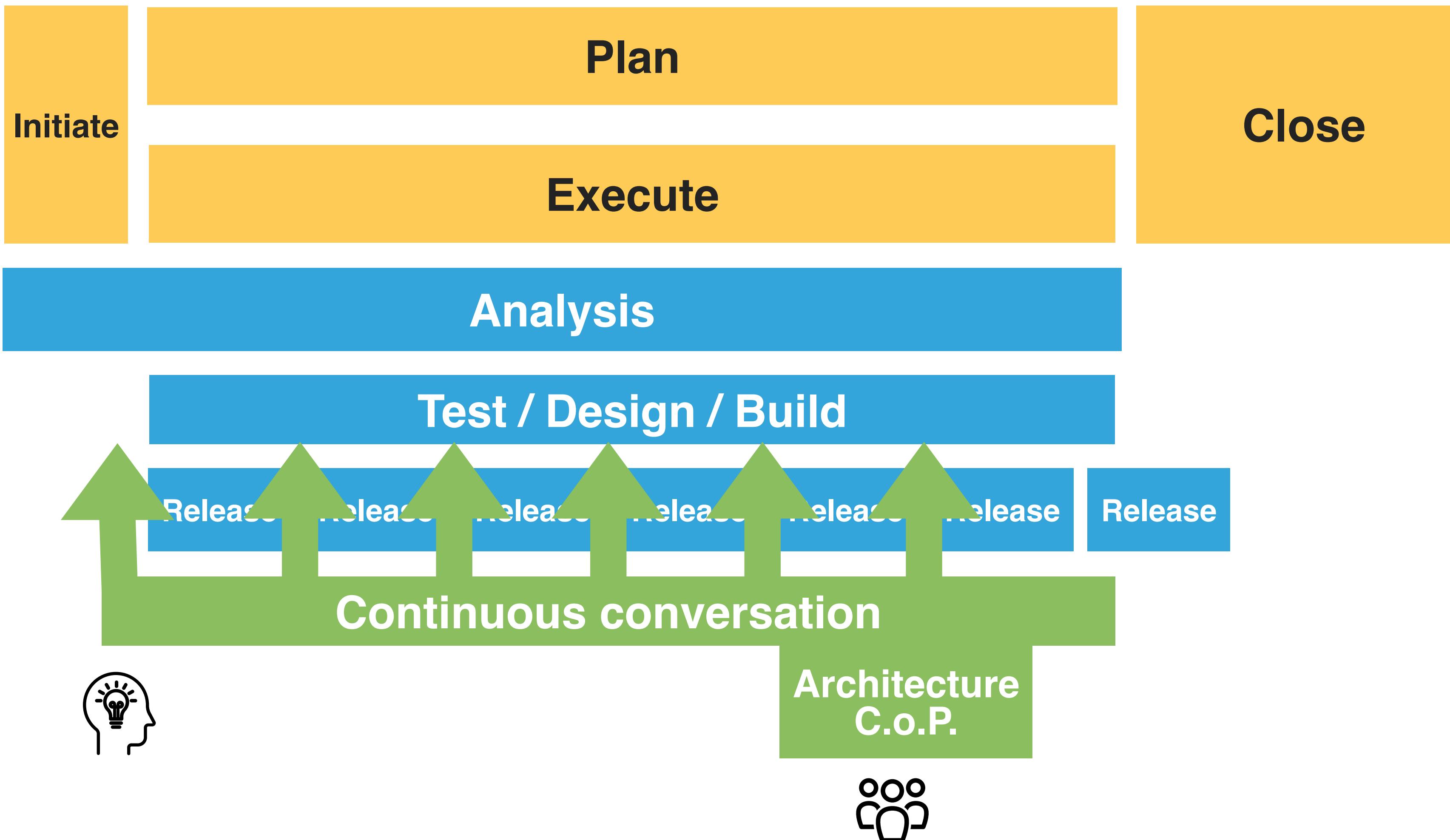
- Key governance responsibilities sit under **Enterprise Architecture and DevOps Platforms** departments in **Enterprise Foundation**
- Primary standards for the IT delivery lifecycle are owned and developed by **Enterprise Architecture**
- **Enterprise Architecture and DevOps Platforms** collaborate on automated controls and their setup and implementation within automated build and release pipelines
- **Security Architecture** contribute to designing security rules within pipelines and approve cloud infrastructure-as-code templates
- Oversight for these standards and policies lives with Technology Committee



Pattern:
Continuous conversational
“governance”

