

# DECISION MANAGEMENT

# AS A SERVICE



**The  
Business  
Analysts**

Be Wise. Optimise.



**Vlaamse  
overheid**



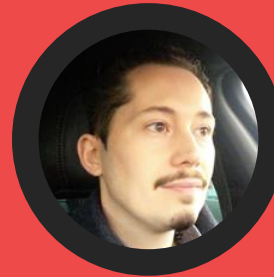
## About me ...



## ... and The Business Analysts

### DENNIS AARTS

- Studies: Information Sciences @ Radboud University Nijmegen
- Specialization: Model Driven Engineering
- Co-organizer of the Decision Intelligence Seminar



**Since 2012**

Working for The Business Analysts

### THE BUSINESS ANALYSTS

- Focus on functional and business analysis
- Currently about 100 employees
- Product independent

**Since 2001**

Active on the Belgian market

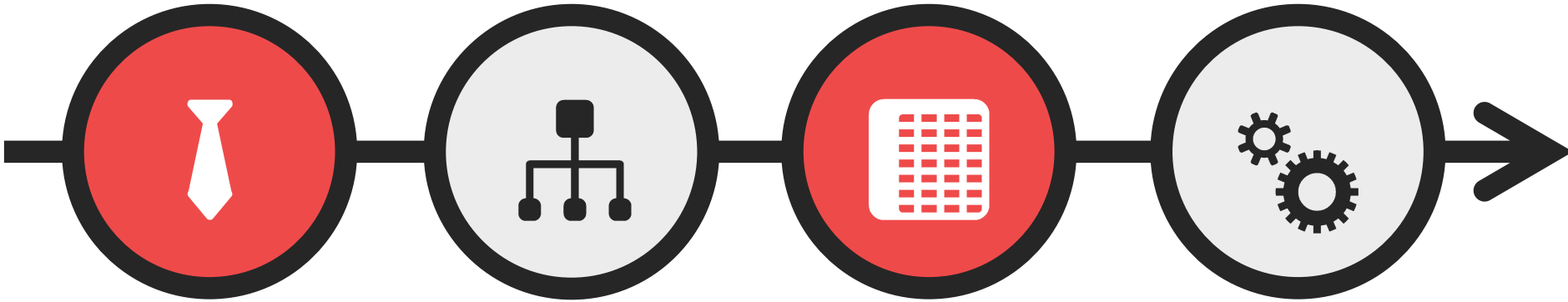
The Business Analysts

Be Wise. Optimise.

