IT Strategies from Oracle: Library Catalog

Access directly by using this shortcut or clicking here: www.oracle.com/goto/itstrategies

A Better Way to Plan, Execute and Manage Enterprise Architecture

IT Strategies from Oracle is an authorized library of guidelines and reference architectures that will help you better plan, execute, and manage your enterprise architecture and IT initiatives. The IT Strategies from Oracle library offers two types of best practice documents: practitioner guides containing pragmatic advice and approaches, and reference architectures containing the proven technology patterns to jumpstart your initiative.

The IT Strategies from Oracle library can help you establish a reliable set of principles and standards to guide your use of Oracle technology. We will expand this library over time across all of Oracle’s technologies. Today, you can access:

1. Overviews
2. Oracle Reference Architectures
3. Enterprise Technology Strategies for Service-Oriented Architecture
4. Enterprise Technology Strategies for Event-Driven Architecture
5. Enterprise Technology Strategies for Business Process Management
6. Enterprise Technology Strategies for Business Analytics
7. Enterprise Technology Strategies for Cloud Computing
8. Enterprise Solution Designs

Additional Information

- Overview: Presentation
- Library catalog (this document)
- Oracle architect certification program through Oracle University
Table of Contents

Overview Documents ................................................................. 5
- Overview .................................................................................. 5
- Best Practices Maturity Models .................................................... 5

Oracle Reference Architecture ...................................................... 5
- Application Infrastructure Foundation ............................................ 5
- Management and Monitoring ...................................................... 5
- Security ..................................................................................... 5
- Software Engineering .................................................................. 5
- Service-Oriented Integration ...................................................... 5
- Service Orientation ..................................................................... 6
- User Interaction ......................................................................... 6
- Engineered Systems ..................................................................... 6
- Information Management .......................................................... 6
- Master Glossary .......................................................................... 6
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Technology Strategies</td>
<td>6</td>
</tr>
<tr>
<td>Service-Oriented Architecture</td>
<td>7</td>
</tr>
<tr>
<td><strong>SOA Practitioner Guides</strong></td>
<td>7</td>
</tr>
<tr>
<td>• Creating an SOA Roadmap</td>
<td>7</td>
</tr>
<tr>
<td>• A Framework for SOA Governance</td>
<td>7</td>
</tr>
<tr>
<td>• Determining ROI of SOA through Reuse</td>
<td>7</td>
</tr>
<tr>
<td>• Identifying and Discovering Services</td>
<td>7</td>
</tr>
<tr>
<td>• Software Engineering in an SOA Environment</td>
<td>7</td>
</tr>
<tr>
<td><strong>SOA Reference Architectures</strong></td>
<td>7</td>
</tr>
<tr>
<td>• SOA Foundation</td>
<td>7</td>
</tr>
<tr>
<td>• SOA Infrastructure</td>
<td>7</td>
</tr>
<tr>
<td><strong>SOA White Papers and Data Sheets</strong></td>
<td>8</td>
</tr>
<tr>
<td>• Oracle's Approach to SOA (white paper and data sheet)</td>
<td>8</td>
</tr>
<tr>
<td>• SOA Maturity Model: Guiding and Accelerating SOA Success</td>
<td>8</td>
</tr>
<tr>
<td>• SOA Anti-Patterns: How Not to Do Service-Oriented Architecture</td>
<td>8</td>
</tr>
<tr>
<td><strong>Event-Driven Architecture</strong></td>
<td>9</td>
</tr>
<tr>
<td><strong>EDA Practitioner Guides</strong></td>
<td>9</td>
</tr>
<tr>
<td>• Creating an EDA Roadmap</td>
<td>9</td>
</tr>
<tr>
<td><strong>EDA Reference Architectures</strong></td>
<td>9</td>
</tr>
<tr>
<td>• EDA Foundation</td>
<td>9</td>
</tr>
<tr>
<td>• EDA Infrastructure</td>
<td>9</td>
</tr>
<tr>
<td><strong>EDA White Papers and Data Sheets</strong></td>
<td>9</td>
</tr>
<tr>
<td>• Oracle's Approach to EDA (white paper)</td>
<td>9</td>
</tr>
<tr>
<td>• Oracle's Approach to EDA (data sheet)</td>
<td>9</td>
</tr>
<tr>
<td>• Building a Business Case for EDA</td>
<td>9</td>
</tr>
<tr>
<td><strong>Business Process Management</strong></td>
<td>10</td>
</tr>
<tr>
<td><strong>BPM Practitioner Guides</strong></td>
<td>10</td>
</tr>
<tr>
<td>• Creating a BPM Roadmap</td>
<td>10</td>
</tr>
<tr>
<td>• Business Process Engineering</td>
<td>10</td>
</tr>
<tr>
<td>• A Framework for BPM Governance</td>
<td>10</td>
</tr>
<tr>
<td><strong>BPM Reference Architectures</strong></td>
<td>10</td>
</tr>
<tr>
<td>• BPM Foundation</td>
<td>10</td>
</tr>
<tr>
<td>• BPM Infrastructure</td>
<td>10</td>
</tr>
<tr>
<td><strong>Business Analytics</strong></td>
<td>11</td>
</tr>
<tr>
<td><strong>Business Analytics Practitioner Guides</strong></td>
<td>11</td>
</tr>
<tr>
<td>• Creating a BA Roadmap</td>
<td>11</td>
</tr>
<tr>
<td><strong>BA Reference Architectures</strong></td>
<td>11</td>
</tr>
<tr>
<td>• BA Foundation</td>
<td>11</td>
</tr>
</tbody>
</table>
• BA Infrastructure .............................................................................................................. 11

