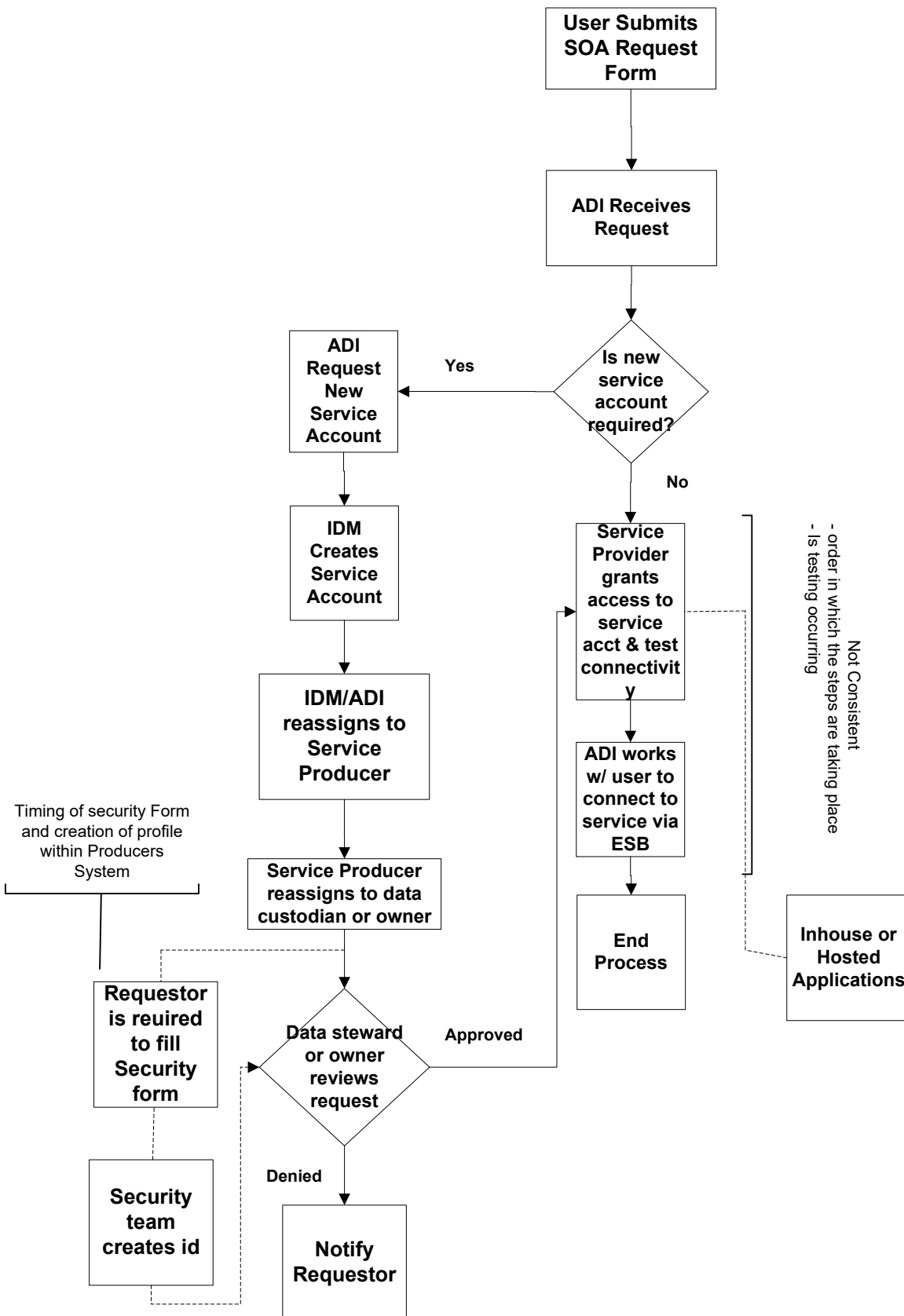


## **SOA Request Process- Common High Level Functions**

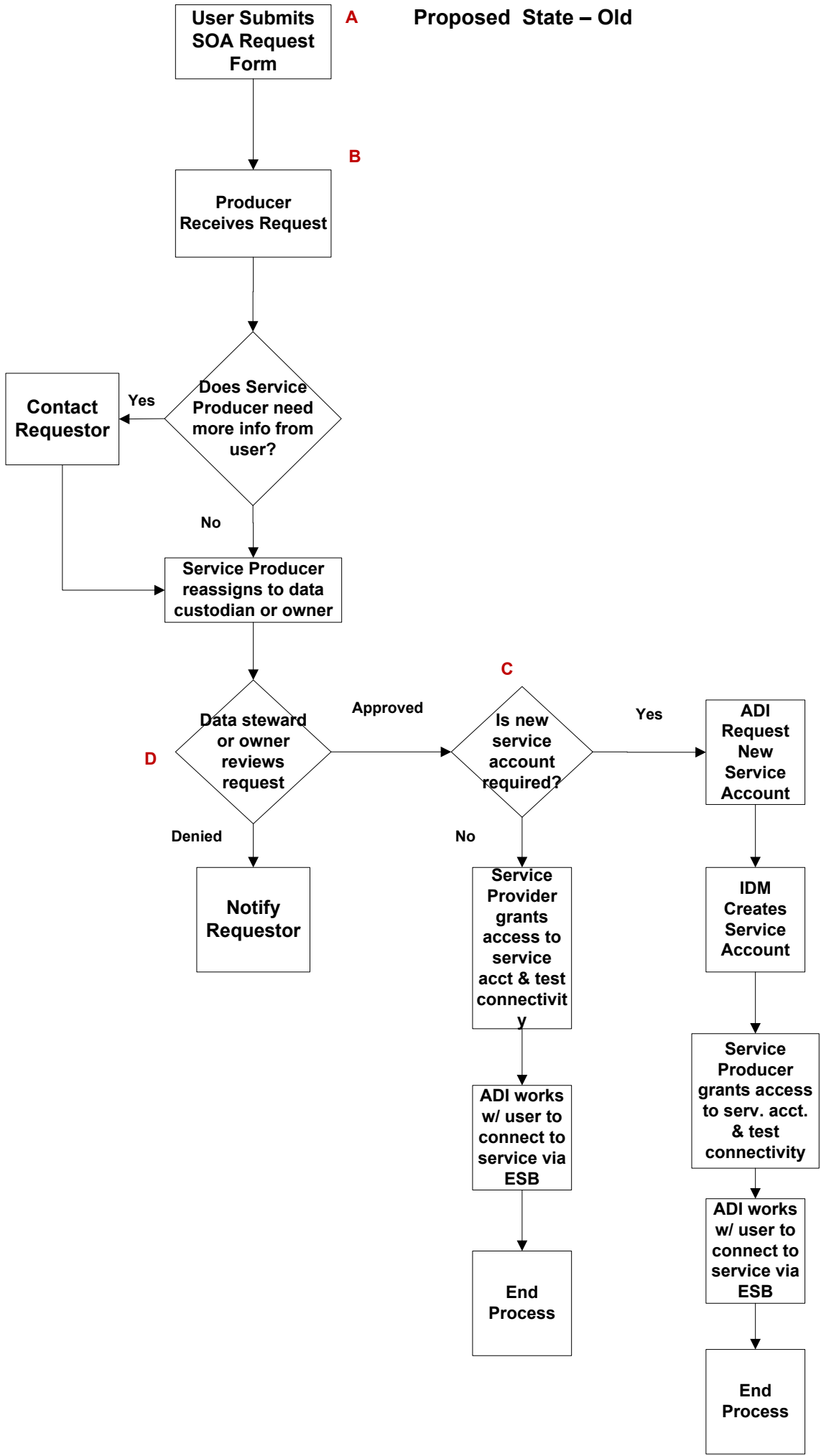
1. Request Submitted
2. Data steward signoff
3. Service account creation(IDM)
4. Setup Service account in ESB(ADI)
5. Producer grants access – Hosted or In house applications

