

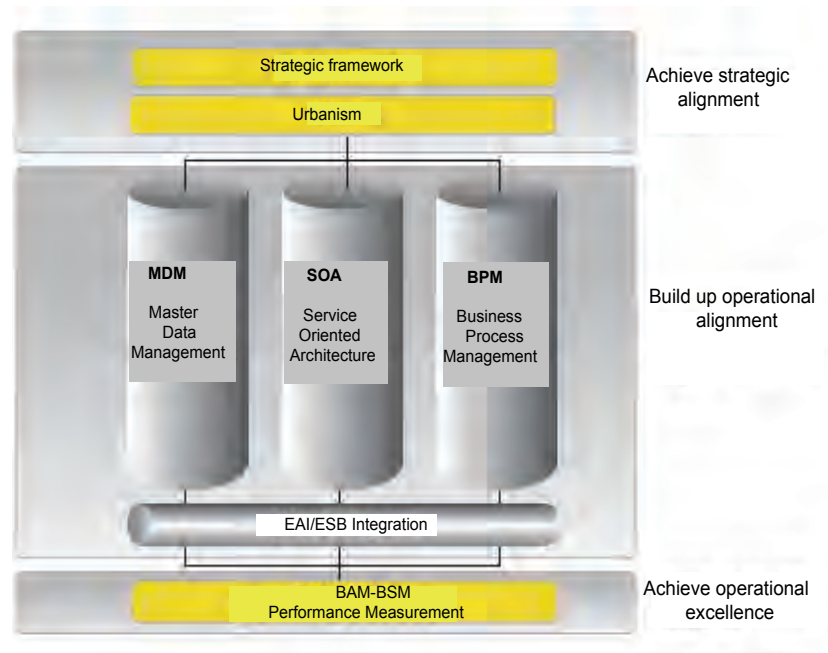
## Preface

The transverse information system is gradually taking shape in the business information systems environment. Whatever you call it, and even if some people continue to reduce it to the level of middleware, it is time to take notice of the predominant, central role played by this domain, as well as its impact, firstly on information system architectures and secondly on the implementation of new business applications. Inbetween applications there are parts of the information system which businesses must undertake to build and optimize without delay, that is unless they intend to miss out on opportunities and lag behind their competitors, just at a time when IS managers have to justify how they actively contribute to creating value.

This information system is based on major architecture and technology systems combined under the name of new information system solutions (NISS), some of which will probably be familiar to many readers:

- master data management (MDM), for data which is the basis of the information system;
- service-oriented architecture (SOA), a dominant architecture paradigm, perfect for transformation, modernization and enterprise architecture; and

– business process management (BPM), the driving force for value creation and business innovation intermediaries.



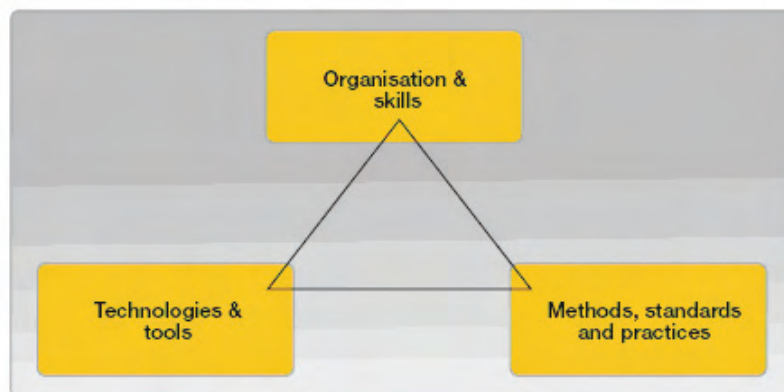
**Figure 1.** *The new information system solutions*

Each at their own level, these domains respond to the issues that IT managers are exposed to: contributing to the company’s growth, increasing the alignment capabilities between the business and the available IT resources, and safeguarding investments whilst managing innovation. Together, these technologies form a new information system, the transverse information system, which is the subject of this book.

These technologies do not compete with each other. They are complementary resources that help to make up this integrated whole. To achieve this, other resources may be called upon:

- modeling systems and systems for managing information assets;
- solutions for measuring operational performance, which ensure that the transverse information system is working properly; and
- dedicated integration layers (EAI/ESB), to facilitate transversal exchanges between the application systems.

In other words, whatever the quality of the technologies involved, they cannot function on their own. It is necessary to think about the method and organization systems which will genuinely ensure the success of the technologies concerned, in addition to showing how all of these factors will interconnect to provide an integrated, organized system in the long term.



**Figure 2.** *Organization-method-technology triptych*

**How to use this book**

This book is divided into three parts which are aimed at all business professionals such as IT personnel, decision-makers and managers who are anxious to gain a better understanding about how to optimize the services provided by the information system.

<b>1st part – Issues</b>	<b>About the business: the new issues facing IT managers</b> Chapter 1 - Innovation for Business Value and Cost-killing Chapter 2 - The Transverse Information System
<b>2nd part – Solutions</b>	<b>New Information System Solutions</b> Chapter 3 - Master Data Chapter 4 - Service-Oriented Architectures Chapter 5 - Business Process Management Chapter 6 - Exchange Platforms Chapter 7 - Complex, Innovative Business Architectures
<b>3rd part – Methods and organization</b>	<b>Managing new information system solutions</b> Chapter 8 - The Impact of NISS on Software Implementation Chapter 9 - From Implementation to Measurement Chapter 10 - Contribution and Impact of NISS on Organization Chapter 11 - How to Get the Best Out of NISS

Throughout this book we shall use the acronym IT to indicate what happens on the information systems management side. The initials CIO will also be used, depending on the context, to indicate either the information systems manager or the unit for which he is responsible, the information systems department.

The transverse information system and the new information system solutions are an innovative, exciting subject and an opportunity to create value by means of safeguarded investments. Be the first to break the rules and venture into this new territory.