Cloud Computing ............................................................................................................. 12

Cloud Practitioner Guides................................................................................................. 12
• Pragmatic Approach to Cloud Adoption .......................................................................... 12
• Creating a Cloud Roadmap ............................................................................................ 12
• Building Cloud Services ............................................................................................... 12

Cloud Reference Architectures ......................................................................................... 12
• Cloud Foundation .......................................................................................................... 12
• Cloud Infrastructure ...................................................................................................... 12

Cloud White Papers and Datasheets ............................................................................... 12
• Oracle’s Approach to Cloud (data sheet) ..................................................................... 12
• Cloud Reference Architecture ...................................................................................... 12
• Cloud Candidate Selection Tool .................................................................................. 13
• Cloud Computing Maturity Model ................................................................................ 13

Enterprise Solution Designs .......................................................................................... 13
• Big Data and Analytics Reference Architecture .......................................................... 13
• Customer Experience Reference Architecture ............................................................ 13
• Oracle Optimized Data Center Reference Architecture ............................................... 13
• Security in Depth Reference Architecture .................................................................... 13
Overview Documents

- **Overview**
  This is your starting point to understand the contents of the IT Strategies from Oracle library composed of three primary parts: Oracle Reference Architecture, Enterprise Technology Strategies, and Enterprise Solution Designs.

- **Best Practices Maturity Models**
  It is the goal of the library to increase your architectural competency and efficiency. To this end, each technology strategy defines an appropriate maturity model, but follows a consistent structure that will enable you to consistently measure your improvement. This document explains the maturity model structure and how to best implement it across the technology strategies.

Oracle Reference Architecture

The Oracle Reference Architecture defines a sustainable reference architecture for planning, building, integrating, and managing Oracle technology. The goal of the Oracle Reference Architecture is to offer best practice architecture principles and guidance that will persevere across product releases. Contributors to the reference architecture include Oracle Product Development, as well as Oracle, customers, and partner practitioners.

- **Application Infrastructure Foundation**
  Underpinning enterprise applications and infrastructure is a computing platform that provides reliability, availability, scalability, and performance qualities for enterprise-class computing. This document describes these concepts and capabilities and defines an appropriate solutions platform.

