




**WebServices –  
Einsatz auf europäischer Ebene**  
1M05

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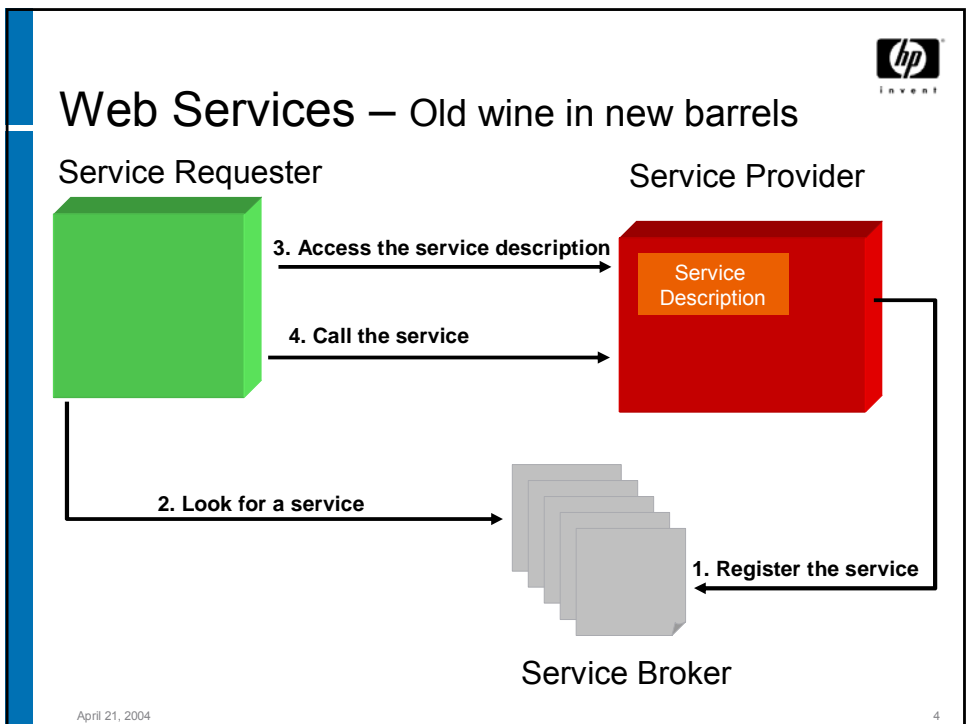
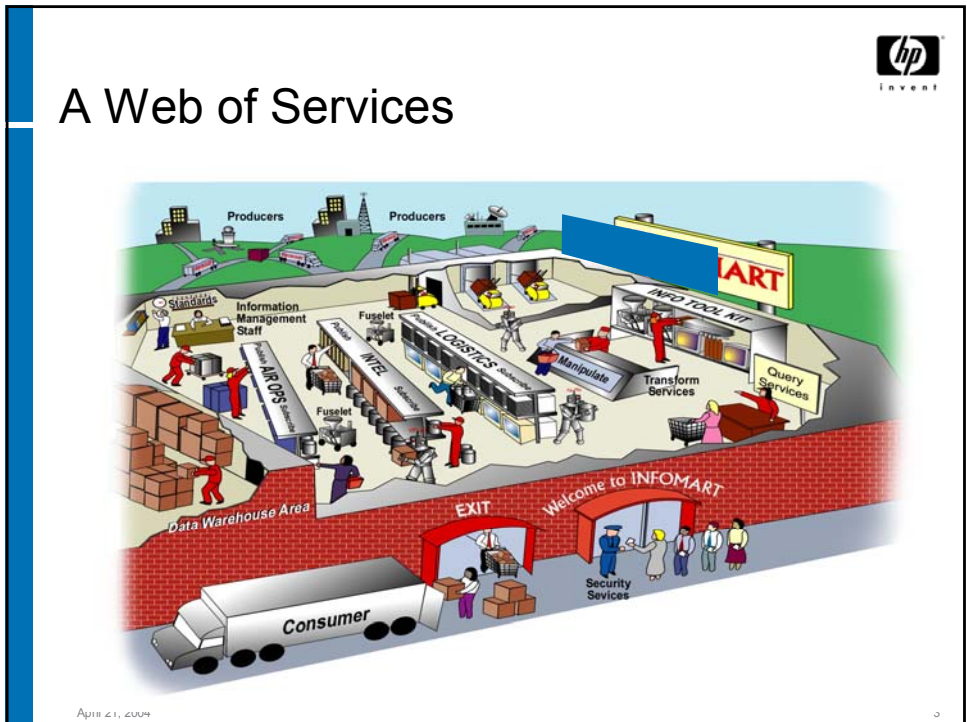


