

SIGNET NEWS

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What the SIGNET Client Services Division Can Do for You Business Analyst Group to Facilitate Applications Development

[This is first in a two-part series on developing work applications. This article focuses on the new service provided by the SIGNET Client Services Division to assist clients to develop work applications.]

The people who should be driving the development of new applications and the refinement of current applications are those who use them.

Douglas Rosenthal, Director,
SIGNET Client
Services Division
(STC)

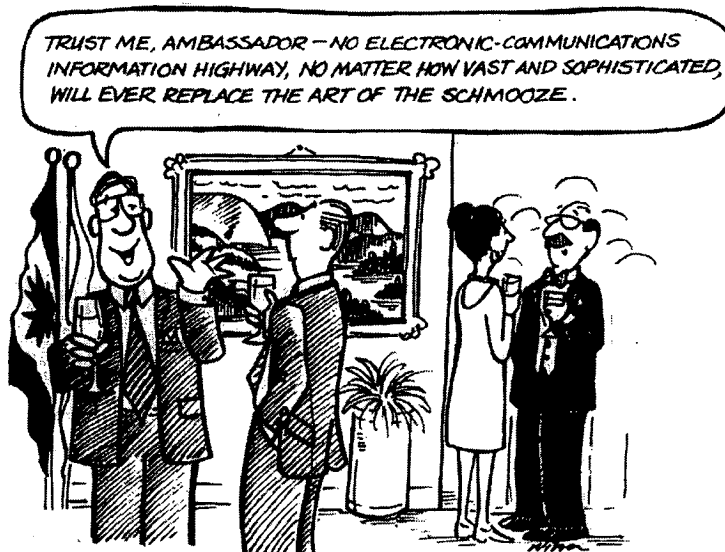
In the past year, the Information Systems Bureau (STB) has turned its face outward — toward the client. Building on the values shared by all employees of the Department, STB has worked to strengthen its sense of teamwork to meet growing client expectations.

The SIGNET Client Services Division is the Bureau's direct connection to users. Its service philosophy is based on a commitment to developing strong partnerships with clients so that they can use SIGNET effectively. As part of this cooperative approach, STC recently established a business analyst group to help work units determine if SIGNET can make their business processes more efficient.

"Now that SIGNET is in place," says Doug Rosenthal, "there is a great deal of interest across the Department in application development. Clients are familiar with the system and are anxious to exploit its possibilities. I expect that many of the new applications we will be discussing in the coming months will fall under the category of "information management".

can help you to articulate *your requirements*. We can then determine if automating a particular process would make it more efficient." A business case is prepared in which all options are considered, including non-automated solutions, existing departmental applications, off-the-shelf software, and custom applications.

The business case includes a cost-benefit analysis that answers key questions such as, Will the proposed new application reduce costs? Will it increase productivity? and Will it provide a service that wasn't provided or will it enhance an existing one? If the business case justifies application development, STC will then help the client get the application "off the ground" by helping to select the developer best suited to undertake the work.



Creative Alliances: Working with Clients

We are thinking of developing an application to run on SIGNET. How can STC help us?

"The simple, most direct answer to the question," says Sue Hardy, who manages the analyst group, "is to help you define your requirements. By asking the right questions about *your business*, we

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