- **Management and Monitoring**
  One of the most talked about concerns within IT operations today involves the need to better align and support the needs of the business. This document describes important management and monitoring capabilities and a reference architecture to address the needs for the modern IT environment.

- **Security**
  Modern IT trends toward resource sharing and ubiquitous access place an increasing burden on security. Presenting functions and data in a highly distributed and shared manner makes them more exposed and potentially vulnerable. This document describes important aspects of security including identity, role, and entitlement management; authentication, authorization, and auditing (AAA); and transport, message, and data security required to secure the modern IT environment.

- **Software Engineering**
  Rapidly developing robust business solutions requires a feature-rich and sophisticated engineering platform that allows one to model, design, develop, test, and deploy business solutions. This document defines the core capabilities and best practices required for effective solutions development built and deployed on Oracle products.

- **Service-Oriented Integration**
  Integrating heterogeneous products and technologies continues to be a primary concern in IT departments. This document examines the most popular and widely used forms of integration, putting them into perspective with current trends made possible by SOA standards and technologies. It offers
guidance on how to integrate systems in the Oracle environment, bringing together modern techniques and legacy assets.

- **Service Orientation**  
The promise of cost savings and agility derived from a service oriented approach to architecture has garnered widespread attention within the IT industry. This document describes how Oracle Reference Architecture embraces service orientation to connect disparate technologies into a unified reference architecture.

- **User Interaction**  
A first class user experience should be productive for the designer, developer, and the user. User interaction architecture has evolved significantly and is now supported with metadata, a layered execution model, and many industry standards. This document defines the reference architecture for a modern user interface.

- **Engineered Systems**  
An engineered system is an integrated hardware and software system dedicated to providing a specific service, and meeting predetermined levels of capability, capacity, and scale. This document explores the reasons the industry is moving towards engineered systems, how they impact an IT architecture and organization, and how cloud architectures can incorporate engineered systems.

- **Information Management**  
Information is key to enabling competitive advantage and must be delivered pervasively within the business as well as to the wider community and customer base. This document offers a framework for an information management architecture that supports an overall information management strategy including the capabilities to ensure accuracy, integrity, security, and consistency of the information as well as integration capabilities.

- **Master Glossary**

**Enterprise Technology Strategies**

The Enterprise Technology Strategy guides offer an essential perspective and context for implementing a particular technology or technology pattern. These guides offer pragmatic advice for *how* to successfully execute on a strategy by addressing concerns pertaining to architecture, technology, engineering, and governance.
Service-Oriented Architecture

SOA Practitioner Guides

- **Creating an SOA Roadmap**
  The secret to successful SOA is to build a roadmap that can be successfully executed. SOA offers an opportunity to adopt an iterative technique to deliver solutions incrementally. This document offers a structured, iterative methodology to help you stay focused on business results, mitigate technology and organizational risk, and deliver successful SOA projects.

- **A Framework for SOA Governance**
  Successful SOA requires a strong governance strategy that designs-in measurement, management, and enforcement procedures. Enterprise SOA adoption introduces new assets, processes, technologies, standards, roles, etc. which require application of appropriate governance policies and procedures. This document offers a framework for defining and building a proper SOA governance model.

- **Determining ROI of SOA through Reuse**
  SOA offers the opportunity to save millions of dollars annually through reuse. Sharing common services intuitively reduces workload, increases developer productivity, and decreases maintenance costs. This document provides an approach for estimating the reuse value of the various software assets contained in a typical portfolio.

- **Identifying and Discovering Services**
  What services should we build? How can we promote the reuse of existing services? A sound approach to answer these questions is a primary measure for the success of a SOA initiative. This document describes a pragmatic approach for collecting the necessary information for identifying proper services and facilitating service reuse.

