Readiness Disentanglement Infra (DINN) at Nationale-Nederlanden

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14.09.2012

Nationale-Nederlanden is broadly positioned in the Dutch insurance market

Brands	Distribution	Products
(NN logo)	Intermediairy / NN Internet, Call and Advisors / Direct channels of ING bank	Collective Pensions / Individual Life / Bank savings / income insurance / Retail and companies non-life insurance (Property/Casualty)
movir	Specialist intermediairy	Disability Insurance for medical and business professionals
AZL Advies en management pensioenfondsen	Actuarial consultant firms	Consulting and administration services concerning pension funds
Zicht risico- en verzekeringsadviseurs	Twenty offices	Risk- and insurance entrepreneurs to business and retail

Customers

- 2 milion retail customers in non-life (property/casulty), mortgages and supplementary pension
- 250.000 SME companies in non-life (property/casualty)- and income insurance and pensions
- 280 Corporate employers and 1,3 milion employees in pension

Assets   67 billion in assets from customers

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Readiness program DINN
2011 - 2013

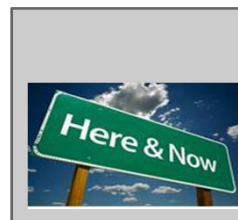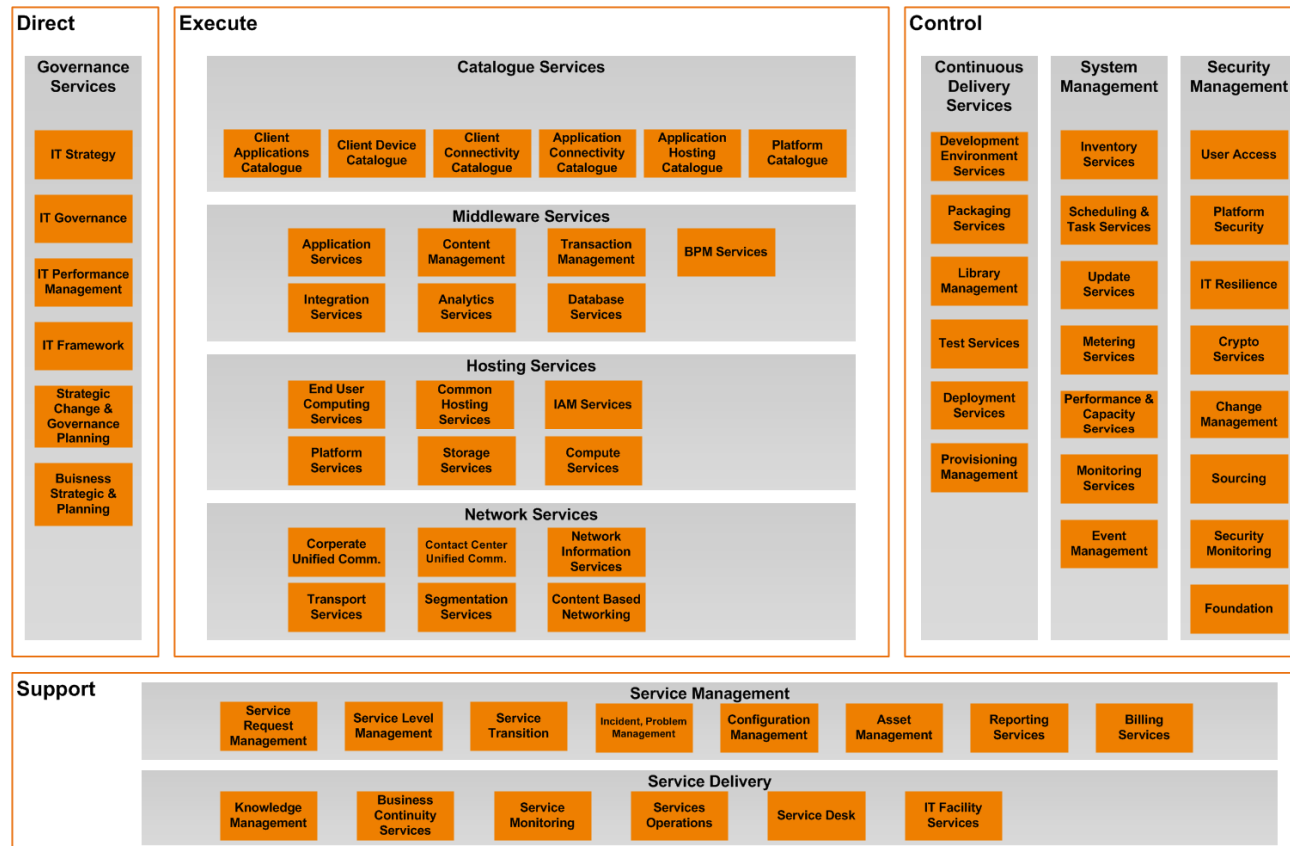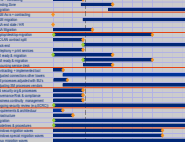|		

