

# Open Source in practice at SNS Bank

Eric D. Schabell

SNS IT, System Specialist (Java)

<http://www.schabell.org>



# Who?

## 1996 – present

- school : Free University (VU 2001)
- work : IBM, diverse SW / research companies, RUN (KUN)

## Open Source

- 2005 – 2008 : AbTLinux (<http://abtlinux.org>)
- 2005 – 2006 : PMS (<http://pms.cs.ru.nl>)
- 2005 – 2007 : eGroupWare (<http://www.egroupware.org>)
- 2001 – 2004 : Sourcemage GNU/Linux (<http://www.sourcemage.org>)
- 2001 – 2003 : DocConversion (<http://docconversion.sf.net>)

## Teaching

- Freelance : Linux courses (Linux on ZSeries)
- University : RE / ICT Architecture at RUN



# Agenda

- **2004 – present: Open Source at SNS**
- STP strategy
- Realization with FOSS
- JBoss and jBPM – an example
  - STP and jBPM
  - products online
- Reference project
- Into the future



# Open Source at SNS

**2004:**

- Top 3 suppliers IBM, M\$ and Unisys
- Websphere, ASP, C++ and COBOL
- FOSS in guerilla form (developer adoption)



# Open Source at SNS

## Now:

- FOSS support contracts
- JBoss stack, JAVA and COBOL
- FOSS role customer (not contributor/supplier)



# Agenda

- 2004 – present: Open Source at SNS
- **STP strategy**
- Realization with FOSS
- JBoss and jBPM – an example
  - STP and jBPM
  - products online
- Reference project
- Into the future



# STP strategy

- 5 clicks to purchase new products (2010)
- Customer experience central
- Transparent, quick and simple
- Effective and efficient, eliminating handwork
- Paperless



# Agenda

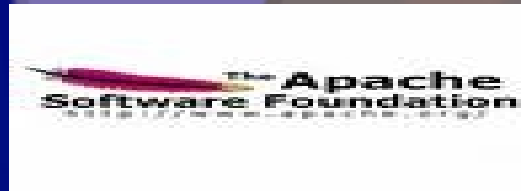
- 2004 – present: Open Source at SNS
- STP strategy
- **Realization with FOSS**
- JBoss and jBPM – an example
  - STP and jBPM
  - products online
- Reference project
- Into the future





# Tools of our trade

- JBoss stack (jbossws for web services)
- jBPM for processes
- Guerilla architecture (Linux desktop, SVN)



# Agenda

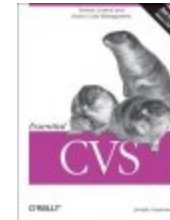
- 2004 – present: Open Source at SNS
- STP strategy
- Realization with FOSS
- **JBoss and jBPM – an example**
  - STP and jBPM
  - products online
- Reference project
- Into the future



# STP savings products

## First STP project

- 4 savings products
  - Internetsparen, Maxisparen, Jaarsparen, Spaarmix



***“In de nieuwe opzet worden niet alleen afsluitprocessen, zoals het afsluiten van een rekening, via een webdienst aangeboden.”***

*-- Alexander Baas, Computable, Aug 2008*



# Savings products online

SNS Bank – Sparen – SNS Jaarsparen – Aanvraagformulier Jaarsparen

SNS Bank N.V. (NL) <https://www.snsbank.nl/particulier/sparen/jaarsparen/aanvraagformulier-jaarsparen.l> Google

Meebo Start Page Webmaster Tools GReader Note in Reader Linux STPAanvragen Sharepoints Work jBPM Architecture Java Teaching Kennis Use Cases

meebo.com Gmail – Backup latest versions – esc... Google Docs – All items STPBPM\_JFall2008 – Google Docs SNS Bank – Sparen – SNS Jaarspar...

Inloggen Klantenservice **Particulier** Zakelijk

**SNS Bank**

Stel hier je vraag in minimaal twee woorden Zoeken

Home Hypotheken **Sparen** Beleggen Betalen Lenen Verzekeren

Home Sparen Jaarsparen **Aanvraagformulier Jaarsparen** Printen Voorlezen

**Aanvraagformulier Jaarsparen**

1 Invullen spaargegevens  
2 Invullen persoonsgegevens  
3 Controleren & verzenden

**Ben je al klant van SNS Bank?**

Ben je al klant bij SNS Bank? Dan hoef je minder gegevens in te vullen.

