Technology Challenges Are Daunting

Today’s information technology executives are tackling increasingly complex challenges while at the same time hoping to capitalize on technological advances. Yet the accelerated pace of technology change further complicates the equation. What is the right technology? When is the right time? Will it pay off?

Nowhere is this more evident than in the public sector where CIOs find themselves squarely in the middle of initiatives to control costs, reduce spending, modernize aging legacy systems, enable Health Care Reform, and provide better services to citizens who expect more targeted and impactful services than ever before.

Service-Oriented Architecture (SOA) offers the first real opportunity to deliver the kinds of savings, reusability and flexibility that IT professionals have been searching for. At the same time, a dizzying array of choices exists as technology providers tout product after product as the “next big thing”. With these choices come the challenges of connecting best-of-breed products to make them work together in your environment to achieve your vision. Unfortunately, these SOA products do not fit neatly together even when purchased from a single vendor. And, they can take months to integrate and are often difficult to upgrade, enhance, or extend.

At Accenture, we understand these challenges firsthand and have developed software solutions that save you time and money while allowing you to develop the real-world solutions your organization demands, today.

The Promise of SOA Delivered Today

The Accenture Public Service Platform (APSP) turns promise into practice, enabling you to:

Adopt an enterprise-wide SOA allowing you to easily deploy information systems that directly serve your organization’s mission.

Improve citizen services despite decreasing budgets and growing service demand.

Prepare your enterprise to meet the ongoing challenges of health care reform while protecting the decades of investment you have made in your legacy application portfolio.

Empower your internal customers to quickly adapt to policy changes keeping your limited technical resources focused on implementing innovative solutions to save your enterprise time and money.

The Accenture Public Service Platform enables organizations to achieve these outcomes. Built on SOA principles, guided by open standards, APSP provides a turn-key solution to connect your SOA products and quickly unlock their promise while minimizing risk.

APSP supports dozens of SOA software products from competing vendors, allowing you the flexibility to easily knit together a service-oriented capability in a way that leverages your existing investments while protecting new ones.

Beyond the Whiteboard

For years, the promise of SOA has been the topic of whiteboard discussions across the globe. However, there has not been a clear path for taking SOA from the whiteboard to the data center, until now. The Accenture Public Service Platform takes the confusion and guesswork out of your SOA implementation by providing a pre-built, pre-tested execution architecture that easily connects your SOA applications to reap their benefits faster.

APSP’s multi-layered design provides you the breadth and flexibility you need to meet your enterprise integration goals. Key components of the APSP architecture include:

Presentation Services – services that integrate with your chosen portal product and open standards to bring the latest Web 2.0 capabilities to life.

Business Services – loosely coupled services that contain business functionality. Business services are configurable and based on open standards, like XML and Web services.

Service Integration – pre-built services residing in the Enterprise Service Bus (ESB) that monitor flow of requests from software services and application components. The ESB orchestrates delivery of services, messaging, and transformation capabilities. External systems interact with APSP using web service calls or traditional online and batch interfaces.
Foundation for Rapid SOA Deployment

The Accenture Public Service Platform provides a proven, out-of-the-box technical architecture to jumpstart your SOA journey. Only APSP delivers the pre-configuration and tools needed to start now, deliver business results quickly, and enable agility into the future so that your enterprise can quickly adapt to changing business and regulatory requirements.

1. **Vendor-neutral** – With over 40 adapters already developed and more to come, APSP provides a comprehensive execution architecture integrating commercial-off-the-shelf (COTS) and open source products from Oracle, IBM, Red Hat, and others. APSP integrates the following types of products: Enterprise Service Bus (ESB); Web Portal; Workflow/Busness Process Management (BPM); Single Sign-on (SSO); Authorization, Authentication, Attestation (AAA) security control; Master Data Management (MDM) and Business Rules Management System (BRMS). With our multi-vendor suite of adapters, APSP can enable quick implementation of your choice of SOA middleware products, whether from a single vendor or your own collection of best-of-breed solutions.

If a product is no longer technically current, or fails to meet your requirements, the product can be replaced without having to re-code the applications that rely on that functionality.

2. **Standards Compliant** – APSP provides built-in compliance with well-known open source and industry standards allowing you to leverage as much existing infrastructure environment as you desire. We use standard technologies including Java and web services. We align with standards defined...
by Web Services Interoperability (WSI) Association, World Wide Web Consortium (W3C), Organization for the Advancement of Structured Information Standards (OASIS), Federal Technical Reference Model (FTRM), Medicaid Information Technology Architecture (MITA), and more.

3. Tested and Proven – APSP is the latest in Accenture’s constantly improving series of architecture platforms and shaped by over 30 years of public sector enterprise architecture and application experience. APSP is built on real-world project experiences from hundreds of solutions delivered to dozens of public sector clients and supported by an engineering team from the world’s largest implementer of SOA solutions. APSP is the foundation for Accenture Software’s suite of Human Services applications and for other Java-based solutions. Tested with millions of transactions to verify its scalability, APSP is delivered with reusable test scripts and data for future use as you build, providing lower project risk and reduced cost for applications built on APSP.