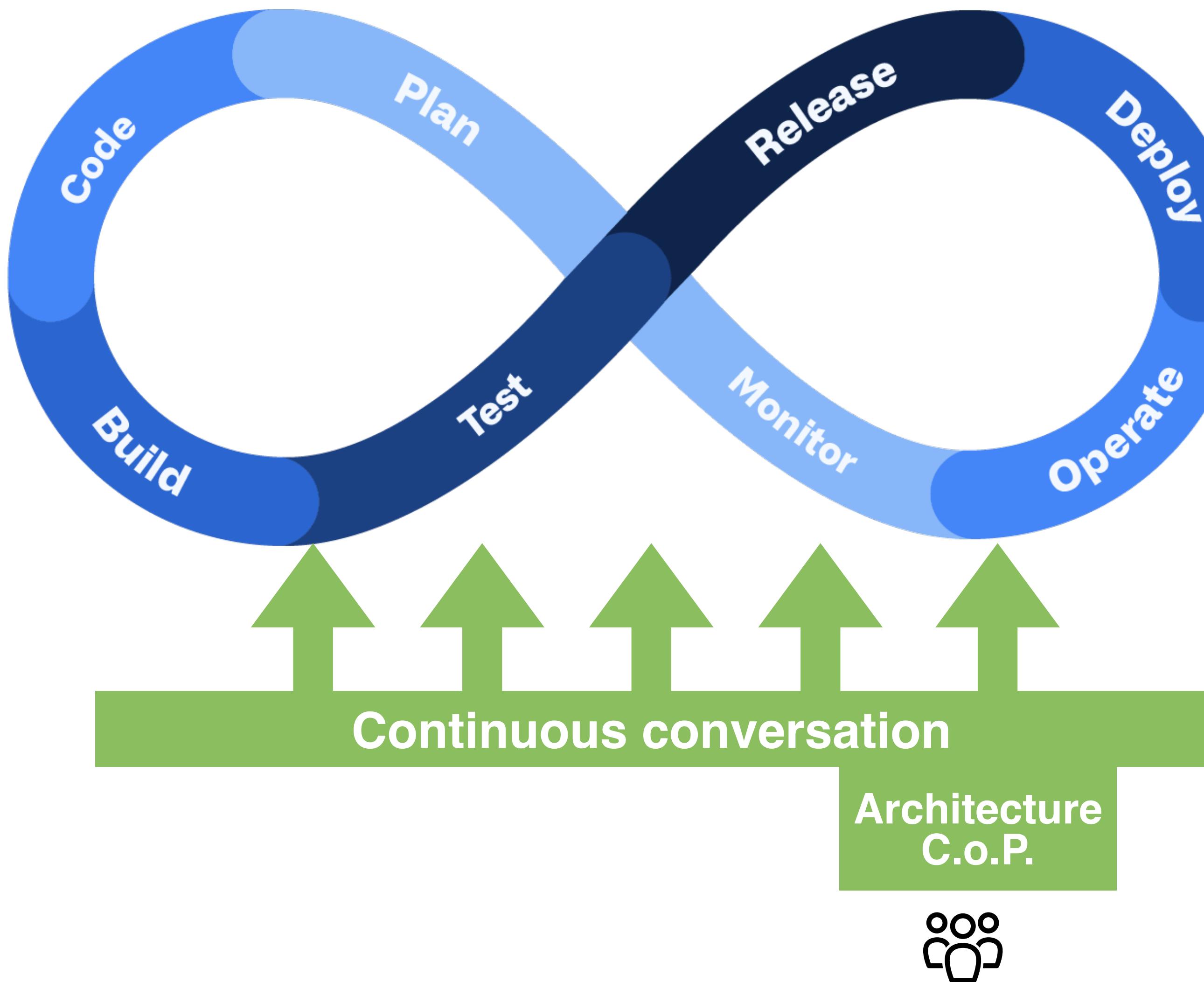
Continuous conversational governance

Agile/lean/DevOps/Continuous Delivery driven project

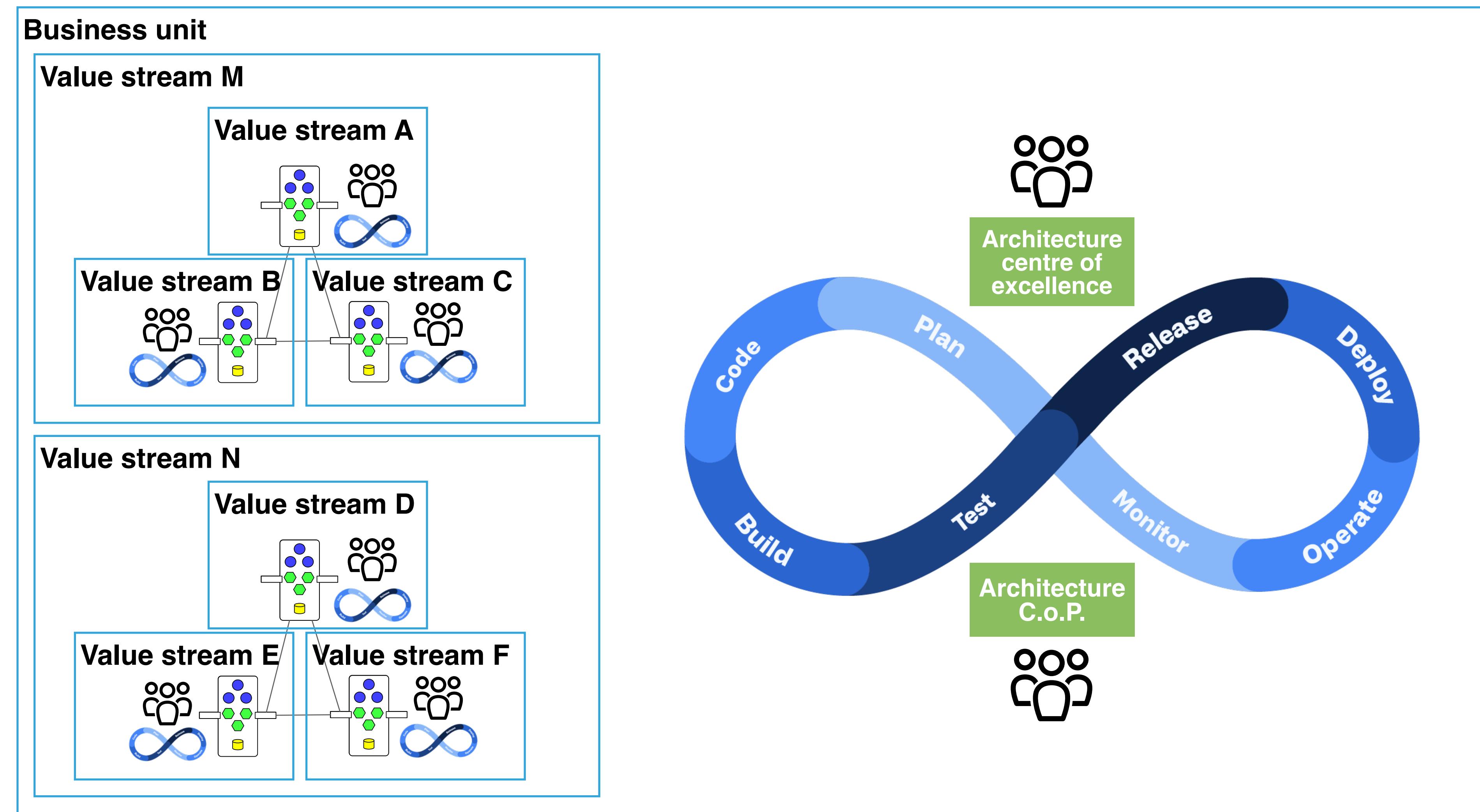


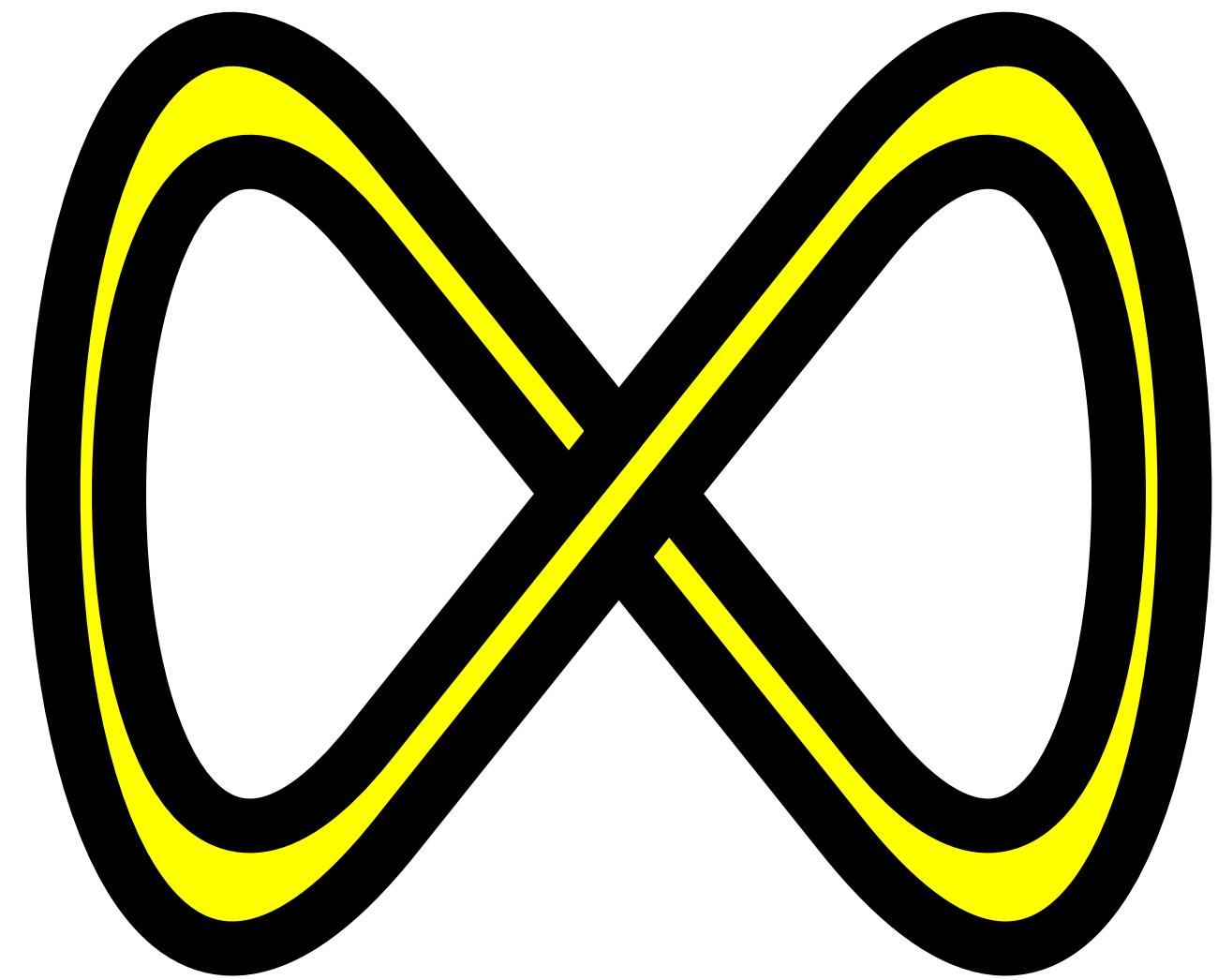
