2012 SOA Survey Questions

To complete the survey online, see http://tinyurl.com/c8xpn23

This survey is an initiative of the Enterprise, Business, and Technical Architects (ITANA) Educause constituent group. An analysis of survey results will be shared at the Educause 2012 national conference and through the ITANA web site, http://itana.org/

We expect this survey to take 10-15 minutes to complete. Multiple responses from the same institution are ok. Please feel free to skip any question you don't wish to answer or don't have time for.

Thank you for your time!

1a. Name of your institution *
1b. Your name
1c. Your role at your institution
1d. May we share the data you enter on this survey?

2. Change at your institution
In the last five years, how has SOA advanced at your institution? 1 = No improvement ... 4 = Major strides

- a. General understanding of SOA concepts among IT and business leaders
- b. Collaboration between IT and business units on defining goals
- c. Sharing of information about available services and service contracts
- d. Management of the service portfolio
- e. Governance of services as they are proposed, developed, and changed
- f. Agreement to an overall service architecture
- g. Improved operational management of services (SLAs, change management)
- h. Increased investment in SOA infrastructure
- i. Increased investment in SOA related skills (development, governance, architecture, business analysis)
- j. Projects that have significantly increased the portfolio of available services
- k. Increased use of web services provided in vendor products
- l. Increased integration of cloud services with local services
- m. Other changes (please indicate in question 4 below)

3. Change drivers for SOA
What have been the most important drivers for these changes? 1 = Not important or not applicable ... 4 = Very important

- a. Need for enterprise integration of back-end administrative systems and ERPs
- b. Need for integration of learning technologies including learning management systems
- c. Need for better Master Data Management
- d. Need for improved Business Intelligence
- e. Need to integrate cloud offerings with locally hosted services
- f. Need for greater agility in responding to changing business requirements
- g. Acquisition of vendor products that include services that de facto expand the service portfolio
- h. Executive leadership decisions (CIO, CTO, COO, etc.)
- i. Pursuing an overall enterprise architecture strategy that includes SOA
- j. Other drivers (please indicate in question 4 below)

4. Other changes or drivers at your institution
If there are other SOA-related changes or change drivers at your institution you'd like to share, please comment here.

5. Current state of SOA
Please indicate how strongly you agree with the following statements about SOA at your institution. 1 = Strongly disagree, generally not true ... 4 = Strongly agree, generally true

- a. SOA concepts and principles come up often in our planning
- b. The services in our architecture are tied to known business requirements that support agreed upon strategic goals
- c. SOA is part of our software development life cycle
- d. Our SOA is supported by a strong IT governance and change management framework
- e. SOA principles are consistently applied in architectural or design reviews
- f. Services have clear contracts, are well documented, and are easily discovered by those who need them
- g. Our SOA is supported by a strong data management roadmap (e.g., data governance, enterprise data model)
- h. Our SOA is supported by a strong identity management roadmap
- i. New services are incorporated in an agreed upon identity management architecture
- j. New services are incorporated in an agreed upon trust architecture for authentication and authorization across services
- k. We can get the resources we need to execute an effective SOA strategy for our institution
- l. Our work on SOA has significantly improved our ability to respond to changing business needs, more quickly or at reduced cost
- m. We can demonstrate real cost savings from our SOA strategy

6. SOA industry standards
Do you use any of the following industry standards in services or applications at your institution?

- PESC Admissions Application
- PESC Education Test Scores
- PESC High School Transcript
- PESC College Transcript
- IMS Global e-Portfolio
- IMS Global Learning Infrastructure Services
- IMS Global Learning Tools Interoperability

- Financial Information Exchange XML standard
- HR XML standard
- Other standards (please indicate in question 7 below)

7. Other SOA industry standards
If there are other industry standards that are important at your institution, please comment here.

8. ERP web services
Are any of the following products part of your service portfolio or SOA infrastructure?

- PeopleSoft Integration Broker and Web Services
- Sungard SCT Banner: Banner Web Services
- Sakai Web Services
- Kuali Student Web Services
- Kuali Enterprise Workflow Web Services
- Kuali Identity Web Services
- Other products (please indicate in question 12 below)

9. ESB solutions
Are any of the following products part of your service portfolio or SOA infrastructure?

- Kuali Service Bus
- Mulesoft
- WSO2 ESB
- Fuse (built on Apache ServiceMix)
- Apache ServiceMix
- JBoss ESB
- Other products (please indicate in question 12 below)

10. SOA suites
Are any of the following products part of your service portfolio or SOA infrastructure?

- Oracle SOA suite
- IBM Websphere
- Microsoft Biztalk
- Red Hat JBoss Enterprise SOA Platform
- SAP NetWeaver 7.3
- WSO2 Suite
- TIBCO ActiveMatrix 3.0
- Other products (please indicate in question 12 below)

11. SOA governance/management
Are any of the following products part of your service portfolio or SOA infrastructure?

- Oracle Service Registry
- IBM Websphere Service Registry
- Kuali Service Registry
- Other products (please indicate in question 12 below)

12. Other SOA related products
Please comment on any other products that you are implementing or have implemented.

13. SOA-related technologies
How widely used are the following SOA related technology standards in your architecture? 1 = Not used, not important ... 4 = Widely used, very important;

- SOAP
- REST
- POX (Plain Old XML)
- JSON
- XML binding: JAXB, JAX-WS
- WS-Transaction
- BPEL
- SAML
- WS-Security
- WS-Trust
- WS-Policy

14. Please briefly describe one SOA-related project at your institution in the last 2 years.

15. Is there anything else you would like to share about SOA at your institution?