



Stefan Winkens

stefan.winkens@web.de

**Master student
University of Muenster, Germany**

**THU, 07 February 2008, 10.00-11.00am
QUT, 126 Margaret Street, Level 4, Meeting Room 408-409**

ABSTRACT

Service-oriented architectures (SOAs) are a very current topic and their importance will increase over the next years. The main advantages of an SOA are seen in increased agility and decreased development costs for new applications due to potential reuse of services. In order to manage the resulting activities in this field, good governance is mandatory. Consequently, SOA governance is about the organisation, the processes, the policies and the metrics to manage an SOA successfully, as these are the drivers in order to handle this complex task. Although the definition of measures for the SOA is seen as an important task of SOA governance, few performance measurement frameworks exist for this purpose.

The study evaluates existing IT and SOA governance frameworks regarding their appropriateness for an SOA performance measurement framework. In a next step, requirements for such a SOA performance measurement framework are derived. Finally, a framework is developed that fulfills these requirements. This framework is based on a Balanced Scorecard that considers in addition to the financial performance, the dimensions of user orientation, future orientation, and operational excellence. This seminar presents the first results of the research.

SPEAKER



Stefan Winkens is currently writing his Master's thesis while visiting the Business Process Management Group. He works on the Service Ecosystem Project in cooperation with SAP Australia and Queensland Government which aims to streamline cross-organisational processes based on SOA. Normally, Stefan is student of Business Information Systems at the University of Muenster, Germany.