

Shell Oil Products: Business Process Model XML Publishing

Antony Scott, RivCom

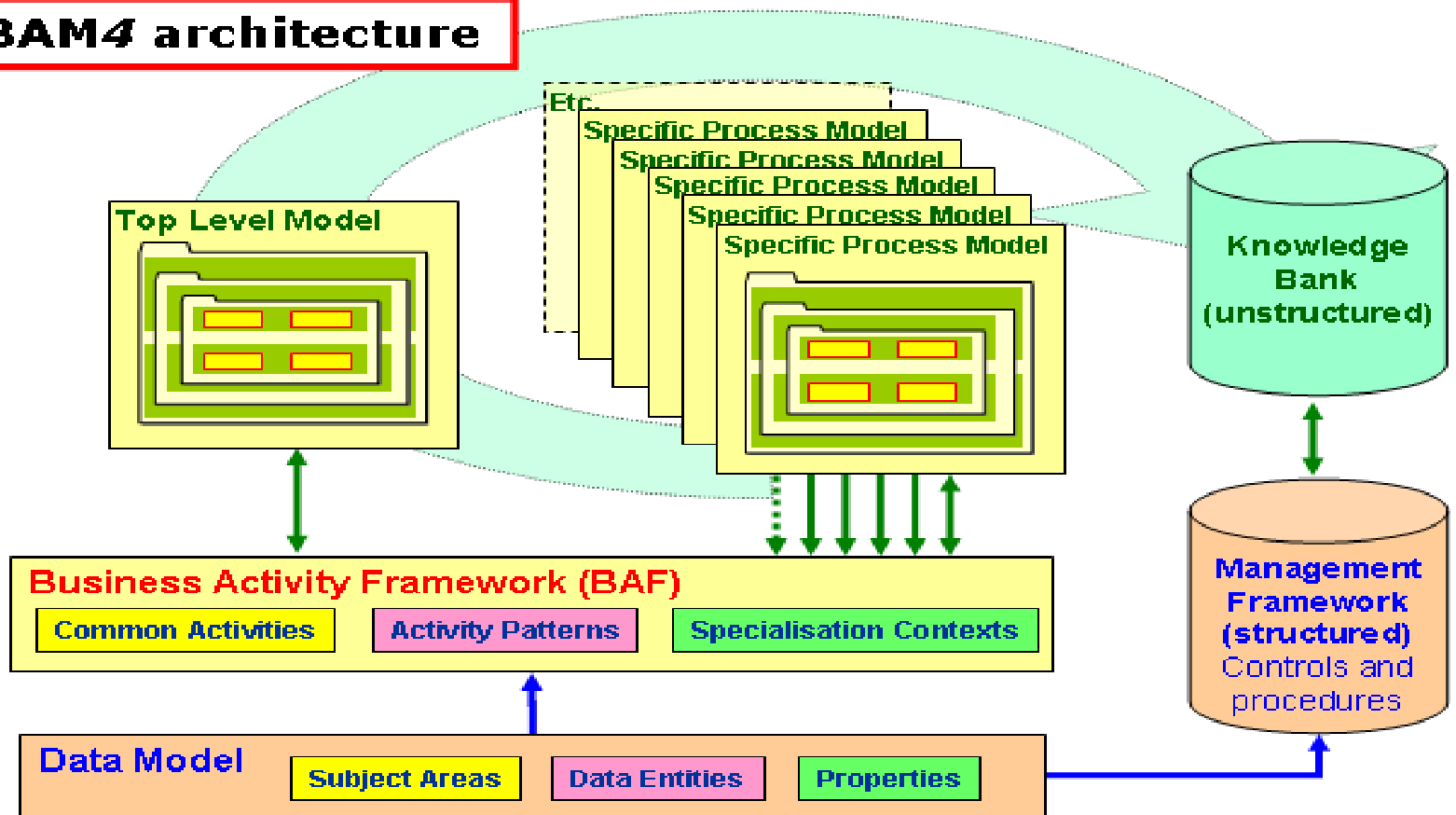
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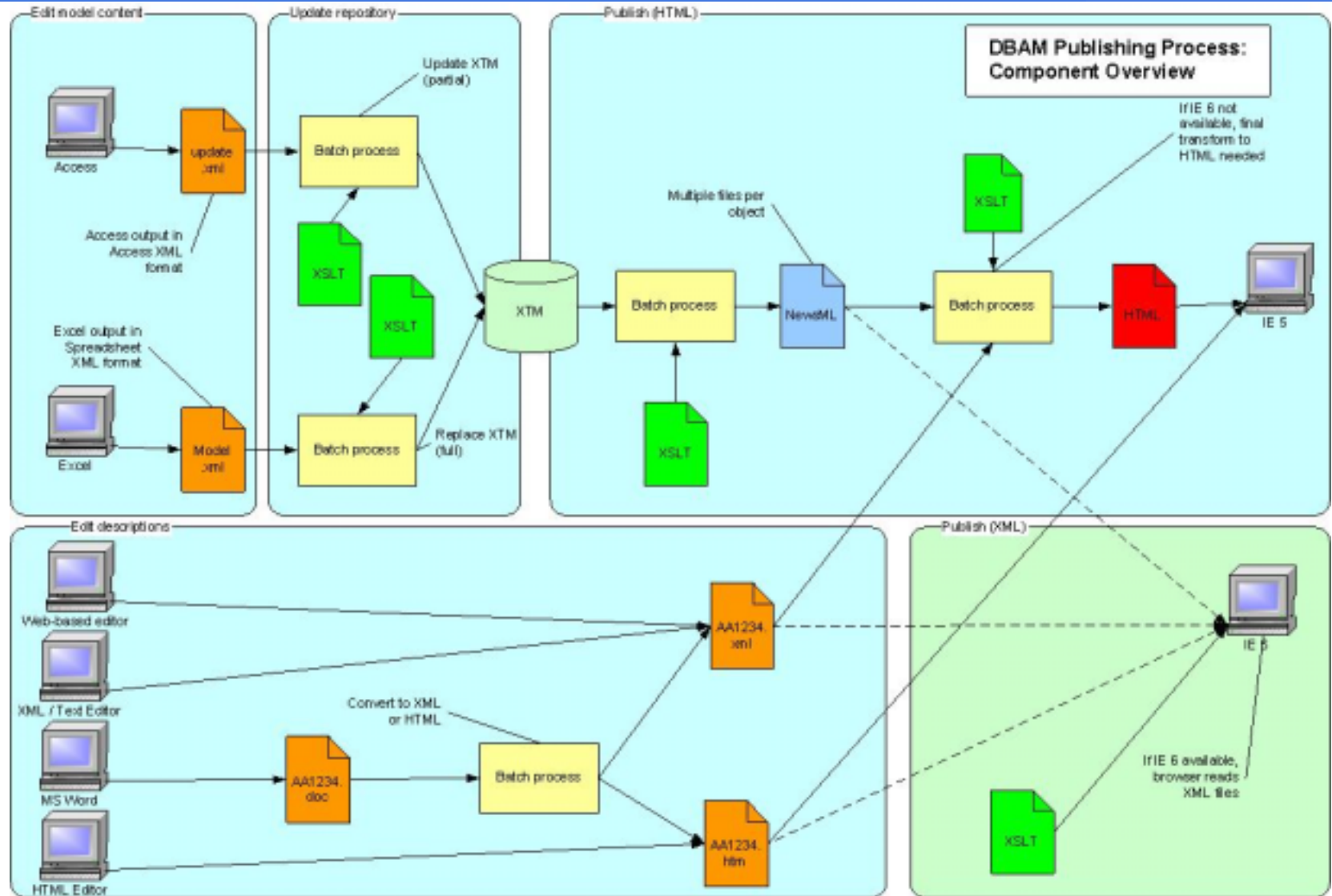
- RivCom has worked with Shell to publish business process models since 1991
- Techniques have evolved over time, with a focus on combining MS Office and standards-based tools
- Service provision has always combined content development and publishing technology
- Strategic importance, and publishing scope, has steadily grown.

