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Contents:

Colophon

FORTIS BANK

Solid partners, flexible solutions

Welcome

The selection of WebSphere marks a new era in the development of (e-commerce) systems at Fortis Bank. It denotes the start of a cross-border alignment of architecture, infrastructure and the way in which applications are put together. The introduction of Java and Enterprise Java Beans (EJB) requires a new method of development and a new development environment. A wider audience will have access to existing systems because a new upper 'layer' will be created. This will allow multichannel access, paving the way for e-commerce, also known as web-enabling.

Make sure that you keep abreast of these new developments. Find out what the new technology, tools, infrastructure and methods mean to you as a Fortis (ISE) employee. Join us and learn more about the web's sphere.

Introduction by Ton Hagens

For the last six months, a growing number of Fortis staff has been working on the completion of an environment based on products from the WebSphere suite. From scratch, these staff have set up an architecture, created a development environment and built an infrastructure using products from the suite.

That work is being done in pilot applications. A start has also been made with DSDM-based development within the guidelines of Java 2EE.

As Internet technology gained in popularity, this resulted in the creation of a diversity of solutions, some of which were farmed out to external providers. This has clearly not always proved satisfactory and it is certainly not cost-effective. In any case, we, as a business, have been spending too much time and money on this. The development of Internet and Intranet applications, for use throughout Fortis Bank should provide

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both speed gains and economies of scale.

This was the reason why in early 2001 we came to a strategic decision on the technology on which this should be based. There are only a few major players in this market and there is little difference between them. We picked IBM on account of the other products used by our organisation. Firstly, because of the WebSphere product suite, and secondly, because the IBM organisation will provide solid back-up and support. When the decision was made in April 2001, we set a year's evaluation period in which to ascertain whether we liked the products and how IBM would behave as a partner.

The choice of WebSphere marked an express change of emphasis by the Fortis Bank organisation to a collective approach to ICT development instead of ad hoc solutions for each product. Not as an objective in itself, but in order to make better use of knowledge, manpower, infrastructure and applications. The realisation of potential economies of scale relating to Internet technology will bring down the costs per product.

The choice of the WebSphere suite was a cross-border decision. The Benelux countries are co-operating intensely in order to develop a common architecture for both applications and infrastructure. This will enable components to be exchanged and infrastructure linked or even used collectively. It requires new methods of design and construction and sets new criteria for co-operation between the (ICT) units of Fortis Bank.

Traditionally, many ICT businesses tackle the development of new software by hiring in external experts who design and install replacements. Fortis Bank is trying a different tack by stressing the input of its own staff. Not only does this give our staff the opportunity for further self-development by working with the latest tech-

niques, but it is also in the interests of the business. Once the evaluation period is over, we will have a team of people who can successfully develop and operate a wide range of applications, enabling us to serve the business at a reasonable cost.

Fortis staff in Belgium and Luxembourg are helping to develop the architecture, both for applications and for infrastructure. We have joined forces so that the same job will not be done twice. We have, of course, enlisted the services of IBM as back-up. The group of architects engaged in this task goes by the name E-Biact. The different subjects of the overall architecture have been divided and each is the responsibility of a specific team.

Lastly, we should end up re-using the components that we have developed. They should be re-used not only within applications and business lines but also across business lines and cross-border. We also intend to take steps that will encourage the re-use of applications.

We shall evaluate the situation after a year (March 2002) in order to decide how to proceed and with which products. In particular, we shall assess the contribution that the IBM organisation has made to the design and implementation of the architecture. ISE Development has decided to integrate the development of expertise at one point in the organisation: the E-Centre. Staff involved in the development of WebSphere applications are trained at the E-Centre and deployed in projects. Once the volume of work has built up sufficiently, these staff can move back to the various development teams. The E-Centre will therefore soon expand and operate out of other ISE locations (Woerden and Rotterdam) besides its present address in Amsterdam.

OS activities have also been integrated. The organisational structure has not yet been decided but a team has

already been formed for the pilot infrastructure projects that will concentrate on operating an infrastructure for WebSphere. An operating infrastructure, still in an insulated environment, has now been produced. It will be extended further and rolled out in the coming weeks and months. It has been decided, in line with the more intense cross-border interaction, that part of the required infrastructure should be built jointly.
Architecture and infrastructure are being developed by means of pilot applications. These are normal applications that are the first to be built with the suite. The advantage of this to the pertinent business lines is that they will be served first, but the disadvantage is that the development of the application will take longer because it is the first.