Why?	▪ Requirements of the European Commissions for viability and fair competition
	▪ ING announced in October 2009 that it will move towards a complete separation of its banking and insurance operations
	▪ Insurance Strategic objectives:
	    ▪ focus on customers and distributors by providing exemplary products and service
	    ▪ continue improving performance and optimising returns and value.	

What?	▪ ING Bank and Insurance (America, EurAsia, Europe, IIM, Nationale-Nederlanden) ▪ NN Strategic objectives: Split Nationale-Nederlanden footprint from ING ▪ NN Scope: ▪ 850+ business apps, 1200+ Platform Instances, 6 Offices, 3x Dual DC's, 7000+ Users, 1500+ print streams, 10.000+ Interfaces, 300+ External connections, 200+ TB Online Storage, 600+ TB Offline storage	
When?	▪ Started Jan 2011 and will last up until Q2 2013 ▪ In the mean time, expanding to other members of the Insurance	
How?	▪ DINN Program defined – program management actively supported by line management sponsors, reporting to SteerCo ▪ As-is migration due to risks, benefits, costs and change calendar – Time2Market maintained ▪ No Hardware asset transfer, defining landing zone (X86), replatforming AIX > Linux, ZIP Migration "AS-IS"	

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Business / enterprise technology model as driving architecture method for decisions

Direct

Governance Services

- IT Strategy
- IT Governance
- IT Performance Management
- IT Framework
- Strategic Change & Governance Planning
- Buisness Strategic & Planning

Execute

Catalogue Services

Client Applications Catalogue	Client Device Catalogue	Client Connectivity Catalogue	Application Connectivity Catalogue	Application Hosting Catalogue	Platform Catalogue

Middleware Services

- Application Services
- Content Management
- Transaction Management
- BPM Services
- Integration Services
- Analytics Services
- Database Services

Hosting Services

- End User Computing Services
- Common Hosting Services
- IAM Services
- Platform Services
- Storage Services
- Compute Services

Network Services

- Corperate Unified Comm.
- Contact Center Unified Comm.
- Network Information Services
- Transport Services
- Segmentation Services
- Content Based Networking

Control

Continuous Delivery Services

- Development Environment Services
- Packaging Services
- Library Management
- Test Services
- Deployment Services
- Provisioning Management

System Management

- Inventory Services
- Scheduling & Task Services
- Update Services
- Metering Services
- Performance & Capacity Services
- Monitoring Services
- Event Management

Security Management

- User Access
- Platform Security
- IT Resilience
- Crypto Services
- Change Management
- Sourcing
- Security Monitoring
- Foundation

Support

Service Management

- Service Request Management
- Service Level Management
- Service Transition
- Incident, Problem Management
- Configuration Management
- Asset Management
- Reporting Services
- Billing Services