# The history of decision management ...



... in Belgium



2001

**Foundation of The Business Analysts**

2012

**First usage of DM techniques**

2017

**Customers request the use of DMN**

2018

**First customers start using a BRE**



## Citizens wish for ...

→ ... more streamlined application procedures

Possible improvements

Overall: 66%



Consistent use  
of terminology

100%



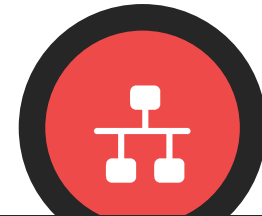
Only ask for  
relevant data

90%



Reuse of previously  
provided data

63,5%



Consistent procedures  
across entities

28%

## The Belgian government ...



... is extremely fragmented

Belgium has 7 governments

The Flemish government  
has 11 ministries

The ministries comprise  
a total of 32 departments



An additional 40 departments  
support the ministries

The departments give direction  
to about 34.000 organisations

That is 1 organisation for every 20  
companies in the Flemish Region

# Automatisch Advies (Automated Advice) ...



... to the rescue



**(Authentic) sources**

- MAGDA
- Centralization of (authentic) sources and authorizations



**Orchestration**

- Camunda
- Provisioning of a single API to use all of the services



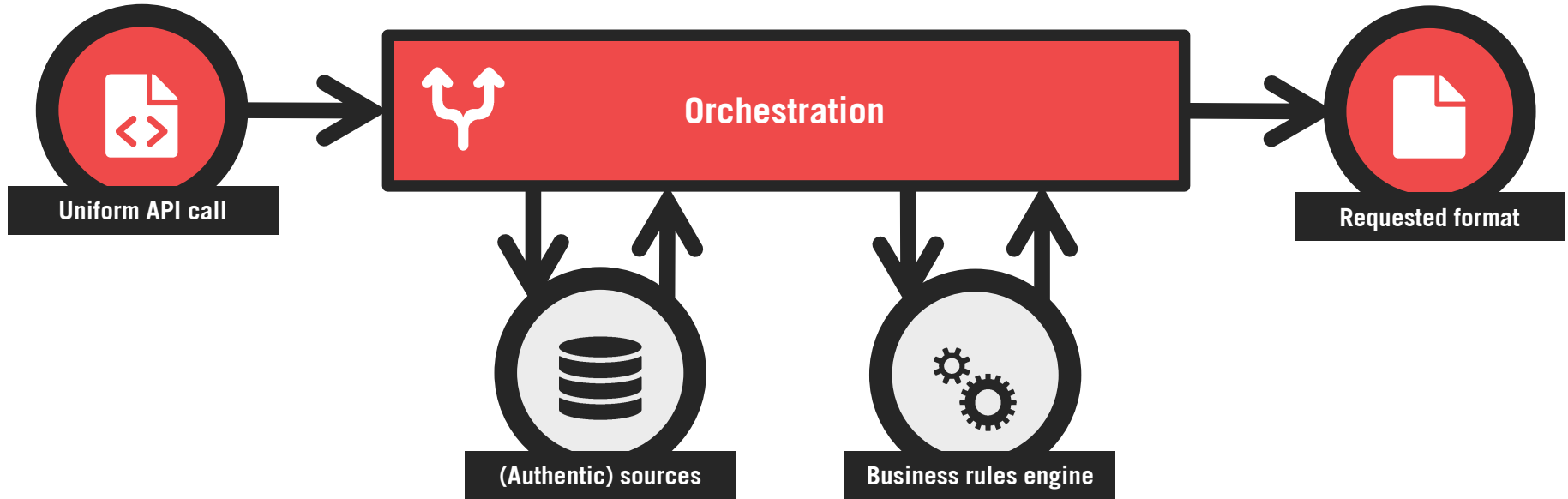
**Business rules engine**

- IBM ODM
- Centralization of the definition and execution of business rules

# What does the solution look like ...



... from an architectural point of view





# What is comprised by ...



## ... decision management as a service



### Expertise

- Definition of initial rule set
- Development of integrations
- Providing training



### Platform

- No maintenance required
- Business has access their rules
- Test environment available



### Generic objects

- Previously integrated services
- Generic business rules
- Centralized lexicon

# Why would you provide ...



... decision management as a service



## Business rules engine



Putting the business back in control



Decrease of development time



Out of the box functionalities



## The service



Partitioning of the costs



No inhouse expertise required



Reuse of generic objects

# What are the difficulties of ...



## ... decision management as a service



### Cost allocation

- ➔ New functionalities / rule sets
- ➔ Operating costs



### Governance

- ➔ Organization of objects
- ➔ Read/write acces to objects



### Responsibilities

- ➔ Maintenance of generic objects
- ➔ Release of new rule sets



## How to distribute costs ...



... across an unknown number of entities

Services	Usage	Plan (fictional prices)
Business rules engine	< 1,000 calls	BRE low (€ 10.000)
Business rules engine	>= 1,000 calls and < 20,000 calls	BRE high (€ 17,500)
Business rules engine & data enrichment	< 1,000 calls	AA low (€ 35,000)
Business rules engine & data enrichment	>= 1,000 calls and < 20,000 calls	AA high (€ 65,000)

