



## **SABSA Workshop A3-8**

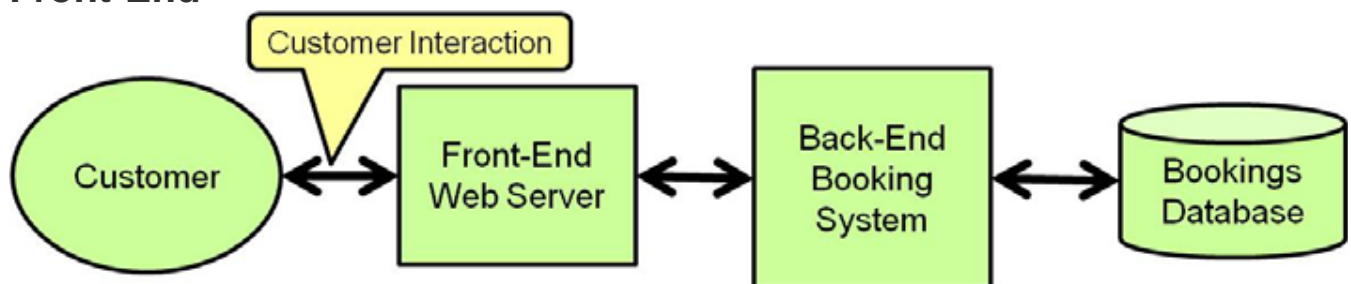
Business-driven Physical Solutions Design

## Task One – (Topical Focus Groups)

### Solution-Specific Physical Domain Map

At the Logical layer you mapped the information flows and transformations in and between logical domains of the Accommodation Management System. Now draw the domain map for the Physical domains. In the interests of time management select a limited scope for further engineering at the Physical layer. You are free to choose any scope you feel most appropriate for your real-world needs but one example is shown below:

#### Example Scope – Interaction between Customer and Web-based Front-End



You are designing the web-based front end. You will consider only the interaction between the customer and the web server, although other interactions will have a bearing on your analysis.

## Task Two – (Topical Focus Groups)

### Solution-Specific Time Sequence & Finite State Machine Model

Draw the sequence of finite states and events in a diagram.

Have you considered all possible states and all possible events? Your design must avoid the system ever locking up in a state for which there is no event to get out of that state. With regard to this issue, do you require any timeout events so as to return to an idle state in case of customer inactivity or back-end failure?

#### Example Scope – Interaction between Customer and Web-based Front-End

Assume that the entire process of a customer registering an account, setting a password and logging into the system are completed. The customer is in the finite state (wait state) of having an open web page on which there is a menu inviting the customer to make a booking, view current bookings, cancel a booking, etc. We shall look only at the process of making a new booking.

What is the sequence of events from the customer's perspective? Consider all the finite states (wait states) and events (transitions from one state to another). The wait states will include customer thinking time and back-end system activity. As an analogy, this is generically and essentially an internet shopping experience, very similar to buying a book or a CD from Amazon.

## Task Three – (Topical Focus Groups)

### Solution-Specific Mechanisms, Components & Activities

Refer to the Project-specific Services Package you delivered in Workshop A3-7 task four.

- Select from the overall package those services relevant to the scope of the interaction chosen for the previous steps in this workshop;
- Define and create a diagram, table or relational-reference artefact of your choice to show the:
  - Physical mechanisms in and between each physical domain required to build the solution specified in the Logical layer Services Package;
  - Component brands, tools, products or technical standards required to deliver the technical solution specified in the Physical Mechanisms map;
  - Service Management activities required to manage the solution through-life at each of the Logical, Physical & Component layers.

## Task Four – (Topical Focus Groups)

### Information Sharing

Each team is encouraged to share the results of their analysis with the rest of the group so that all participants benefit from the exchange of ideas and issues between topic areas. Time-permitting, the course facilitator will ask for presentations to be made.