Continuous conversational governance

A single product



Continuous conversational governance across value streams

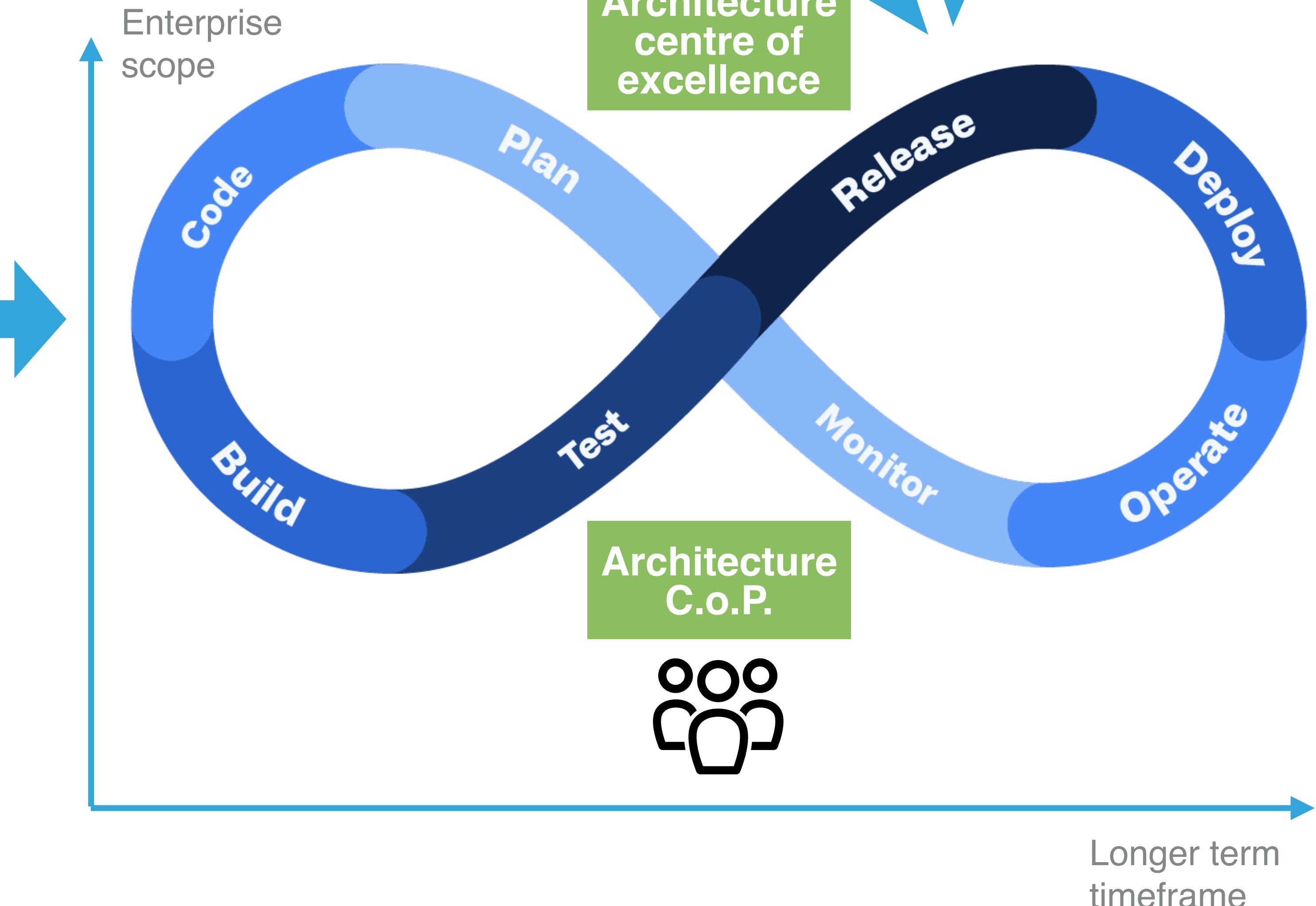
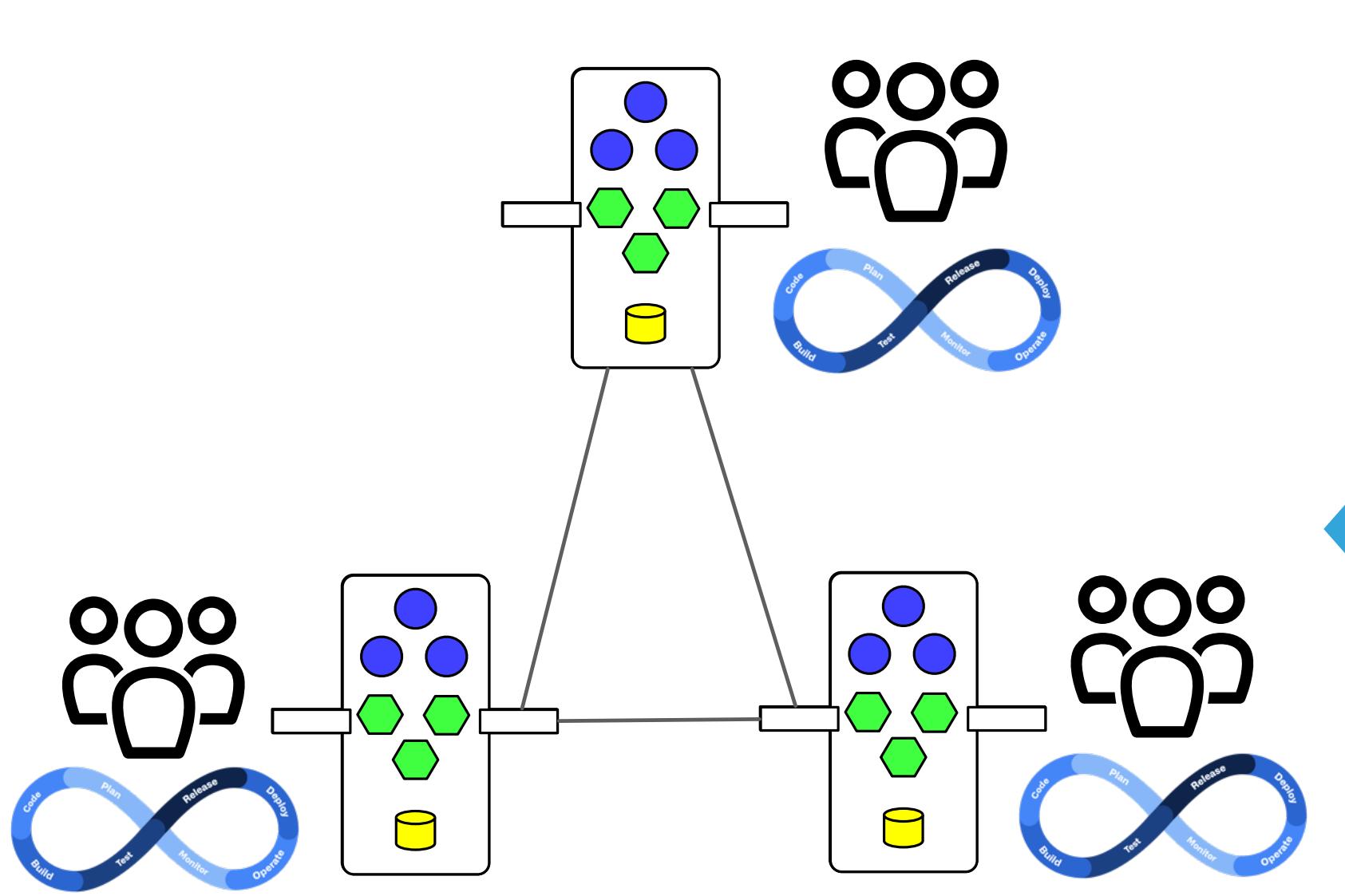
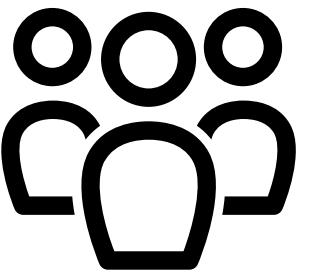