Naturally, ISE staff and business lines are very interested to know what is going on. It is clear that the WebSphere-related developments do not just concern a new technique but a new phase from many perspectives. Today we are offering all those who would like to find out more the chance to do so. At this conference, staff from the various countries will tell us what they are doing, IBM will enlighten us on their products and our architects will explain the relationship between the components. Developers will outline the consequences of the new techniques for development methodology and OS staff will inform us about the status of the infrastructure. Last but not least, the business lines will tell us what their pilot projects are about and what they expect.

This is a unique opportunity to spend an afternoon and evening discussing these fascinating developments.

Ton Hagens

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Program

Time	Programme	Speaker
14.30	Reception	
15.00	Importance of coordinated development of architecture, infrastructure and applications at Fortis Bank	Jean Pierre Cardinael
15.20	Introduction to the chosen approach to coordinated e-development (cross-border and Netherlands)	Ton Hagens
15.45	Presentation by Dominique on eBIACT's mission and the way it is structured so as to facilitate cross-border collaboration on the setting up of a WebSphere infrastructure and project organisation.	Dominique Fagnoule
16.10	Introduction to the Websphere product suite	Daniël Dumas
16.35	Overview of Fortis Bank Websphere architecture	Henk Houtzager
17.00	Cofee / Tea / Sandwiches	

Parallel sessions (streams)

	#	Architecture 1 (Overview)	Architecture 2 (Technique)	Development	Business	IBM Productsuite
17.45	1	Access Infrastructure: Cross border eBIACT project	Define Security Model: Cross border eBIACT project	Object orientation and Component-Based Develop-ment: a different development paradigm	Business environment of the new Privat Banking Internet Portal www.meespierson.com	IBM Websphere Portal Server
18.30	2	Logical Architecture: Mid Office	Development environment: Cross border eBIACT project	DSDM: Development together with the customer	Setup of an IPS Internet Portal www.fortisbank.nl	IBM Websphere Personalisation Server
19.15	3	Logical Architecture: Cross border eBIACT project	Status of new Websphere infrastructure design and implementation	Modern languages: the meaning of Java, XML, HTML, Flash and other languages in the Websphere-world	IVR: WebSphere in the Contact Centre	Teamsite: Websphere's content management solution

Forum & drinks

20.00	Round Table / Forum	Jos Vallinga / Ton Hagens
20.30-21.00	Drinks	

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Parallel Sessions (streams)

Architecture 1 (Overview)   Auditorium

Henk Houtzager

1 Access Infrastructure: Cross border eBIACT project
- Single Cross-Border Infrastructure
- Infrastructure Elements
- Requirements
- Design principles
- Fortis Bank WebSphere infrastructure architecture

Audience: Business & IT

Frank van Moorsel

2 Logical Architecture Mid-Office

It is very important to a multi-channel front office that all channels can access the business logic and related data in the same and consistent way. From a business perspective, this ensures that information once stored can be accessed from all channels. From an IT viewpoint, it ensures that certain software once developed can be re-used by all channels. In the past, each channel had its own architecture with its own set of applications and databases. Consequently, certain information was not available to all channels and sometimes even differed between channels. This presentation concerns the mid-office concept. The mid-office provides a range of services through which the channel-dependent components of the applications can consistently access business logic and data. The presentation covers the following topics:
- position of the mid-office in the eBIACT logical architecture
- responsibilities and tasks of the mid-office
- possible implementation
- communication between the mid-office and back-end systems

Audience: Business and IT

Aloyse Kohnen

3 Logical Architecture: Cross-border eBIACT project
- position/roles of the tools/products in the architecture
- the different interfaces
- principles applying to Branding, Language,
- guidelines for presentation and GUI

Audience: Development, Architects

Architecture 2 (Technique)   Vide 2

Frédéric Mahieu

1 Define Security Model: Cross-border eBIACT project
- Security needs and architecture in each country
- Security levels implied in the authentication process
- Client profile and role of LDAP
- Authorization process
- Signature process
- Translation of the model in technical architecture