- **Software Engineering in an SOA Environment**
  Traditional software delivery methods are too narrowly focused and need to be adjusted to enable SOA. This document describes an engineering approach for delivering projects within an SOA environment. It identifies the unique software engineering challenges faced by enterprises adopting SOA and provides a framework to remove the hurdles and improve the efficiency of the SOA initiative.

SOA Reference Architectures

- **SOA Foundation**
  This document describes the key tenets for SOA design, development, and execution environments. Topics include: service definition, service layering, service types, the service model, composite applications, invocation patterns, and standards.

- **SOA Infrastructure**
  Properly architected, SOA provides a robust and manageable infrastructure that enables faster solution delivery. This document describes the role of infrastructure and its capabilities. Topics include: logical architecture, deployment views, and Oracle product mapping.
SOA White Papers and Data Sheets

- **Oracle's Approach to SOA (white paper and data sheet)**
  SOA adoption is complex and success is far from assured. This is why Oracle has developed a pragmatic, holistic approach, based on years of experience with numerous companies, to help customers successfully adopt SOA and realize measurable business benefits. This data sheet provides an executive overview of Oracle's proven approach to SOA.

- **SOA Maturity Model: Guiding and Accelerating SOA Success**
  SOA often requires significant and far-reaching changes to truly reap the purported benefits. This white paper describes how to use a maturity model to measure and accelerate successful adoption of SOA.

- **SOA Anti-Patterns: How Not to Do Service-Oriented Architecture**
  It turns out that to deploy SOA successfully requires as much organizational as technical skill. This is especially apparent when attempting to implement SOA at an enterprise level. This paper provides insight into common SOA planning and implementation mistakes and offers enterprise-sensitive lessons learned and advice.
Event-Driven Architecture

EDA Practitioner Guides

- **Creating an EDA Roadmap**
  The secret to successful EDA is to build a roadmap that successfully moves an enterprise toward being a Real-Time Enterprise i.e. an enterprise that reacts to business events in real-time; thus providing competitive advantage. This document offers a structured, iterative methodology to help you stay focused on business results, mitigate technology and organizational risk, and deliver successful EDA projects.

EDA Reference Architectures

- **EDA Foundation**
  Event Driven Architecture (EDA) is a key enabler of the real-time enterprise by facilitating the delivery of business information to the business users in real-time allowing them respond rapidly. This document describes the concepts and business benefits of EDA, provides a conceptual architecture depicting the key capabilities required, identifies the architectural principles for successful EDA, and identifies and describes the relevant industry standards.

- **EDA Infrastructure**
  The evolution of technology has paved way for capturing and processing complex events to support real-time decision making. This document describes the infrastructure and its capabilities necessary to process complex events. Topics include: logical architecture, deployment views, and Oracle product mapping.

EDA White Papers and Data Sheets

- **Oracle's Approach to EDA (white paper)**
  Oracle has developed a pragmatic, holistic approach, based on years of experience with numerous companies to help customers successfully adopt EDA and realize measurable business benefits. This whitepaper describe Oracle's proven approach to EDA.

- **Oracle's Approach to EDA (data sheet)**
  EDA adoption is complex and success is far from assured. This is why Oracle has developed a pragmatic, holistic approach, based on years of experience with numerous companies, to help customers successfully adopt EDA and realize measurable business benefits. This data sheet provides an executive overview of Oracle's proven approach to EDA.

- **Building a Business Case for EDA**
  EDA offers competitive advantage by allowing businesses to react more rapidly to changing conditions. Rapid reaction times can have many business advantages including increased revenue, reduced costs, and increased customer satisfaction. This document provides an approach for estimating the business value event driven architecture can bring to an organization.
Business Process Management

BPM Practitioner Guides

- **Creating a BPM Roadmap**
  A BPM roadmap provides the guidance to successfully adopt a business process-oriented approach to building IT solutions. This document provides a structured approach to evaluate existing BPM capabilities, analyze business processes, and implement the changes for BPM in an incremental and manageable way.