DBAM4 architecture

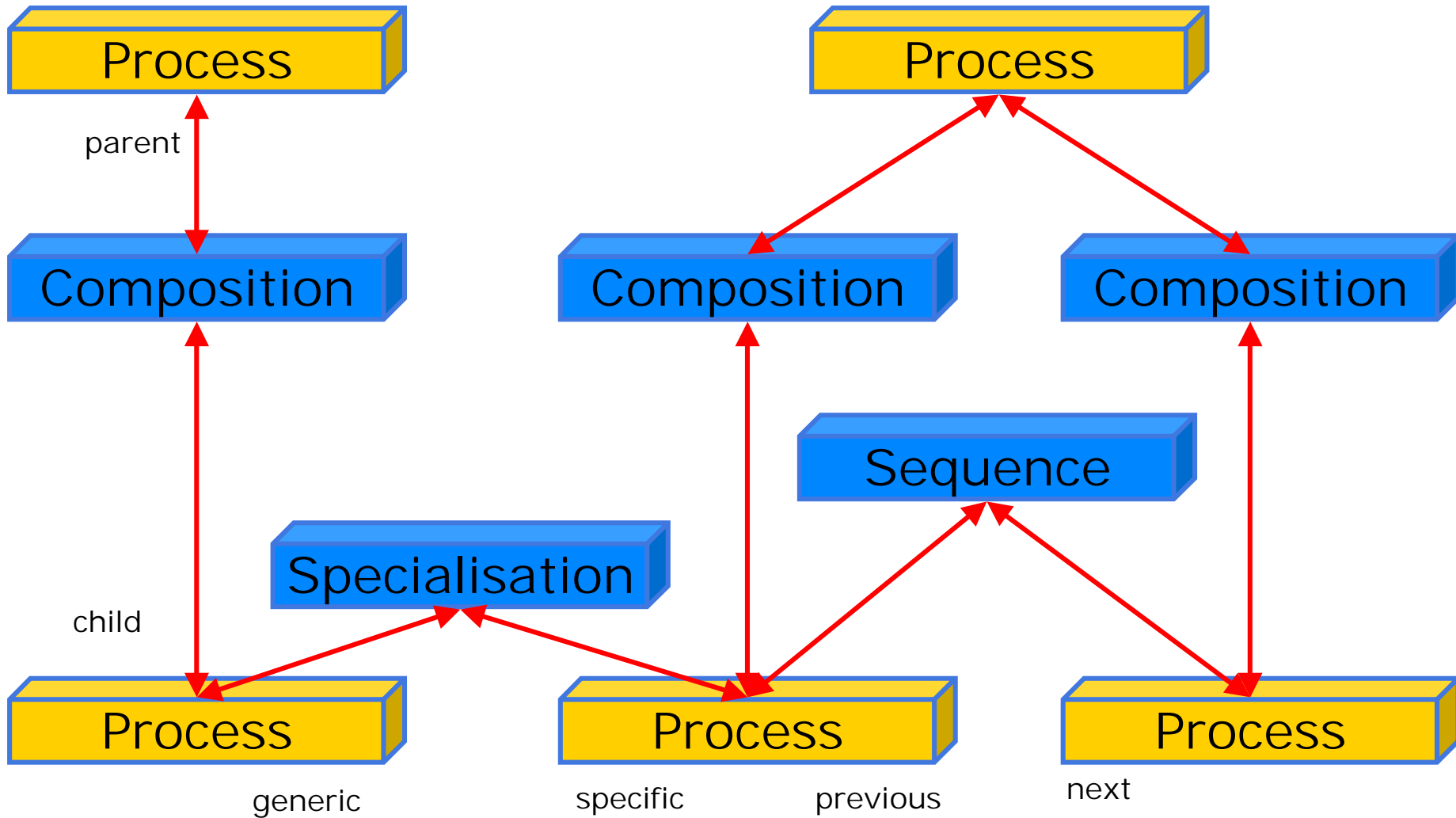


- Requirement:
 - Before: Single, standalone model, long update cycle
 - Now: Multiple interlinked models, shorter update cycles
- Environment:
 - ‘Locked-down’ desktop – MS Office, IE5.0
 - Client focus on content
 - Resources in document repository (Livelink)
- Approach:
 - MS Office editing interface (Excel)
 - Generic data structures (XTM, NewsML)
 - XSLT batch processing pipeline
 - Delivery in static HTML / JavaScript

- Why use Topic Maps for business models?
 - Uncertain future requirements – so stay generic
 - Prospect of tool support in longer term
 - Good match with content
 - Need for integration with Shell Wide Web resources
 - XTM allows XSLT processing



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and margins"/>
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</Topic>
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Editing Interface: Excel

Microsoft Excel - RivCom-sample-process.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

	C	D	E	F	G	H	I	J
	Code	Name	Visio drawing	Web page	Powerpoint file	PDF file	XML description	VDX file (XML)
1								
2	SPM	Sample Process Model	<none>	<none>	<none>	<none>	<none>	<none>
3		... various processes						
4		... various subprocesses						
6	TRA	Provide Translation Services	TRA.vsd	TRA.htm	TRA.ppt	TRA.pdf	TRA.xml	TRA.vdx
7	TRA.05	Manage translators and reviewers	<none>	<none>	<none>	<none>	<none>	<none>
8	TRA.05.05	Identify candidate translators/reviewers	<none>	<none>	<none>	<none>	<none>	<none>
9	TRA.05.10	Assess candidate translators/reviewers	<none>	<none>	<none>	<none>	<none>	<none>