Audience: IT-OS: Security & infrastructure specialists

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Patrice Witz

2 Development environment: Cross-border eBIACT project
- WebSphere software & complementary development tools
- PC workstations, servers, middleware & network
Audience: IT-Developers

André Koppenol

3 Status of new Websphere infrastructure design and implementation
- Design process
- Status of implementation
- Cross-border cooperation
- Integration in existing Dutch development, systems management and network infrastructure
- Content management
- Organizational issues: IT and non-IT
Audience: IT-OS: Infrastructure

Development   Film Theatre

Fred Jonkhart

1. Object orientation and Component-Based Development: a different development paradigm

This presentation introduces the Java Development Environment. In particular, the foundations of the environment – the development process, reference architecture, and supporting environment – are discussed in detail. The explanation of the development process includes information on matters such as DSDM, OOA/OOD, UML and CBD. The discussion of architecture includes an introduction to the J2EE architecture, expansions to this architecture and its implementation within Fortis Bank. Finally, the development environment is explained, including a discussion of the various tools.
Audience: designers, developers, team managers, project leaders

Vincent Mans

2. DSDM: Developing together with the customer

DSDM stands for Dynamic Systems Development Method and was introduced in 1994 as an enhancement to the Rapid Application Design. RAD is an approach whereby the user is the focus of, and makes practical contributions to, the development phase of a system. But DSDM is much more than that. It is a project management method revolving around the concept of user participation. DSDM was developed based on the view that a system should support the business objectives. That usually means that a functioning system must be delivered on a previously agreed date. DSDM has been successfully implemented in practice. This is a good reason to have a close look at DSDM, what it can do for our organisation, and what we have to devote attention to if we want to use it.
Audience: designers, developers, team managers, development managers, project leaders

Pieter Emeis

3. Modern languages: the meaning of Java, XML, HTML, Flash and other languages in the Websphere world

This presentation concentrates mainly on the actual situation: which languages are used, and what are they used for? Java is the most obvious candidate, but HTML and XML will also be discussed. Each language will be discussed briefly. An example of each Websphere component will then be used to explain what the programming work consists of and how these components interact with one another.

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The development of eBusiness applications requires a set of tools that until now have rarely been used within Fortis Bank ISE. An initial step is to define a development environment: which tools are used and which hardware is required for the development stations and development servers. These questions are largely answered in the FEST project. In this presentation a number of results will be presented and the tools will be discussed in greater detail.
Audience: designers, developers

Business	**Circular Room**

Dick van Ommeren

1. Business environment of the new Private Banking Internet portal (www.meespierson.com)
- Private Bank product portfolio, business requirements and implications for E-commerce strategy.
- E-business strategy
- Cross-border setup of portal: multi-label, multi-lingual
- Integration of multiple data sources
- Integration with Triple A system (client portfolio system)
Audience: Business & IT

Margo Andrea

2 Setup of an IPS Internet Portal (www.fortisbank.nl)
www.fortisbank.nl is a project that deals with all generic matters required for an Internet site (e.g. processes, IT, communication/design).

Henk Houtzager

3 IVR: WebSphere in the Contact Center
Voice response units are well known as machines that play pre-recorded voice prompts in response to a customer pressing buttons on a telephone. Today, voice platforms are developing as separate distributions channels which make it affordable to deliver services with no queuing delays to customers. This kind of service can involve both text to speech and voice recognition capabilities. Voice can be treated as one kind of "presentation" of business functionality to the customer. This presentation will address: now the WebSphere Voice Server works with the other components of the WebSphere suite, the way to disclose WebSphere business Logic to multiple channels, and the role of Voice XML.
The presentation will end with a short demo showing the possibilities of VXML.
Audience: Business & IT

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**Enzo
Greco**

1. IBM Websphere Portal Server

Product presentation on WS Portal Server (WPS) by IBM. WPS is the integration product in the WebSphere suite covering the area where multiple physical websites are integrated into one logical site, offering integrated user-driven personalisation and other generic services.
Audience: Business & IT