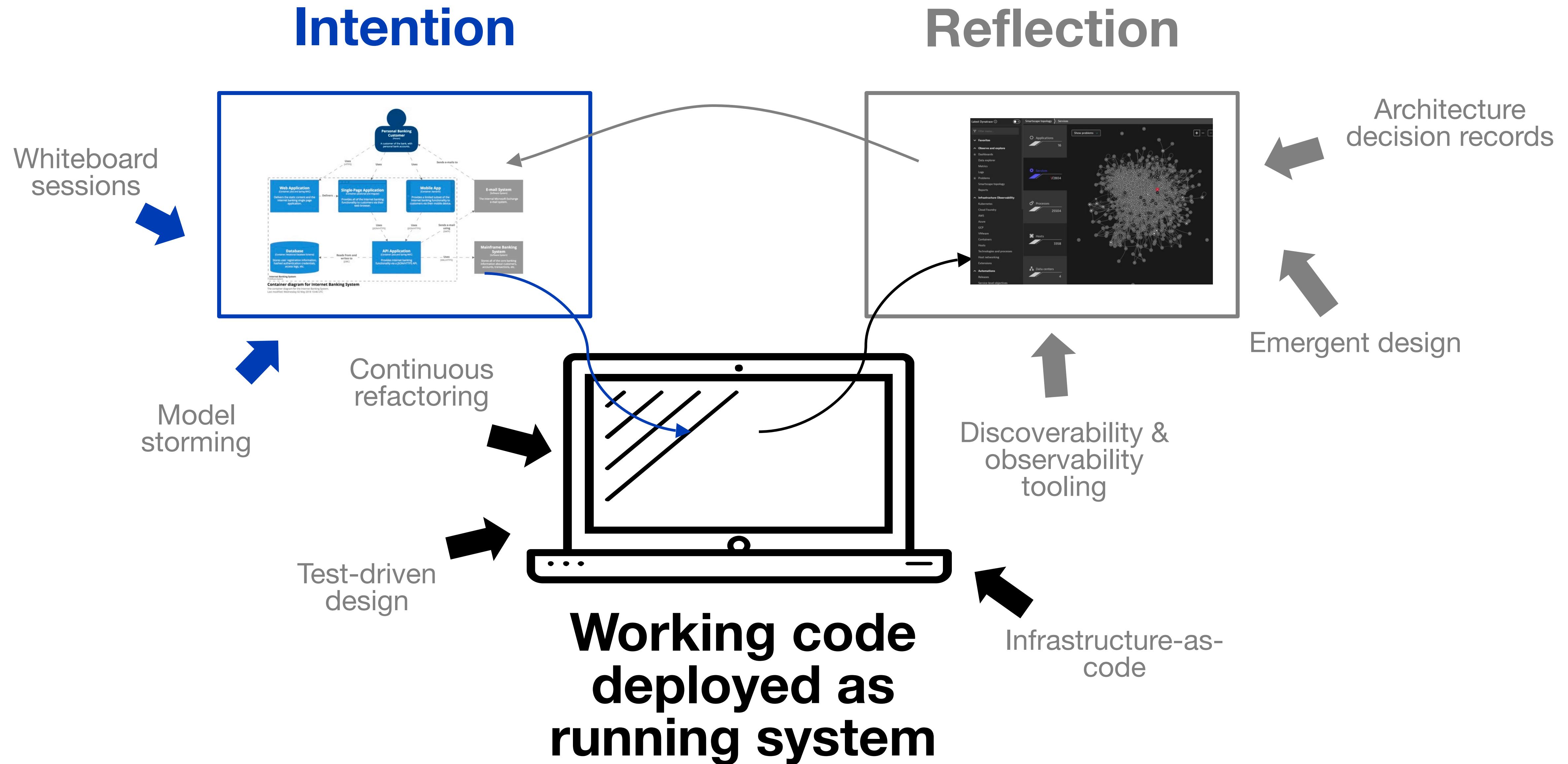
D

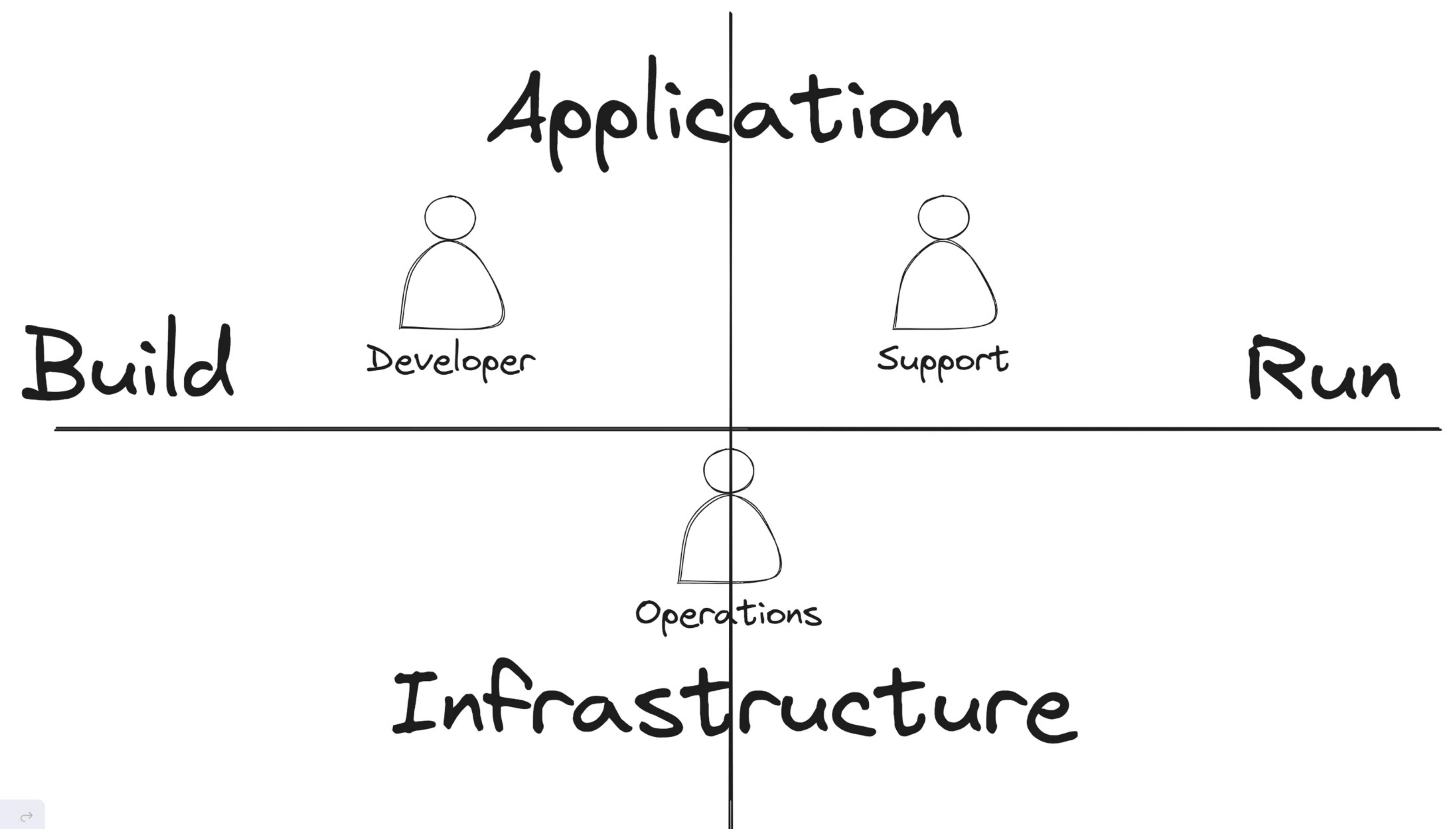
Practicing
DevOps at
Enterprise Scale

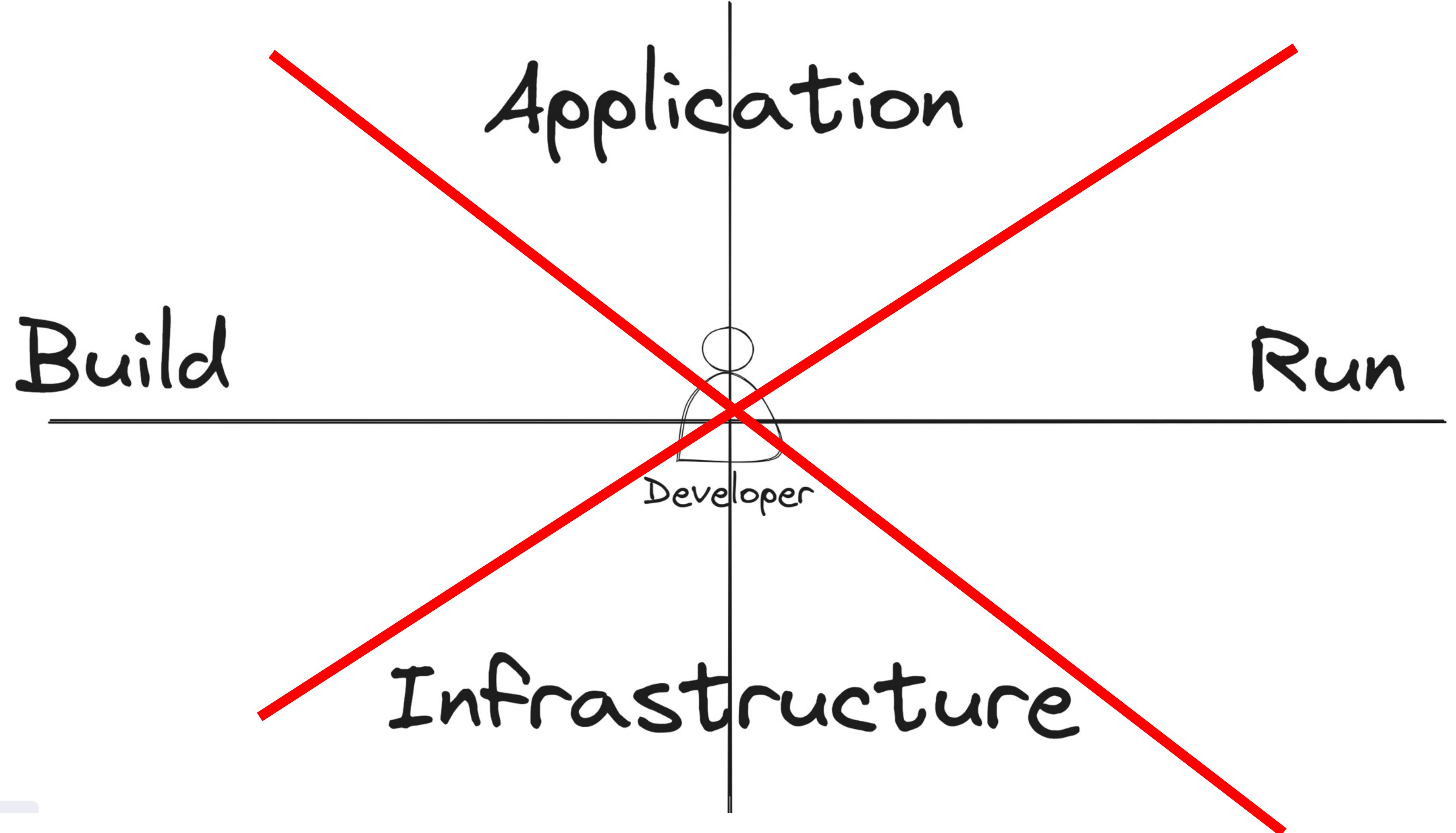
Continuous conversational governance



Continuous conversational governance (after Ruth Malan)