## Agenda

- Web Service Concepts
- Business Drivers
- Project Characteristics
- Requirements
- Offline Demo
- Architecture
- Interfaces and Performance Measurement
- Learned Lessons

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## Business Drivers



- for new Resource Management Application
- Current backend system will be replaced by new SAP-based backend system (COMPASS).
- No resource management functionality in COMPASS
- Need for common application to provide harmonized view on resource management
- 1% increase in utilization implies millions € profit
- Easy planning on different organizational levels

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## Project Characteristics



- Name of the Project: CATIS II
- Main Application Functionalities
  - Planning for consultants and project managers
  - Reporting of utilization, cost and revenue, resource management
- Timeline
  - Start: 1.09.2003
  - Test version available: 1.02.2004 (30 users)
  - Production version
    - for Switzerland: 1.05.2004 (180 users)
    - for Switzerland + Germany: 1.06.2004 (300 users)
    - for 90% of Europe: 1.01.2005 (2.500 users)
- Team
  - Start with Development Team of about 6 members
  - Two offshore resources - colleagues from DGS India HP

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## User Roles

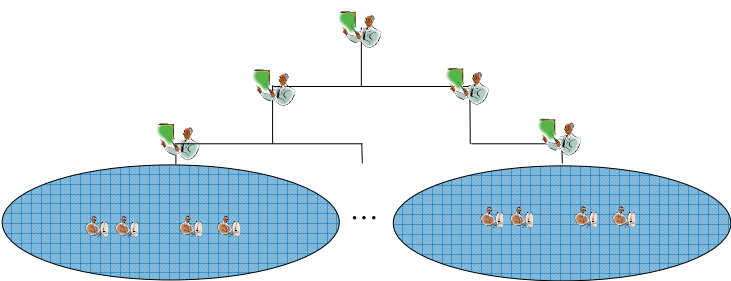
Consultant, Project Assistant (PA), Project Manager (PM), Practice Principal (PP), Managing Practice Principal (MPP), Executive Manager