Service Delivery

- Knowledge Management
- Business Continuity Services
- Service Monitoring
- Services Operations
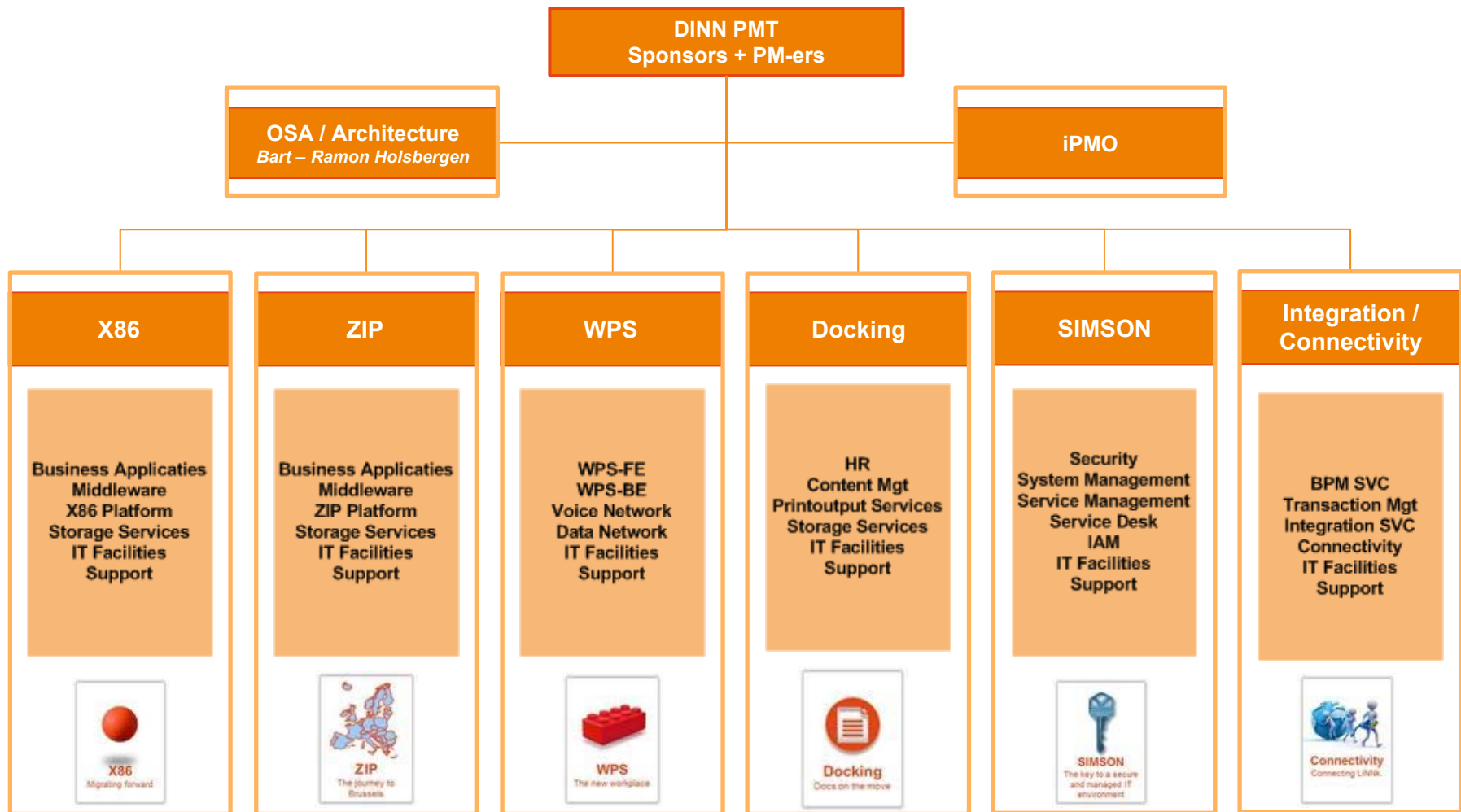- Service Desk
- IT Facility Services

- Domain -> sub-domains, describing different processes for consistent business support
- Sub-domain -> capabilities
- Capability - > IT capabilities, Each IT capability holds more Architecture Building Blocks (ABB).