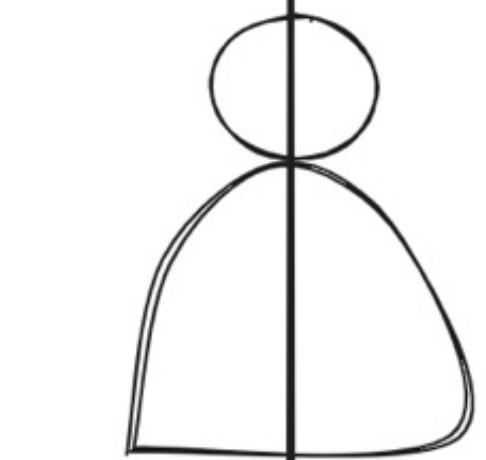






Build

Application

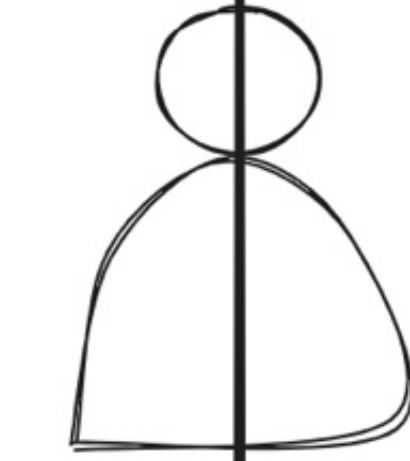


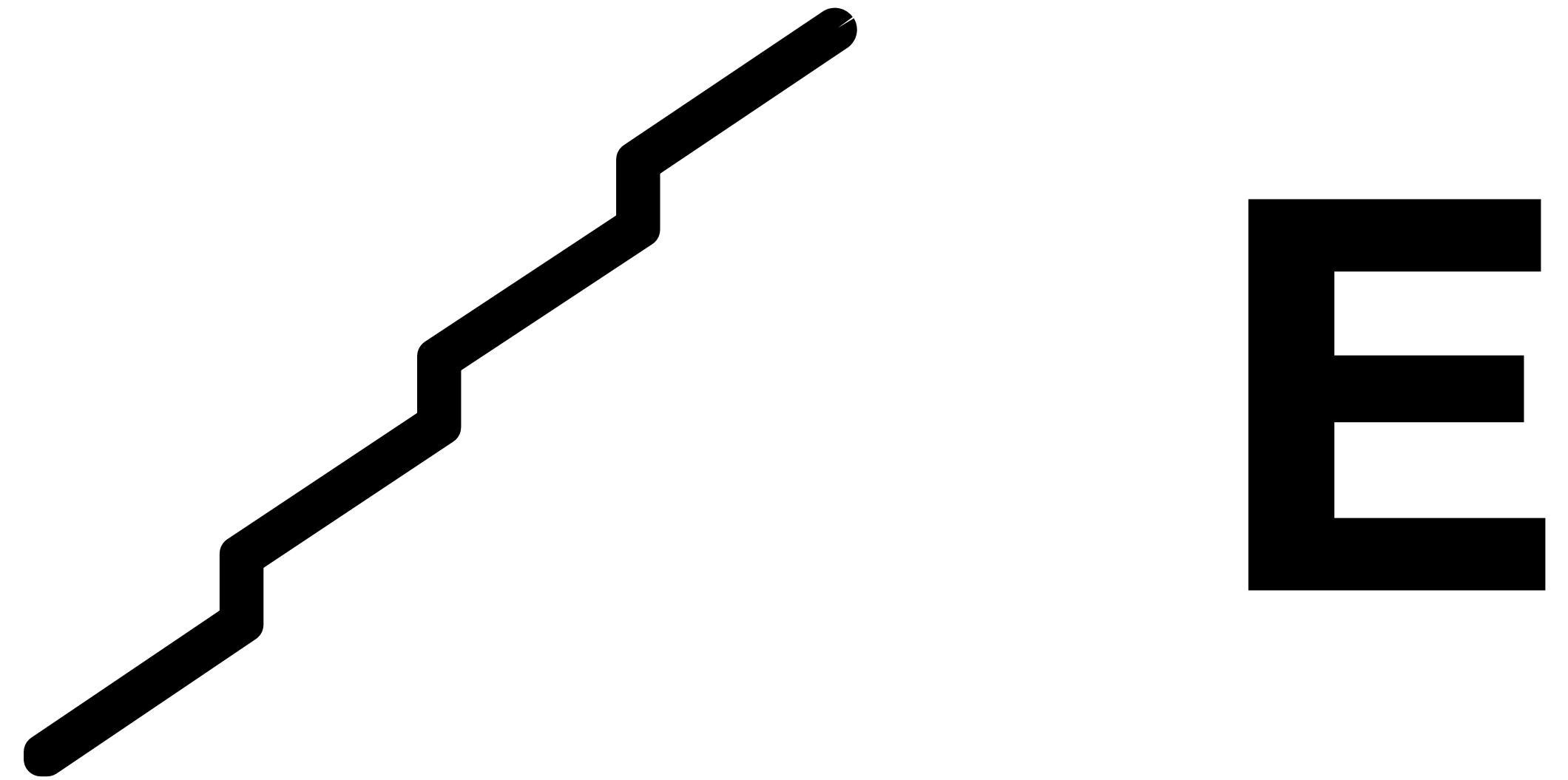
Developer

Run

Infrastructure

Platform developer





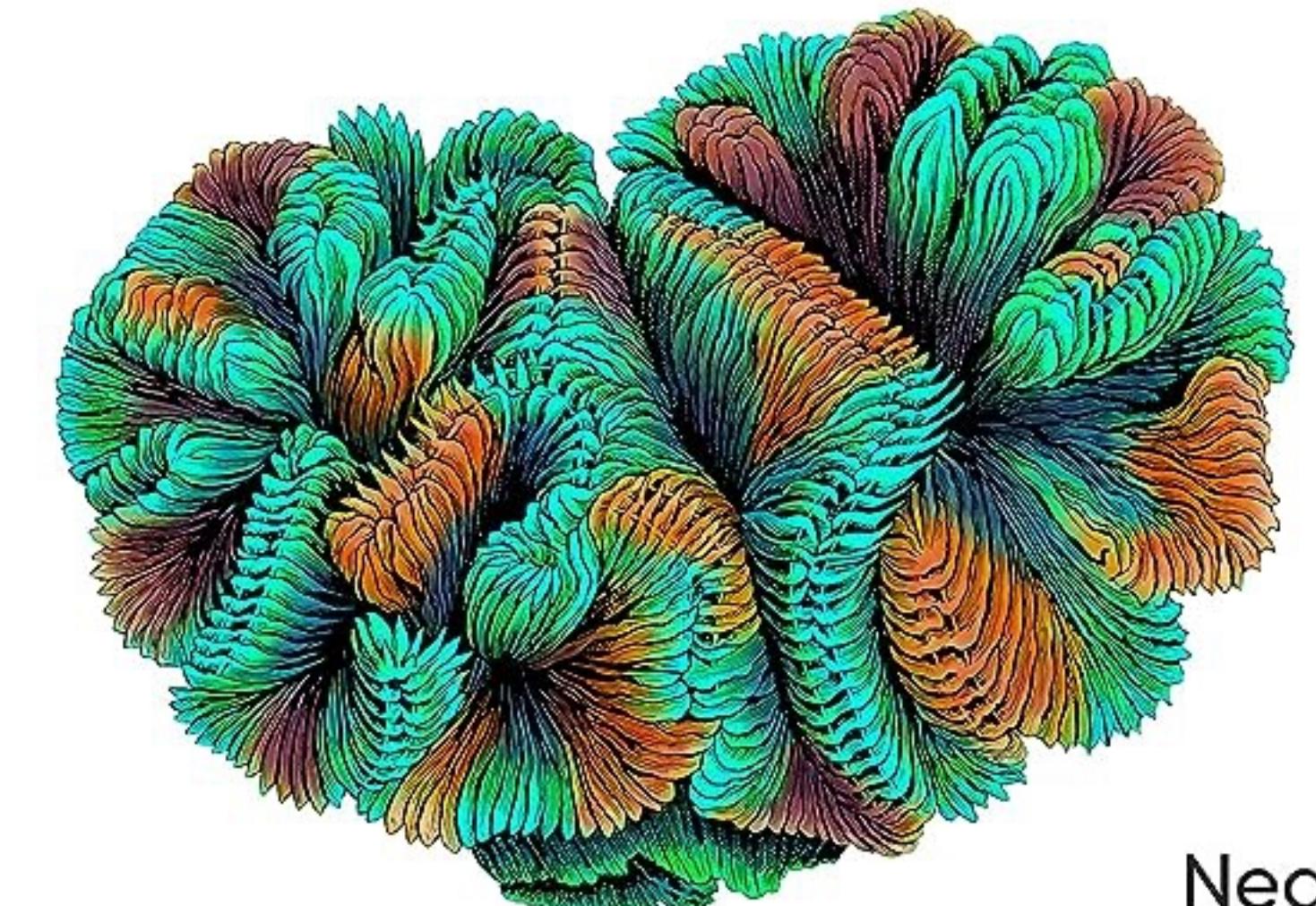
Curating the
Evolution of
