

# NOLA PROJECT



*“The NOLA platform has proven to be a mission critical system. We appreciate the contribution the WTT contractors made to the success of the project.”*

*- Director, I.T*

## Project Background and Purpose:

Our client in the utilities industry’s role is to improve safety for the benefit of all Ontarians. A regulatory body, their goal is to enhance public safety in the province. Their online system was badly outdated and needed replacing and integration.

## Services Provided

WTT provided a project team consisting of the Architecture and Business Analysis and three (3) Programmers



## Overview of WTT's contribution to this project:

WTT provided an Architect with the leadership skills and multi-platform technology, architecture design and OOAD programming background to be successful for this project. On this project, the Consultant was the Architect and held several roles depending on which phase the client was on: Architecture /Design, Technical Team Lead, and Senior Developer. The development team made up of: 4-7 .Net and SharePoint Developers, 2-3 QA Staff, 1 Project Owner, 1 Business Analyst, 1 Program Manager, plus 3-6 SME's.

The system integrated with the following: SharePoint Server 2010: Internal User Profile Data, External User Applications, Configuration Rules, User SAP credentials (Using the Secure Storage Service). This Solution was built using .Net framework 4X. The Front-end was built using ASP.Net User Controls dynamically hosted by customer web parts. The User Controls leverage Ajax, JQuery and JavaScript on the front-end. As the client used an older version of SAP and the Consultant SAP experts needed to connect to their web services (50+) by using proxy classes.

WTT's Architect was responsible for the following items: Developing the initial overall ASP.Net solution architecture, Business Solution Design Documentation, developing the solution estimates for non-SAP components, generating project timelines from the estimates, input to program manager, providing advice and guidance to Developers, presenting demonstrations to key stakeholders, working with external partners/vendors and interfacing with staff and IT experts. Using the Business Solution Design, WTT took these base requirements and combined them into defined stories/features by working with the product owner, subject matter experts and Business Analyst. The stories/features included mock up, use cases, process flows, etc.

The Architect regularly reported to the Program Manager (daily) and Product Owners (throughout the day) on the status and any items that needed to be escalated or were holding up the team (working with external vendors, other projects that were affecting team members, technical issues that needed to be overcome, etc.).

As part of the client's Online Services solution, WTT provided a senior level Business Analyst to provide systems and business requirements services. The Business Analyst needed to have experience with developing a customized solution in addition to having experience with COTS as they would be integrating with the existing SAP system. The Business Analyst needed to bring strong experience with enterprise applications and COTS systems such as a Record Management System.

In conjunction with the above Architect, WTT provided three (3) Programmers.

### **Programmer/Developer #1:**

Worked on the SAP/.Net integration project for online application/process notification.

- Assisted in the design of the end-to-end architecture for SAP / SharePoint integration, custom application on .Net framework 4.0, design the schema and create web service inside SAP to exchange data.

### **Programmer/Developer #2:**

Programmer/Developer #2 also worked on the NOLA project with a focus on providing the call center representatives with intuitive, flexible and customized interface to SAP ERP.

- Analyzed business requirements from business design and propose solutions
- Completed programming for interface for 2 phases

### **Programmer/Developer #3:**

- Programmed iNOLA(internal New Online Application) for CSR (Customer Service Representative) to create/manage



electrical work permit notifications

- Programmed eNOLA(external New Online Application) for customers to apply for permits
- Created external user membership management module using ASP.Net form-based authentication, SharePoint Secure Store Service Application, and web parts
- Developed permit applications automatic handlers using SharePoint Timer Jobs to organize applications, submit applications to SAP through Soap web services, and clean-up expired applications

The Architect provided knowledge transfer to the internal Developers and Network Support Team on how to support, maintain and extend the solution. To accomplish this, he created Architecture Design, and Solution Design documents as well as a project support site (wiki site) that included documentation for: issue triaging, issue resolution, day to day support and additional development. Throughout the project, WTT's team provided regular status reports to the Program Manager. In addition, the Programmer / Developers provided technical documentation and deployment guides to the team.

## Technologies utilized

The system integrates with the following:

- SharePoint Server 2010: Internal User Profile Data, External User Applications, Configuration Rules, User SAP credentials (Using the Secure Storage Service)
- DMTI: Address Resolution
- XiPlay: Invoice payment
- Google Maps: Visual Display of Addresses
- SAP: Permits (Notifications), Invoices, Customer Correspondence, Business Rules
- ASP.Net SQL Membership/Role/Profile Providers

## Outcome

The team, in conjunction with the client's staff were successful in the deployment of the system features that allowed external users secure access to their solution data. This solution reduced costs, increased client satisfaction and ultimately improved internal business processes such as successfully architecting and developing the system features that prioritized and assigned the notification types and allowed CSRs the ability to access and manage them.

The Architect worked with IT and business users in testing to ensure applications could be successfully decommissioned in each environment when ready.