EM


MPPs

PPs

Consultants/  
PAs



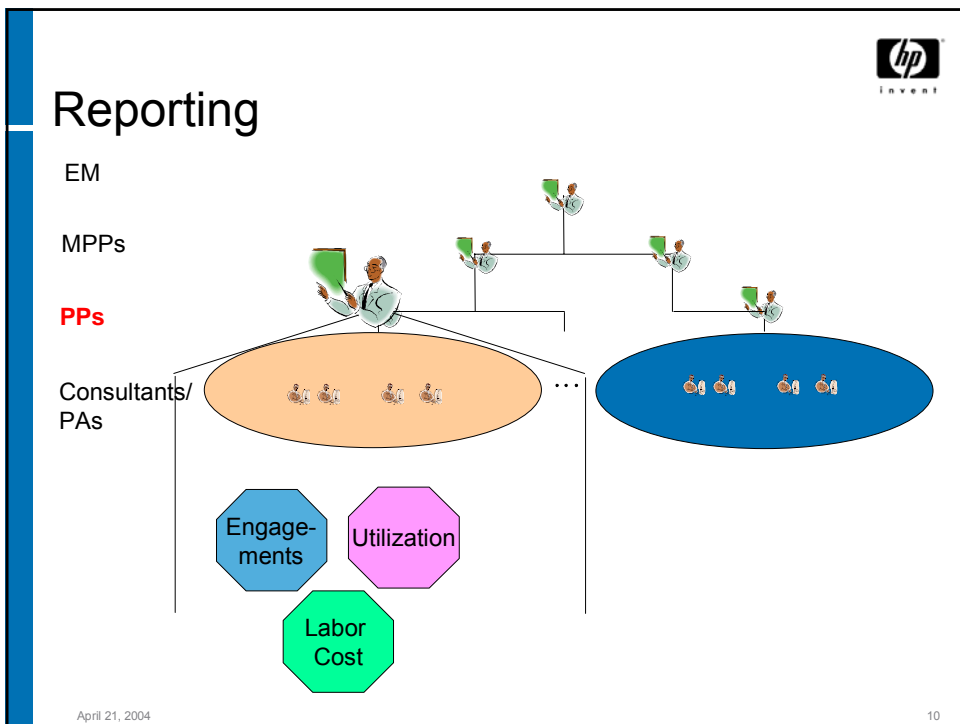
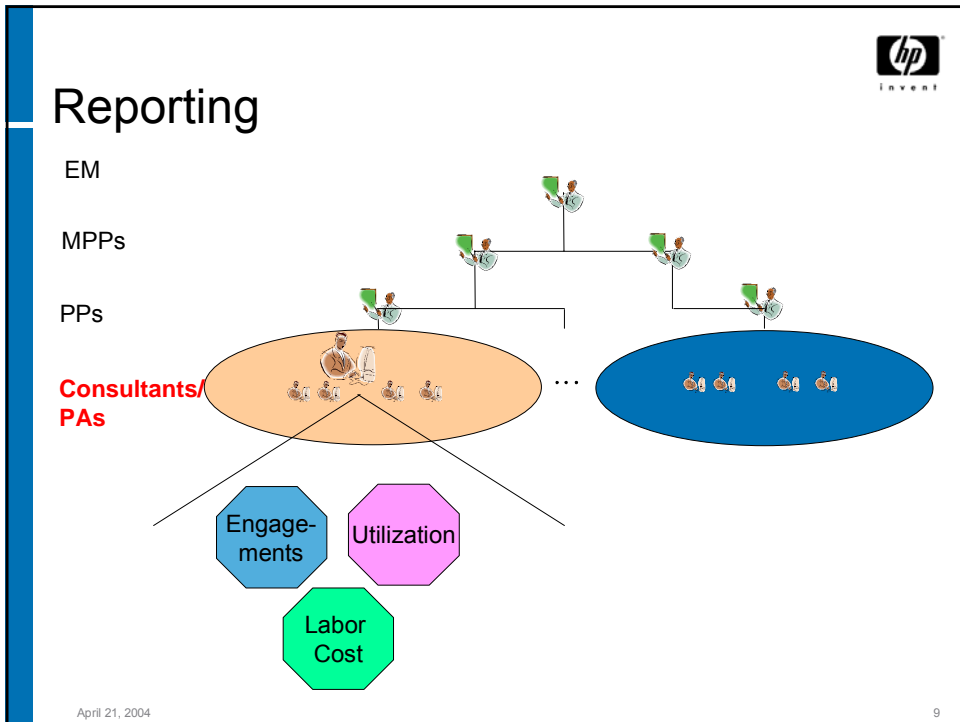
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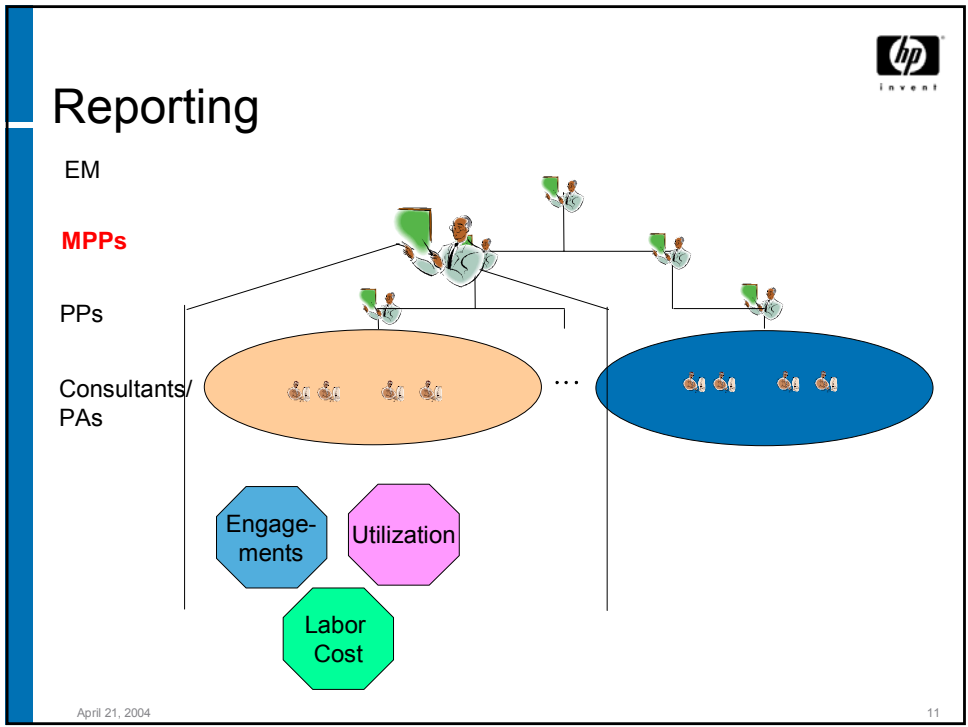