☐ Ja  
☐ Nee

**Volgende stap →**

**Contact**


**Vragen over sparen?**

Zelfservicelijn: 0900 - 18 80 (€ 0,20 p/m)  
Sparen: 0900 - 18 10 (lokaal tarief)

E-mail

**Overige vragen**

Contactoverzicht



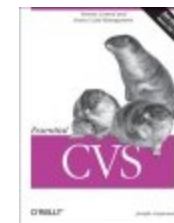
Done www.snsbank.nl 0 eschabell@gmail.com Fair, 7°C 13°C 7°C 11°C 13°C



# STP 'deposito' products

## Follow on project

- 5 deposito products
  - Depositosparen (jaarrente / maandrente)
  - Klimrente
  - Varivast
  - Rendementsparen







# STP future with FOSS

- Soon payment products (incl. grouping products)
- Hundreds of service processes

***“Ook serviceprocessen die voorheen via een bankmedewerker op een filiaal verliepen, zoals de verhoging van een opnamelimiet, eenmalige opname van een bijzonder hoog bedrag en klachtenbehandeling, worden gedigitaliseerd. SNS Bank maakt gebruik van een backoffice die realtime via het web beschikbaar is.”***

*-- Alexander Baas, Computable, Aug 2008*



# Agenda

- 2004 – present: Open Source at SNS
- STP strategy
- Realization with FOSS
- JBoss and jBPM – an example
  - STP and jBPM
  - products online
- **Reference project**
- Into the future





# First project issues

- immature jBPM monitoring console
- lacking features (re-enter process from external source)
- interaction with process via custom task interface



# Enabled with FOSS

## First project wins:

- extended jBPM Manager Service
  - via jBPM API
- custom jBPM Monitor Application
  - via jBPM API
- custom task interface for fall-out
  - technical / functional



## A different view?



Katsushika Hokusai



# Reference project results

## Enabled with FOSS

- state-proxy to further customize wait-states
- custom jBPM class loader (maven)
- custom process testing framework
- custom maven plugin
  - generates generic project framework



# Agenda

- 2004 – present: Open Source at SNS
- STP strategy
- Realization with FOSS
- JBoss and jBPM – an example
  - STP and jBPM
  - products online
- Reference project
- **Into the future**



# What does the near future hold?

- migration to JBoss EAP
- migration to JBoss Developers Studio



# Where are we headed?

- dealing with small external process flows
  - service processes
- implementing multi-process solutions (parallel)
- integration IDE tooling JBoss / jBPM
  - swimlanes for task nodes
  - jBPM console for fall out application



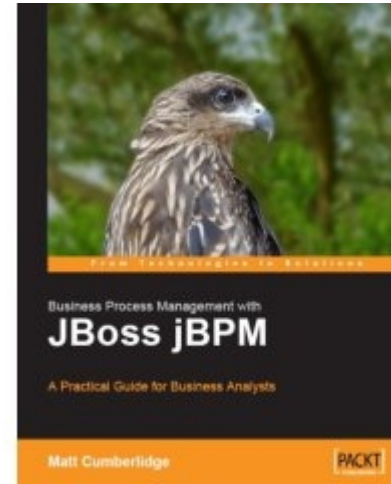


# Each step is a new view...





# Worthwhile reading



**“The Process Virtual Machine”, T. Baeyens, M. Valdes Faura, 2008.**

<http://docs.jboss.com/jbpm/pvm/article/>

**“7 Forms of Business Process Management with JBoss jBPM”, T. Baeyens, 2008.**

<http://java.dzone.com/articles/seven-forms-business-process-m>

**“Empowering Full Scale Straight Through Processing with BPM”, E. Schabell, S. Hoppenbrouwers, 2008.**

<http://www.schabell.org/2008/09/draft-empowering-full-scale-straight.html>



Questions?

[eric@schabell.org](mailto:eric@schabell.org)