## Current State

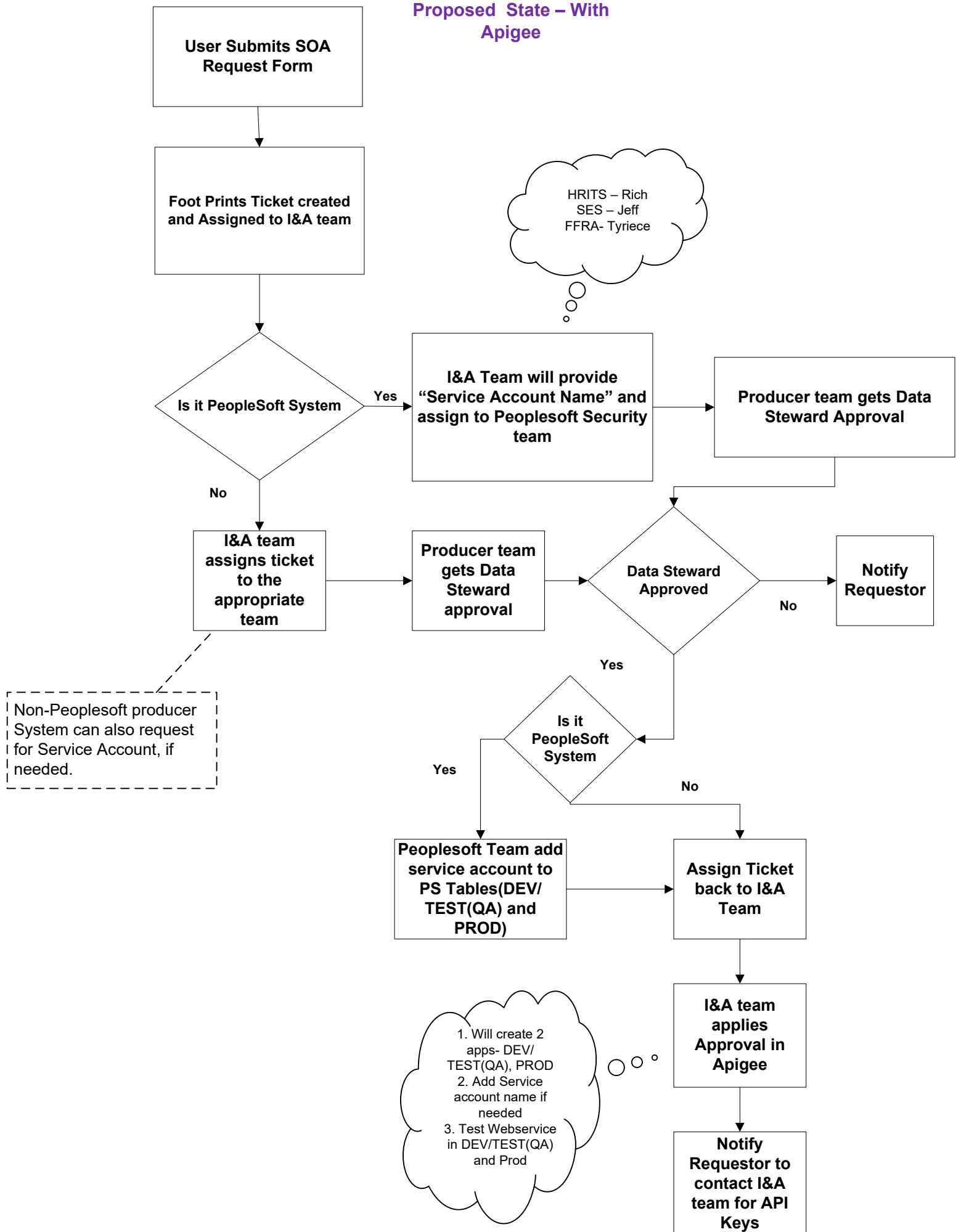
- Based on Analysing Tickets
- Feedback for SES and ADEA
- There are inconsistencies in current state



**Proposed State – Old**



## Proposed State – With Apigee



## **Bottle necks /Pain points**

A. Before the User Submits a Request form, Could the requestor discuss the requirements with the Producer? A sense check

- Does the request make sense?
- Are they requesting the right services?

B. Multiple request forms or could the requestor submit one ticket for all the requests(i.e. One form per request or one form per Producing System)? – The I&A Team will now split the Footprints ticket to multiple Footprints tickets which are all linked(for ex: Send one ticket to HRITS and one ticket to SES).

SOA request form: Can this be added to the form – “Do you already have an account?”

C. Who is going to be Monitoring the service account ids? Do we have any report?(ex: Can I&A Team provide a report of all the service accounts and who is accessing, how many times the service has been called?)

One Service account per application or one application should have more than one service account? – One Service account per application.

D. Could there be more than one custodian(i.e. either different custodian for each service or more than one custodian for each service)? – Its up to the point of contact for footprints ticket(i.e. Rich, Jeff, Tyriece).

Some of the Data Stewards don't have access to FP or unfamiliar with FP- Producer team's point of contact is responsible to coordinate with data Steward and get approvals in Footprints) .