## Use cases - Non Reporting

- Consultant
  - approves actual week
  - easily plans up to ½ year into the future
- Project Assistant
  - maintains consultant data
- Project Manager (PM)
  - enables consultants for a project
- Administrators
  - set up users and
  - maintains organisational data

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**Consultant Utilization Detail Report**

Select a Utilization: All  Normalized  Show Report

Employee number	Employee name	Standard weekly hours	Target Utilization	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
282714	Guenther, Ralf	40	67%	117%	143%	97%	118%	108%	95%	114%	119%

[previous Month](#) [next Month](#) [Print](#)

**PP Labor Cost Report**

Who booked against the engagements of my PM's in a specific month

Select Engagement / WBS Element: 837ABC001 - FPM Project ABC

Select Utilization: All Show Report

Select Month: Oct 2003

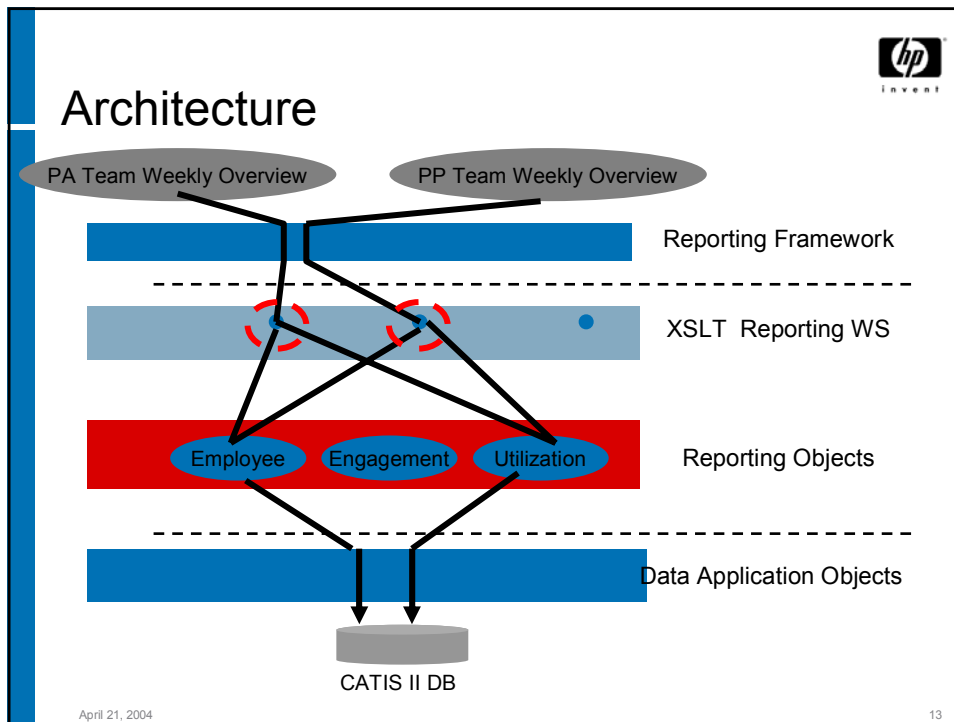
PP: Surname, first name  
Customer: Mustermann GmbH