2. IBM Websphere Personalisation Server

Product presentation on WS Personalisation Server by IBM. This software makes it possible to provide rule-based and business-driven personalisation of websites without having to invest too much in the individual underlying websites.
Audience: Business & IT

3. Teamsite: Websphere's content management solution

Product presentation on the content management solution in WebSphere by IBM. IBM has formed a strategic alliance with Interwoven owing to which the content management product (Teamsite) has been integrated into the Websphere suite. Teamsite is a true web content management system that complements the rest of the Websphere suite very well.
Audience: Business & IT

Demos

Demos at stands, during the entire conference (conditional):
- E-Web
- Asset Builder System
- CISI
- www.informationbanking.com
- www.investmentbanking.com
- www.fortisbank.nl

Speakers

Jean Pierre Cardinael
Managing Director, Fortis Bank IT

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Ton Hagens

Ton Hagens is E-commerce Manager at the ISE Department in the Netherlands. Over the past seventeen years, he has held a variety of positions in the field of ICT: programmer, systems manager, information analyst, department manager, systems architect, and consultant. In the past few years, he has designed architectures and led organisations in the field of E-commerce. Ton joined Fortis Bank IPS (NL) last year as an E-commerce program manager. Since last June he has coordinated all E-commerce activities within ISE (NL). Technological and organisational implementation of the WebSphere suite is a major activity in this area. This WebSphere conference is one of the many initiatives in this field.

Jos Vallinga

Jos Vallinga is head of the ISE/Strategic Account Management (SAM) Department.

Dominique Fagnoule

Dominique Fagnoule was born in Liège, Belgium in 1961. He earned a degree in civil engineering from the University of Liège in 1984. Dominique joined Generale Bank in 1987 and is now IT Manager in charge of Non-Brick Banking in Belgium. He is also in charge of the e-Business IT Architecture Cross-border Team (eBIACT) and has been closely involved in the WebSphere project since its inception.

Daniel Dumas

Daniel Dumas is an IBM-certified IT Architect Consultant for the IBM Software Group in Belgium. His job is to provide technical consultancy for the development of applications based on Internet technologies and which may be used to support various business needs. This past year, Daniel worked on a project at Fortis BeNeLux aimed at defining the core set of products required to meet most of Fortis' e-Business application needs. He holds degrees in Electrical Engineering (Cornell University) and in Management (Cornell University and Catholic University, Louvain).

Henk Houtzager

Henk Houtzager is in charge of the architecture team at Fortis ISE Netherlands. His job is to provide advice on IT strategy and architecture. Henk was involved in the selection of the product suite for Fortis e-Banking applications and is now the Reference Architect for the Netherlands in the e-Business IT Architecture Cross-border Team (eBIACT). He holds degrees in Electrical Engineering (Delft University) and Information Management (Catholic University, Brabant and Washington University).

Pep Gallenkamp

After obtaining a degree in social and community services, Pep Gallenkamp (41) retrained to become a software developer in 1985. He then gained extensive experience at two insurance companies, Winterthur and NOG, holding a number of positions ranging from programmer to project leader. In the five years that he spent at each of these companies, he developed a love for data modelling. According to Pep, "Professional computerisation must rest on a solid foundation." After ten years in the insurance business, it was time for a change. Pep took on the challenge at MeesPierson, first as project leader and later as team leader in the application management group. It was in this period that he became inspired to supplement his interest in technology with an in-depth study of the development process. And so the idea of uniting both loves in a development street was born. His ideas came to life in the Java Street design project, where Pep was project leader. Pep has been the manager of the E-Centre since July 2000.,

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Frank van Moorsel

Frank van Moorsel has worked at Fortis Bank/ISE as a developer and architect for the last seven years. In the past he has designed and developed front office software for the branches of the bank. In recent years, he worked on several architectural projects in which a modern multi-channel front office for the bank was designed. From these recent projects, he has gained experience and knowledge of web- and component based technologies and middleware integrating issues. Frank is a member of eBIACT and is currently involved as an architect on the WebSphere pilot projects.

Aloyse Kohnen

Aloyse Kohnen has been responsible for Application and Technical Architecture in Luxembourg since May 2001 and acts as reference architect in the cross-border e-BIACT team. From November 1999 to April 2001, he was project leader of a 200 man/month Component Development project. Aloyse has 10 years' experience of IT project management. He graduated as a "Diplom ingenieur der Informatik" from the Johannes Keppler University in Linz in February 1989, majoring in Information Technology.