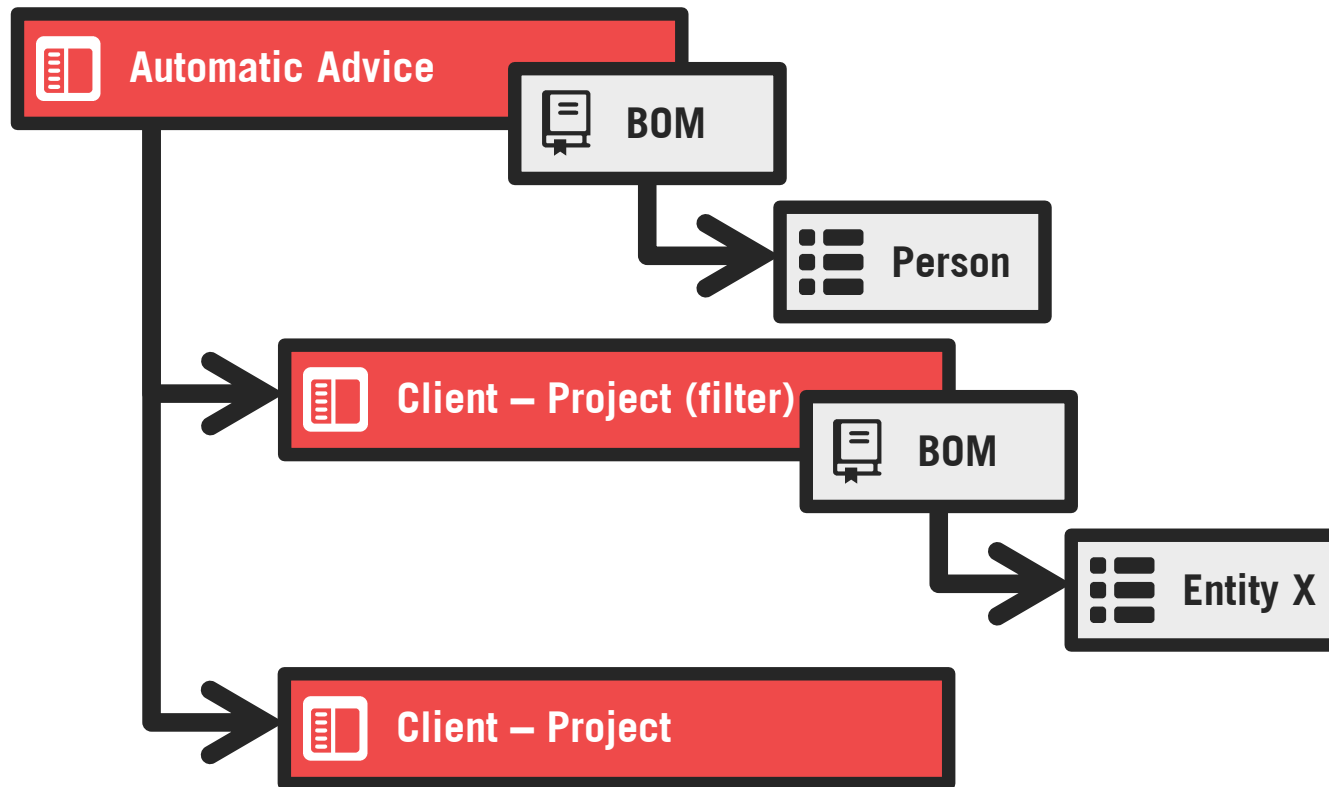
→ New functionalities are paid on a time and materials basis

→ The authorization costs are paid by the client to MAGDA

→ For a usage of >= 20,000 calls a bespoke contract is arranged

# How to ensure security ...

→ ... across projects of different entities



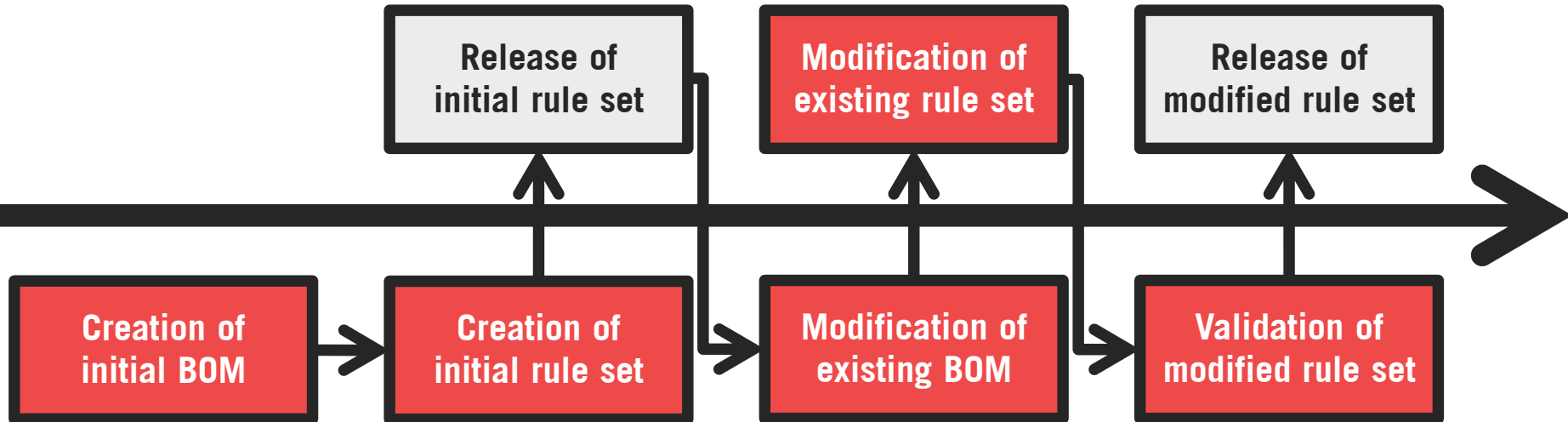
## How to prevent changes ...



... from becoming breaking changes

For the maintenance of the generic objects:

Vlaamse Codex





**We: Acquiring additional clients and projects  
to further expand Automatisch Advies**

**You: Evaluating whether the approach  
discussed might be of interest for you**