Month: Oktober

Labor Type	Employee Number	Consultant Name	Labor Hours	Travel Hours	Labor Cost	Travel Cost	Σ Cost
Core	98765432	Surname, first name	8	2	1.200	200	1.400
Core	9876543	Surname, first name	8	2	1.200	200	1.400
Core	12345678	Surname, first name	8	2	1.200	200	1.400
Bid	98765432	Surname, first name	8	2	1.200	200	1.400
Bid	12345678	Surname, first name	8	2	1.200	200	1.400
YTD Totals: (cost in local currency)			48	10	6.000	1.000	7.000

[Download Data](#) [Print](#)

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- The HP logo and 'invent' tag are in the top right corner.
- ### Why Web Services have been used?
- Openness for different Clients
    - WebBrowsers, Windows Forms, Compact Framework applications
    - PDA, Mobiles, Laptops
  - Flexible Portal
    - Most Web Service-based reporting technologies can be integrated
  - Development
    - Easy integration of newest reports into the portal
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# Hands on Web Services ...



*Show Time*

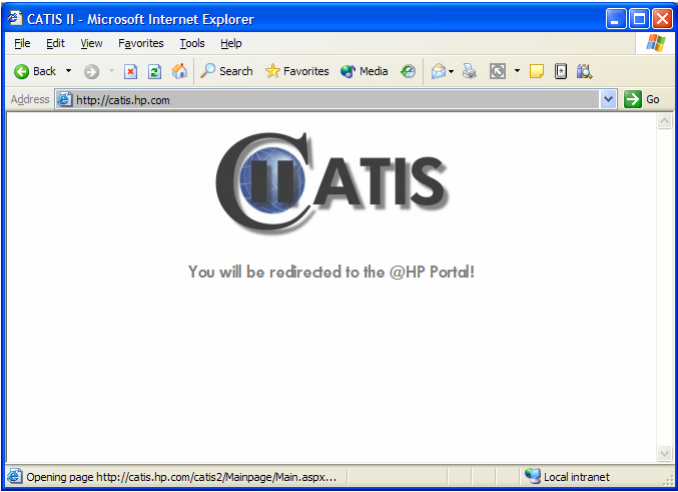
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# Log in to CATIS II ...

... with the url <http://catis.hp.com>



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## @hp authentication

Log in with your e-mail address...