Enterprise
Architecture and
Organisation

O'REILLY®

2nd Edition

Building Evolutionary Architectures

Automated Software Governance

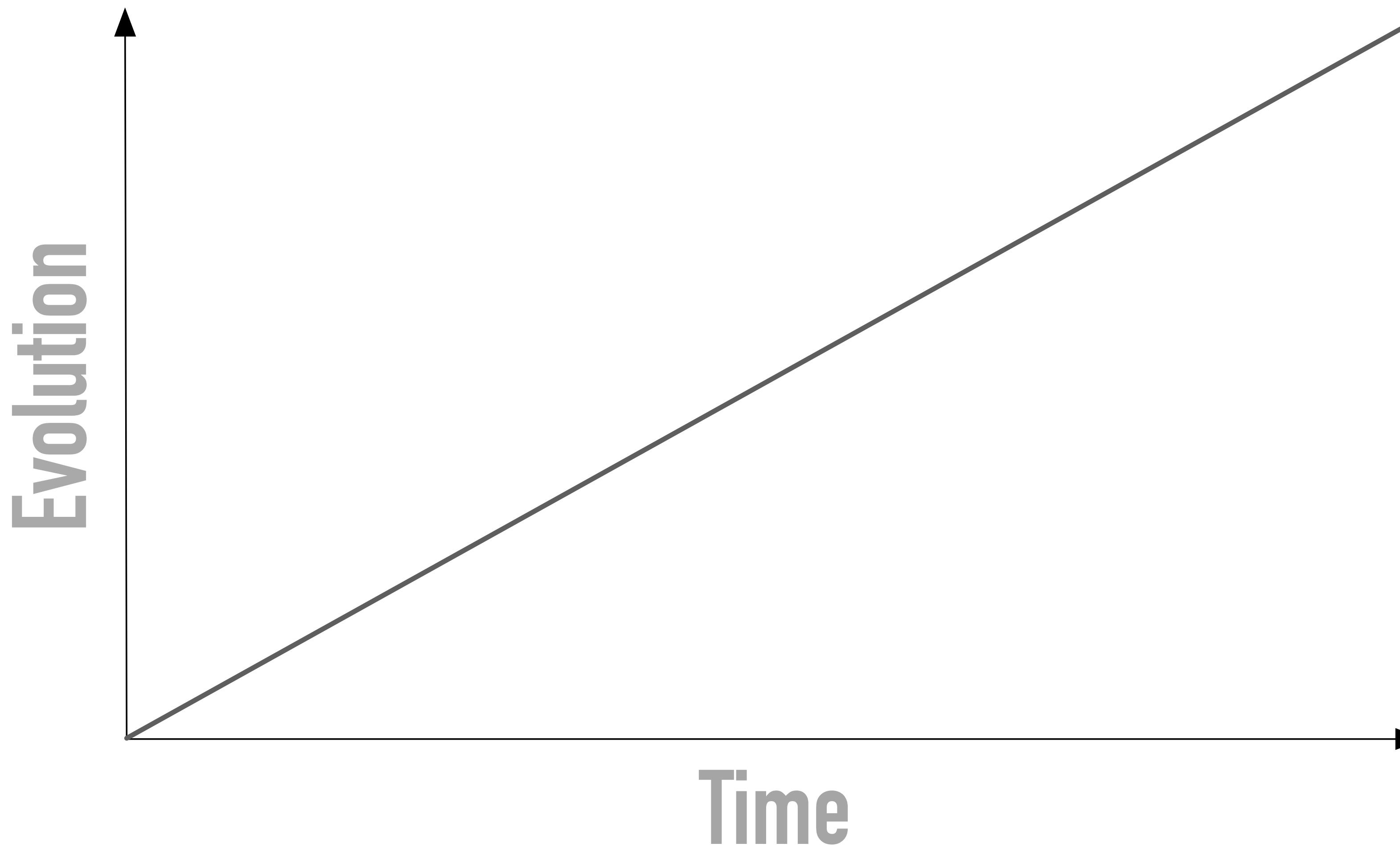


Neal Ford,
Rebecca Parsons,
Patrick Kua & Pramod Sadalage
Forewords by Mark Richards & Martin Fowler