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Taxonomy: Domain   Sub-Domain   IT Capability

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Overall DINN challenges:
Changing complete environment while shop is open

DINN Strategic Objectives	- No impact on business continuity - Full migration ready on time, while delivering a new landing zone for the existing landscape and interfaces - Contribute to the establishment of Competence centres if needed	
Cooperation / Stakeholder Management	- Large & Complex stakeholder landscape - Many Interdependencies between "Kavels", sister companies, daughter companies, Mother company and partners - DINN is successful if all "Kavels" are successful	
Meet Business Case & Overall Targets	- Peak Capacity of ~ 200 FTE, largest program within Nationale-Nederlanden - Complete split from ING Bank by end of 2013 - Keep the business running without business impact & running business projects	
Open for business / Change calendar	- Solvency II, Basel II, SEPA - Regular business calendar - Law driven changes - Keep the business open and running the business for our clients/customers	
"Moving" Company	- Reshaping the organisation / segmentation, governance structure NN / redesigning the processes / Customer Centricity (Direct Distribution Channels), Operating Model - CITO, supply / demand, Multi-provider/supplier model in which CITO has broker role, Be in Control, Client Driven, Making real Choices, TCO efficiency - Innovations	

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Full commitment & good governance is a must

DINN PMT
Sponsors + PM-ers

OSA / Architecture
Bart – Ramon Holsbergen

iPMO

X86	ZIP	WPS	Docking	SIMSON	Integration / Connectivity
Business Applicaties Middleware X86 Platform Storage Services IT Facilities Support	Business Applicaties Middleware ZIP Platform Storage Services IT Facilities Support	WPS-FE WPS-BE Voice Network Data Network IT Facilities Support	HR Content Mgt Printoutput Services Storage Services IT Facilities Support	Security System Management Service Management Service Desk IAM IT Facilities Support	BPM SVC Transaction Mgt Integration SVC Connectivity IT Facilities Support
X86 Migrating forward	ZIP The journey to Brussels	WPS The new workplace	Docking Docs on the move	SIMSON The key to a secure and managed IT environment	Connectivity Connecting LifeNL

Program governance closely integrated with management (sponsor per individual program)

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Wall of fame

60%

X.86	▪ Major applications already migrated (HR, SAP, Gi-Juice, Payment factory, Uniflow, EA.Net, Streamserve, BIPA) ▪ 23 of the 45 waves are successfully migrated towards a Windows or Linux (re-platforming from an AIX platform) platform	X86 Migrating forward
ZIP	▪ ZIP outsourced towards IBM cooperation ▪ Mainframe successfully migrated to Brussels ▪ AS400 environment 90% successful migrated to Brussels (10% to go)	ZIP The journey to Brussels
WPS	▪ WPS Back-End outsourced towards ATOS cooperation ▪ 800+ client apps packaged, 1000+ new workplace platform rolled-out, printers replaced by Ricoh printers, WPS-Back-End migration started ▪ Network environment implemented (Wifi, WAN, LAN, DAS)	WPS The new workplace
Docking	▪ HR successfully migrated to SAAS (NorthgateArinso) ▪ Print output successfully migrated to external print supplier (Rotaform) ▪ IVR scanjobs successfully migrated towards Kodak (full split of Bank) ▪ Electronic Archiving migrated now repositioning towards a service provider	Docking Docs on the move
Simson	▪ Service Management environment successfully implemented in a SAAS solution (Topdesk) including interfaces with two service providers operational for automatic ticketing ▪ Security processes implemented, (F)IAM environment implemented and operational	SIMSON The key to a secure and managed IT environment
Integration / Connectivity	▪ New infra stack for SOA/ESB delivered (based on Tibco technology) ▪ ESB, B2B and MFT environment successfully implemented ▪ Interfaces and their services are successfully migrated with each wave planning ▪ Started with first interface migrations	Connectivity Connecting LiNK

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Thank you for your attention!