... or with DigitalBadge

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## After login


Choose your reports

Check important messages

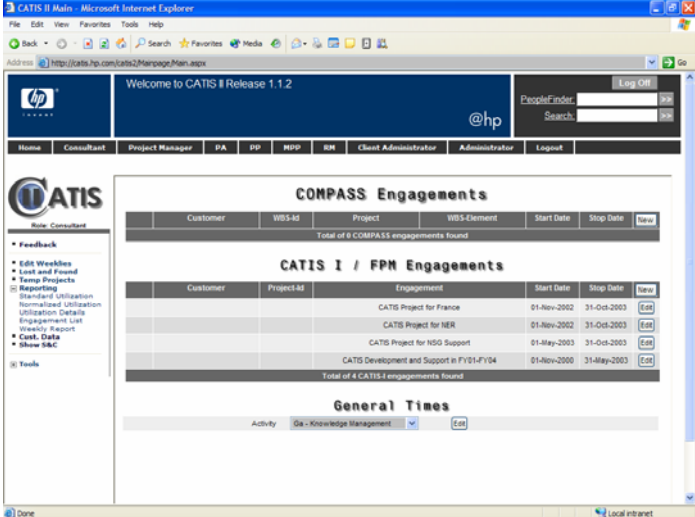
Select the role you want to work with

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## Edit your weeklies



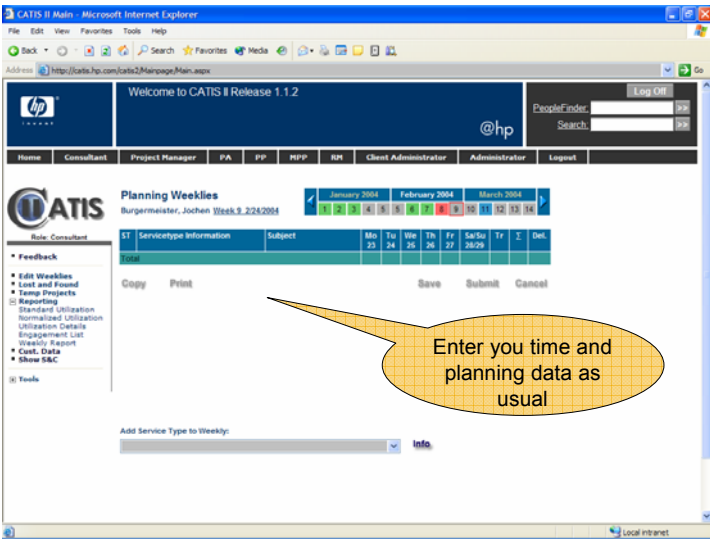
Link to CATW

Open directly CATIS I Edit weeklies

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## Edit weeklies for FPM engagements



Enter you time and planning data as usual

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## Consultant Standard Utilization

Working hours per week coming from HR

Select the reporting frame

Available week days per month

Month	Core Utilization	Internal Chargeability	Bid Development	Investment hours	Non productive hours	Total	Hours per month
August	0%	0%	0%	0%	62%	62%	168.00
September	0%	0%	0%	0%	0%	0%	176.00
October	0%	0%	0%	0%	0%	0%	160.00
November	0%	20%	0%	0%	0%	20%	160.00
December	0%	40%	0%	0%	0%	40%	176.00
January	0%	5%	0%	0%	32%	37%	176.00
February	0%	5%	0%	0%	15%	20%	160.00
March	0%	4%	0%	0%	0%	4%	160.00
April	0%	5%	0%	0%	0%	5%	176.00
May	0%	5%	0%	0%	0%	5%	160.00
Average	0%	16%	0%	0%	14%	14%	160.00

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## Consultant Normalized Utilization

Target Utilization of Consultant: 67 %

Month	Core Utilization	Internal Chargeability	Bid Development	Investment hours	Trade (Core+Intern.)	Total	Hours per month
August	0%	0%	0%	0%	0%	0%	168.00
September	0%	0%	0%	0%	0%	0%	176.00
October	0%	0%	0%	0%	0%	0%	154.00
November	0%	41%	0%	0%	41%	41%	160.00
December	0%	71%	0%	0%	71%	71%	184.00
January	0%	7%	0%	0%	7%	7%	176.00
February	0%	7%	0%	0%	7%	7%	160.00
March	0%	6%	0%	0%	6%	6%	164.00
April	0%	7%	0%	0%	7%	7%	176.00
May	0%	7%	0%	0%	7%	7%	160.00
Average	0%	15%	0%	0%	15%	15%	160.00

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## Consultant Utilization Details

Consultant Utilization Detail Report

Select a Utilization: All  Normalized  Show Report

Employee number	Role	Target Utilization	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD
116793	Burgermeister	67%	0%	41%	117%	54%	30%	6%	7%	72%

previous Month    next Month

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## Consultant Engagement List

Consultant Engagement List Report

Consultant Name: Burgermeister, Jochen    Emp.Nr.: 116793

CATIS I / FPM Engagements						
Engagement	Engagement Mgr.	Start	End	Customer	Title	Status
CATISRA	Burgermeister, Jochen	2002-11-01	2003-10-31		CATIS Project for France	EI
CATISNER	Burgermeister, Jochen	2002-11-01	2003-10-31		CATIS Project for NER	EI
CATISNSG	Burgermeister, Jochen	2003-05-01	2003-10-31		CATIS Project for NSG Support	EI
NT_CATIS	Schmitt, Wolfgang	2000-11-01	2003-05-31		CATIS Development and Support in FY01-FY04	EI

COMPASS Engagements						
Engagement	Engagement Mgr.	Start	End	Customer	Title	Status

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## Consultant Weekly Report

The screenshot shows the CATIS II Main interface in Microsoft Internet Explorer. The page title is "Consultant Weekly Report". The consultant's name is "Burgermeister, Jochen" with employee ID "116793". The report is for "Week: 7" of "January 2004".