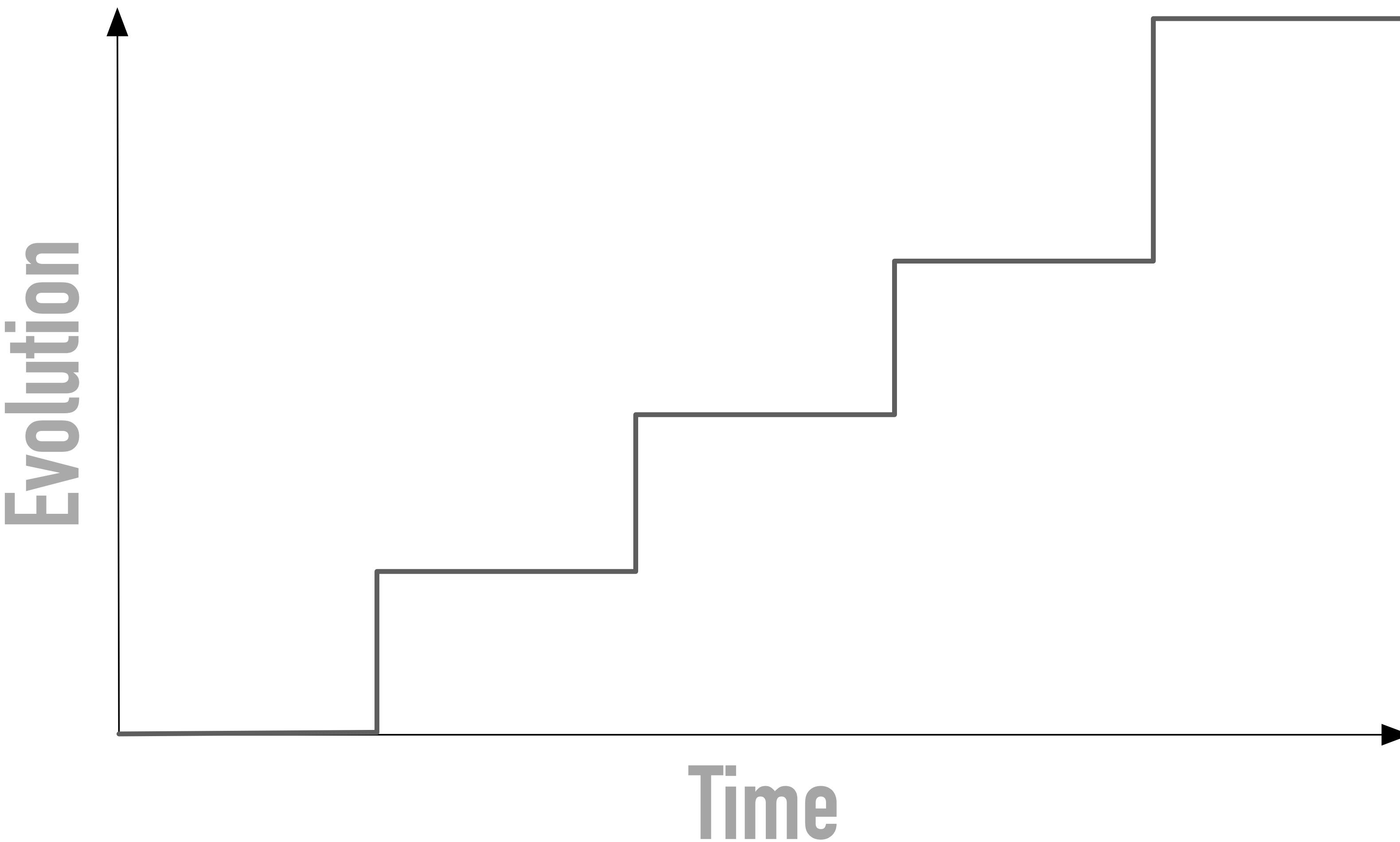
Evolutionary architecture fitness functions at enterprise level (“macro architecture”)

- Number of 2-pizza teams required to implement a typical business feature
 - sociotechnical coupling & cohesion
- Asynchronous connections ÷ synchronous connections