10	TRA.05.15	Agree terms of reference with chosen translators/reviewers	<none>	<none>	<none>	<none>	<none>	<none>
11	TRA.05.20	Respond to translator/reviewer queries	<none>	<none>	<none>	<none>	<none>	<none>
12	TRA.05.25	Process translator/reviewer invoices	<none>	<none>	<none>	<none>	<none>	<none>
13	TRA.05.30	Renew or terminate agreement	<none>	<none>	<none>	<none>	<none>	<none>
14	TRA.10	Develop and maintain translation guidelines	<none>	<none>	<none>	<none>	<none>	<none>
19	TRA.15	Develop and maintain CAT tools	<none>	<none>	<none>	<none>	<none>	<none>
26	TRA.20	Translate documents	<none>	<none>	<none>	<none>	<none>	<none>
35	TRA.25	Monitor and improve translation service	<none>	<none>	<none>	<none>	<none>	<none>
42	SEC	Run Secretariat	SEC.vsd	SEC.htm	SEC.ppt	SEC.pdf	SEC.ppt	SEC.pdf
43		... various subprocesses						
45		... various processes						
46		... various subprocesses						
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processes / inputs-outputs /

Ready

- Requirements:
 - ‘Self-publishing’ – edit and preview online
 - Internal management of publishing cycle
 - Better interfaces, including graphical representations
- Environment:
 - ‘Locked-down’ desktop – MS Office, IE 6.0
 - Managed hosting service
 - Driving process change
- Approach
 - Topic Map engine and development environment (OKS)
 - Runs on WebSphere application server and Oracle database
 - Online editing of topics and associations
 - Topic map transparent to user

Current 'WIP' site

White paper

<http://www.rivcom.com/resources/RivCom-ShellCaseStudy.pdf>

PowerPoint

<http://www.rivcom.com/resources/RivCom-ShellCaseStudy-20020920.zip>

Questions?

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