Status	System	Labor Type	Engagement / WBS Element	Custom.	Subject / ATT/ABS Type	Mo 9	Tu 10	We 11	Th 12	Fr 13	Sa/Su 14	Sum	CATIS I Travel
	CATIS I	Intern. (EB)	No valid engagem. (1)		CATIS hosting	0.00	0.00	0.00	0.00	8.00	0.00	8.00	0.00
<b>Totals</b>						<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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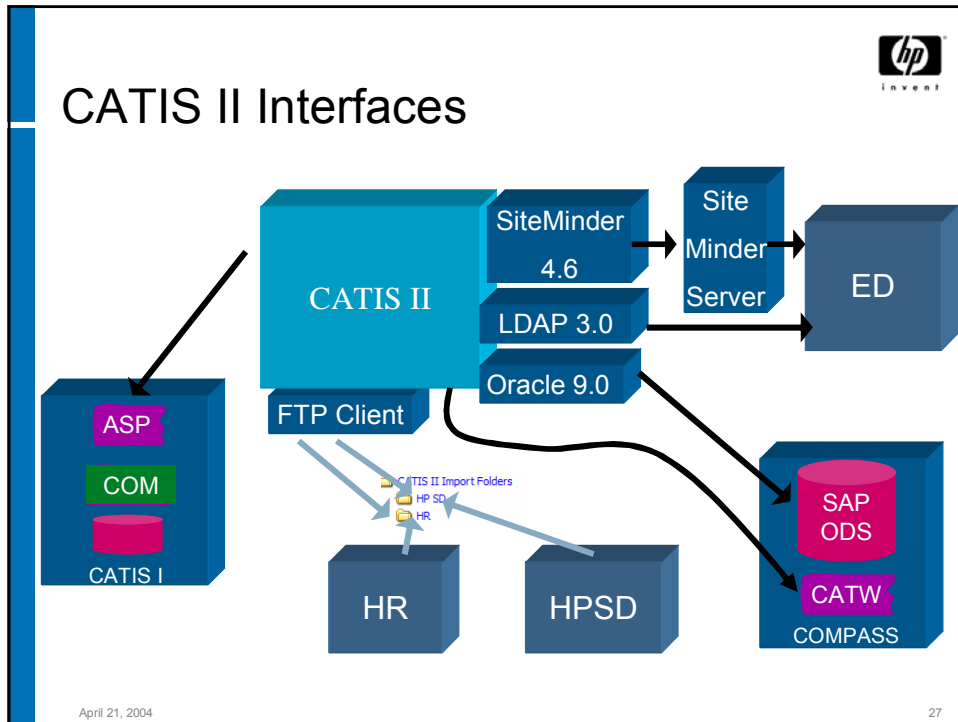
## Links to other applications

The screenshot shows the CATIS II Main interface with a list of links to other applications. A yellow callout bubble highlights the "Tools" section of the left sidebar, which contains the following links:

- Resource Request
- Infohub (obsolete)
- HP Global Method
- HPSD/MS
- HPSD
- RMSP
- Time&Labor
- SkillPack

The callout bubble contains the text: "Links to other important applications like Resource Management Marketplace, HPSP, Time & Labor, SkillPack, ...."

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**CATIS II Performance test results**

**Performance tests with profile 1**

- 100 simultaneous users
- Test duration: 1 hour
- Number of hits: 111391
- Requests per Second: 30.98
- CPU usage: 80 %

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## Learned Lessons **also for future HP projects with you!**

- Offshore support has cut the costs and has speed up the development (but needs a knowledge sharing investment before).
- HP with lots of international projects has enabled the easy EMEA rollout in the organisation itself.
- Web Service .NET based architecture
  - has proven to be highly flexible and
  - is accompanied by short development cycles.
- Decision on the pure/correct data source has been quite challenging.

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