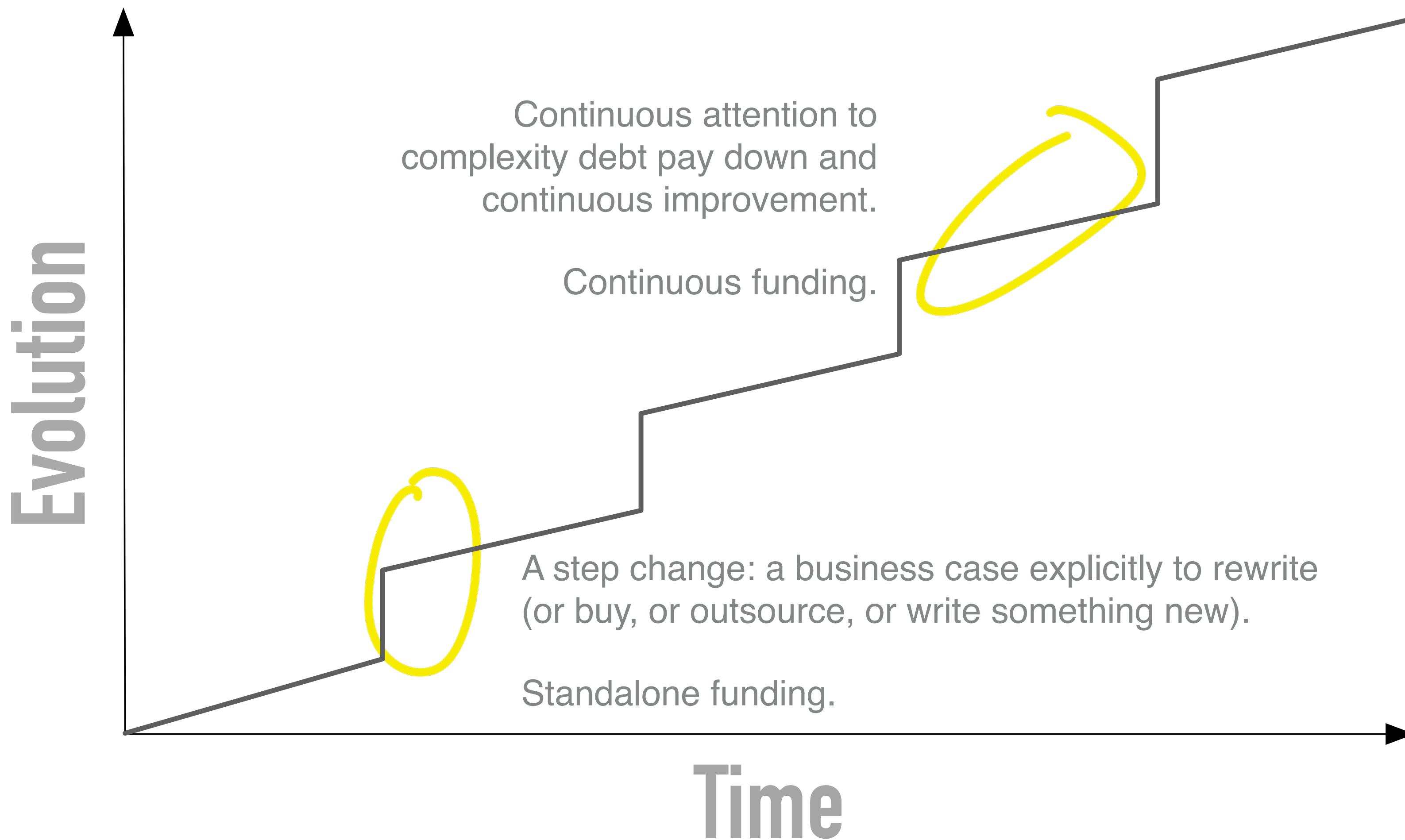
Theory #1: gradual evolution



Theory #2: punctuated equilibria

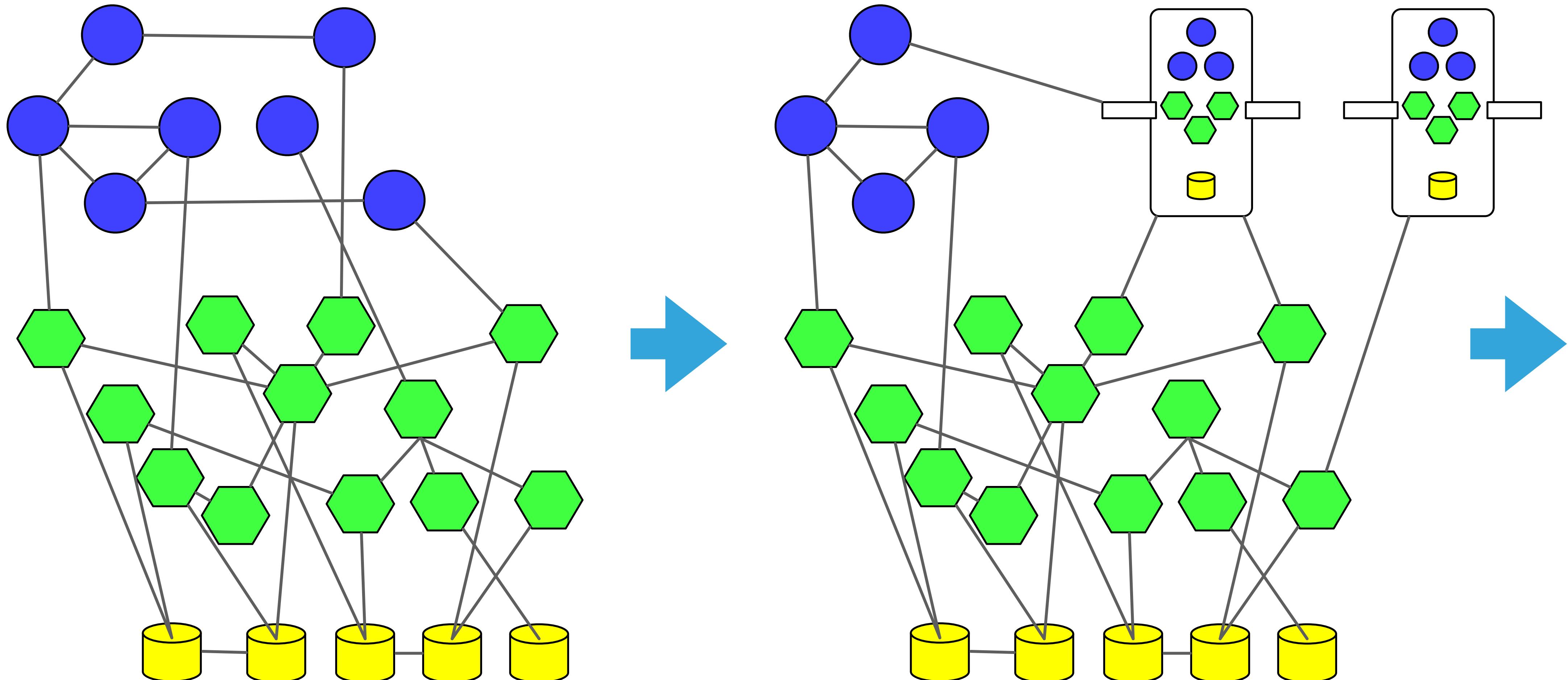


Reconciled: punctuated gradualism



A large, mature strangler fig tree is shown growing over a weathered stone wall. The tree's thick, light-colored trunk and numerous roots are visible, creating a complex, almost organic structure against the rough, grey stone. In the background, a building with a tiled roof and a small arched opening is visible. The foreground shows some red brick pavers and some low-lying green plants.

Strangler fig pattern



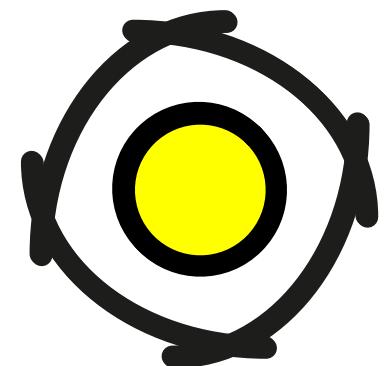
Modern Enterprise Architecture



A

Aligning Value, People
and Technology

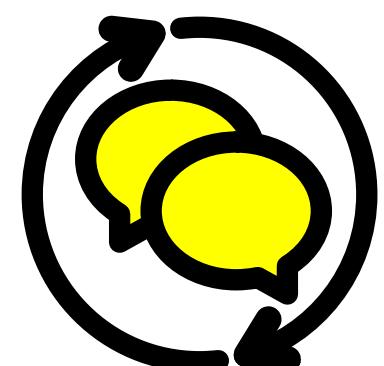
- Conway's law ++ and reverse Conway manoeuvre
- Removing complexity and increasing autonomy
- Enterprise architecture as politics and diplomacy



B

Architecting for
Outcomes: **Better Value,**
Sooner, Safer, Happier

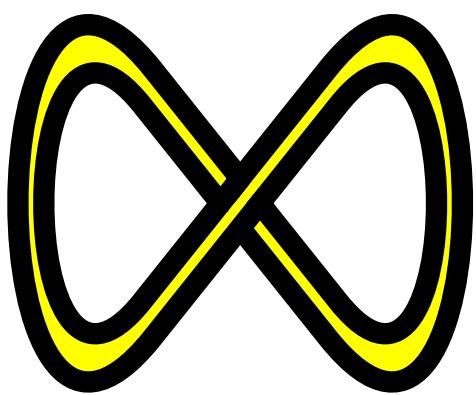
- Outcomes of quality, flow, safety to balance pure “value”
- Happier customers, colleagues, citizens & climate
- Continuous improvement - be the best at being better



C

Governing **Continuously**:
Conversational and
Automated

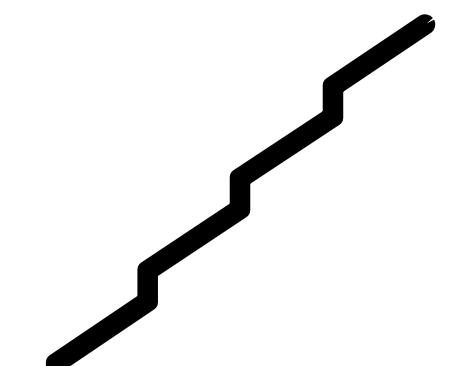
- A stream of continuous architecture decisions
- Moving decisions down into the right level of the org
- Automating common top-level system policies



D

Practicing **DevOps** at
Enterprise Scale

- Learning by observing: intention & reflection
- Humility in architecture: all decisions are contingent



E

Curating the **Evolution** of
Enterprise Architecture
and Organisation

- Fitness functions for socio-technical architecture at scale
- Evolving fast and slow

Thank you!



@sirohrer