Frédéric Mahieu

Fréderic is a Reference Architect in the eBIACT team. He graduated in Computer Science from the University of Liège. From 1995 to 1997, he was a Lecturer Assistant at the Department of Computer Security and Cryptography of the University of Liège. Then from 1997 to 1999 he was responsible for Electronic Banking decentralised applications at Gbank IT. In 1999, he joined Fortis Bank Belgium IT, where he is responsible for Remote Banking applications (co-ordination of projects regarding PC Banking, Web Banking, Tele Banking and Call Centre activities).

Patrice Witz

Patrice Witz graduated from INSA (National Institute for Applied Sciences) in Lyon, France, in July 1998, majoring in Information Technology (computer sciences, networks, cryptography, radio communications, etc.). Between 1998 and 2000, Patrice helped to develop third generation systems UMTS (Universal Mobile Telecommunication System) at Thomson-CSF Communications' Research and Development division in England in co-ordination with English Laboratories and the European Commission. Patrice Witz joined Accenture Luxembourg in 2000 where he is now heavily involved in Object-Oriented Developments. He is member of the e-BIACT team.

André Koppenol

André Koppenol joined ISE/OS as a project manager in December 2000. He had previously worked for IBM Nederland N.V. for 21 years, where he had held various positions, the last of which was IT architect. André spent his first six months with ISE as leader of the S&A Infrastructure team and as manager of the TokenRing Ethernet Migration (TREM) project. After S&A Infrastructure was integrated with ICS, he became manager of WebSphere-related projects on account of his knowledge of IBM products and the IBM organisation. He is particularly interested in the organisational aspects connected with WebSphere and E-commerce activities in general.

Fred Jonkhart

Fred Jonkhart has been employed as project leader, architect and team leader at the E-Centre since March 1999. Prior to that, he gained nearly fifteen years' IT experience at other companies. Since joining Fortis Bank, Fred has been involved in the design of the current Java Development Environment and, since early this year, in various eBIACT projects that will result in a new development environment. One of his special interests is component-based development.

Vincent Mans

Vincent Mans (33) joined the Fortis Bank ISE/Development/E-Centre in July 2000. His job is to guide the development approach towards a DSDM-based approach. He does so in the first place by describing the E-Centre processes from a DSDM perspective and in the second place by putting this approach into practice. Vincent is also involved in the Benelux DSDM Consortium, where he is helping to develop e-DSDM to a further stage. Vincent holds a degree in Dutch law from Leiden University. He worked at Ericsson and ASZ as a programmer and process developer.

Pieter Emeis

Pieter Emeis has worked at Fortis Bank/ISE E-Centre as a developer and architect for the past three years, gaining extensive experience and expertise with Java, the Internet and related technologies. eBIACT was set up last year to assess the WebSphere product family on its added value for a Fortis Bank Benelux eBusiness infrastructure and architecture. Pieter is a member of eBIACT and currently works as an architect on the WebSphere pilot projects for IPS and Private Banking.

Dick van Ommeren

Fortis Bank Private Banking (MeesPierson), Manager E-commerce

Margo Andrea

Margo Andrea joined Fortis Bank in 1996. She held various positions in the fields of Marketing Communication and Direct Marketing before transferring to the E-Commerce department in March 2000. Margo made the move so she could concentrate on one direct channel rather than several different direct channels, although the two are clearly related. After a few months at the Content Management department, Margo joined E-Commerce Project Management in January 2001. Having worked on a number of small projects, she is now project manager of the framework of Fortisbank.nl, a project that deals with all generic matters required for an Internet site (e.g. processes, IT, communication/design). Margo hopes to complete this project in the second half of 2002, with the result that Fortis Bank IPS customers experience the added value of this new site.

Enzo Greco

Enzo Greco has given several presentations to different Fortis Bank audiences and is well-known for the way in which he provides clear and comprehensive information within a short time.
He is one of the best presenters of IBM WebSphere products. If you want to know more about the architecture of the WebSphere suite, you will find him very interesting to listen to.

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