4. Pre-configured and Ready to Deploy – With over 50 pre-built technical services and frameworks ready to use, APSP enables quick implementation with the flexibility to meet the unique requirements of your environment. These components can eliminate as much as half the time associated with configuring the typical SOA solution stack and provide a fully-functioning development environment in a matter of weeks.

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**Figure 2:** APSP delivers a pre-configured solution and tools needed to enable agility now and into the future

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**Accenture Public Service Platform (APSP)**

<table>
<thead>
<tr>
<th>Presentation Services</th>
<th>Business Services</th>
<th>Technical Services</th>
<th>Data Services</th>
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<tbody>
<tr>
<td></td>
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<td>Application &amp; Rules Engine</td>
<td>OLIP</td>
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<td>Integration &amp; Rules Engine</td>
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<td>Rules Engine</td>
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<td>Presentation</td>
<td>Reporting</td>
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<td></td>
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<td>Security</td>
<td>Common</td>
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</tbody>
</table>

**Architecture**
- Vendor-neutral
- Standards compliant
- Tested and proven
- Pre-configured and ready to deploy

**Workbench**
- User documentation
- Code samples
- Best practices

**Flexible, configurable portal interface**

**Development platform and accelerators to speed business value**

**Technical services for quick modification, integration, and legacy renewal**

**Open, highly scalable data services**

**State-of-the-art identity and access management**
Figure 3: APSP pre-configured services and frameworks speed delivery and implementation. Selected services are described below:

<table>
<thead>
<tr>
<th>Service/Framework</th>
<th>Description</th>
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<tbody>
<tr>
<td>Legacy Integration Framework</td>
<td>Standardized web services definitions for sharing information between systems</td>
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<td>Business Process Management Framework</td>
<td>Provides numerous pre-defined business process workflows</td>
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<td>Business Rules Management Framework</td>
<td>Rules for multiple family services programs such as Medicaid, TANF, and SNAP</td>
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<td>Human Task Workflow Service</td>
<td>Allows human tasks to be integrated with automated tasks in BPM process flows, regardless of the specific COTS product (e.g. IBM Process Server, Oracle BPM, JBoss jBPM, and others)</td>
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<tr>
<td>Security Audit Service</td>
<td>Tracks coarse- and fine-grained attempts to gain authorization or access to the system</td>
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<tr>
<td>Enterprise Search Service</td>
<td>Provides crawling, indexing and search capabilities across a wide variety of data sources across the enterprise</td>
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<tr>
<td>Identity and Access Management Framework</td>
<td>Pre-built security context for use throughout the application to protect data and business services as well as presentation components</td>
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<tr>
<td>Document Management Framework</td>
<td>Integrated capacity to store documents, images, and metadata</td>
</tr>
<tr>
<td>Business Intelligence and Reporting Framework</td>
<td>Pre-built reports and ad-hoc templates for real-time reports to track just-in-time progress against business goals</td>
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<tr>
<td>Portal Framework</td>
<td>Pre-configured portlets to help meet case management requirements and beyond</td>
</tr>
<tr>
<td>Enterprise Content Management Framework</td>
<td>Pre-defined document and content objects and types</td>
</tr>
<tr>
<td>Correspondence and Forms Management Framework</td>
<td>Provides linkages to customer and person profile information</td>
</tr>
<tr>
<td>Reporting Framework</td>
<td>Optimized data interfaces to share relevant contextual information</td>
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Developer's Workbench

The Accenture Public Service Platform Developer’s Workbench provides a development environment with an easy-to-use and easy-to-learn set of tools based on the industry-leading, open source Eclipse Integrated Development Environment (IDE). The Workbench, proven to significantly reduce APSP application development time, combines in-depth documentation and tools with the stability and richness of the Eclipse product. Eclipse is open and flexible with thousands of available plug-ins, many open source, providing integrated access to necessary functions from a single console and desktop. These functions include source code management systems, defect and bug-tracking, test management tools, code-quality checking, and many others. APSP documentation is integrated into the Eclipse Help Library, providing searchable content at the developer’s fingertips.

Support and Maintenance

The Accenture Public Service Platform is offered with three levels of Support and Maintenance. Regular releases and periodic updates help ensure support for new standards and regulations.
Why Accenture?

The Accenture Public Service Platform is the culmination of Accenture’s hands-on experience gained delivering thousands of SOA projects all over the world. Our expert team of APSP designers, developers and installers is backed by five global innovation centers dedicated to commercializing emerging trends and capabilities in SOA. With access to more than 3,000 architects with core SOA skills in Systems Integration & Technology, Accenture has the skills needed to tackle even the toughest challenge. Our industry-leading practices are proven to successfully launch, deliver, accelerate and manage SOA initiatives. Combining the best of software and services, Accenture is ready to help you achieve your high performance vision.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 293,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is [www.accenture.com](http://www.accenture.com).

Accenture Software combines deep technology acumen with industry knowledge to develop differentiated software products. It offers innovative software-based solutions to enable organizations to meet their business goals and achieve high performance. Its home page is [www.accenture.com/software](http://www.accenture.com/software).

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