



## AQA Integrates Business Processes with Service Oriented Architecture

The Assessment and Qualifications Alliance (AQA) is the largest of the three English exam boards and sets and marks public exams such as GCSEs and A Levels, as well as other qualifications. AQA administer examinations for over 7000 schools, colleges and other institutions with students taking over 3.5 million exams each year. AQA employs 1050 permanent staff and works with over 35,000 teachers, lecturers, advisers and consultants who assist in setting and marking the exams.

### Challenge

- ▶ Provide faster, more flexible and consistent Examiner services in order to strengthen market position
- ▶ Unify applications and business processes across multiple lines of business and diverse geographic locations
- ▶ Move from the traditional monolithic/stovepipe deployment of applications toward a model of 'Utility Computing'
- ▶ Adopt a Service Oriented Architecture and build a platform capable of integrating new applications and processes over time

### Solution

- ▶ Implemented Oracle Fusion Middleware with Oracle SOA Suite to integrate all internal and external operations on a single, standardised Service Oriented Architecture
- ▶ Introduced a Process-Oriented Approach using Lean Six Sigma that provides a 360 degree view of the business and supports continuous process improvement
- ▶ Integrated previously disparate workflows into a single, visible and easily-extensible business process using Oracle BPEL Process Manager
- ▶ Improved Business Flexibility by extracting rules for Examiner fees and expenses from legacy systems into Oracle Business Rules
- ▶ Performance of processes monitored in real-time using Oracle Business Activity Monitoring

### Results

- ▶ Dramatic Reduction in the cycle times of Examiner Payments
- ▶ Policy changes to Examiner fees and expenses are rolled out in hours rather than weeks
- ▶ Combining automated and human workflow into a single business process has provided strong business control and visibility of processes from end-to-end
- ▶ Process-Oriented Approach has aligned SOA implementation with business objectives
- ▶ Development was accelerated by using human workflow within Oracle BPEL implementing standard patterns including assignment, escalation, prioritisation and notifications.

### Oracle Products

- ▶ Oracle Fusion Middleware
- ▶ Oracle BPEL Process Manager
- ▶ Oracle Enterprise Service Bus
- ▶ Oracle Business Activity Monitoring
- ▶ Oracle Business Rules
- ▶ Oracle JDeveloper and ADF
- ▶ Oracle BPA Suite
- ▶ Oracle E-Business Suite Adapters
- ▶ Oracle Forms

### Future

- ▶ Driving SOA Adoption using on-going projects
- ▶ Formation of an Enterprise Architecture Group to support SOA projects
- ▶ Oracle BPA Suite for Modelling and Simulating Business Processes
- ▶ Joint Business and IT Plan using Lean Six Sigma, Oracle SOA Methodology and Oracle Maturity Model
- ▶ Extend value of Oracle Applications using SOA

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