- **Business Process Engineering**
  Effectively delivering composite business applications using modern BPM technology requires a business process focused engineering approach. This document identifies the unique software engineering challenges faced by enterprises adopting BPM technology and provides a framework for delivering composite business applications with emphasis on the topics not covered by traditional software delivery methods.

- **A Framework for BPM Governance**
  Enterprise BPM governance encompasses people, process, and technology to effectively manage and optimize an organization’s investment in BPM and enable continuous improvement of business process, process redesign, monitoring, and control. This document offers a framework, based on Oracle’s Unified Governance Framework, for defining and building a proper BPM governance model.

BPM Reference Architectures

- **BPM Foundation**
  BPM holds the promise of closing the business-IT gap by dramatically changing the way technology supports the execution and monitoring of business processes. This document defines the core concepts of modern BPM, provides a conceptual architecture depicting the key capabilities required, and identifies the architectural principles for successful BPM.

- **BPM Infrastructure**
  The focus of BPM infrastructure is to enable the automation, monitoring, management, and continuous improvement of business processes. This document connects the conceptual architecture with a logical architectural view and includes the functional components necessary. Topics include: logical architecture, deployment considerations, and Oracle product mapping.
Business Analytics

Business Analytics Practitioner Guides

- Creating a BA Roadmap
  Business analytics can be a complex undertaking requiring business alignment, communication, and planning. This document describes the process used to create an effective BA Roadmap. It takes into account several business factors and an evaluation of the current state in order to prioritize efforts that will best serve both the business and IT communities.

BA Reference Architectures

- BA Foundation
  This document presents a view of business analytics designed to offer companies the desired advantages while minimizing the time and expense often associated with BA endeavors. This document defines the core concepts of modern business analytics, provides a conceptual view of the architecture depicting the key capabilities, and identifies applicable technology standards.

- BA Infrastructure
  At most organizations, business analytics systems have been deployed piecemeal over time resulting data inconsistencies, complexity, and inflexibility. This document describes desirable and practical architecture principles and a reference architecture from which an organization can tailor their own architecture blueprint to tame the chaos.
Cloud Computing

Cloud Practitioner Guides

- **Pragmatic Approach to Cloud Adoption**
  For enterprises that seek to transform their own IT capabilities and avoid adverse disruption in the process, a structured and pragmatic approach to Cloud computing is required. This practitioner guide details a framework that can be used within any organization for developing such an approach to Cloud adoption.

- **Creating a Cloud Roadmap**
  A Cloud roadmap provides clear guidance for successful adoption of a Cloud Computing approach to delivering IT services in support of business. This document describes how to create a well defined Cloud roadmap that provides guidance to the Cloud adoption efforts, allowing multiple projects to progress in parallel yet remain coordinated, while steering clear of the associated common risks of adopting Cloud Computing.

- **Building Cloud Services**
  Cloud introduces new ways of developing, deploying, and managing applications. Existing methodologies need to be adjusted to accommodate the shift to Cloud Computing. This document describes the development method adjustments required to successfully build Cloud infrastructure (IaaS), platform (PaaS) services, and software (SaaS) services.

Cloud Reference Architectures

- **Cloud Foundation**
  Cloud computing offers the potential for substantial reduction in IT costs while increasing IT agility. This document describes architectural characteristics and expectations of Cloud from a business and operational perspective. Architectural principles, standards, concepts, and a conceptual view for Cloud architecture are also provided.

- **Cloud Infrastructure**
  Cloud computing has emerged as one of the most important new computing strategies in the enterprise. This document focuses on Cloud from a provider view. It covers the capabilities for public and private Clouds, a discussion of Cloud architectures, and provides key architecture views to jumpstart a Cloud architecture initiative.

Cloud White Papers and Datasheets

- **Oracle’s Approach to Cloud (data sheet)**
  Successful adoption of Cloud computing requires the definition of an approach that aligns with business drivers and operational capabilities. This is why Oracle has developed a pragmatic approach, based on experience with numerous companies, to help customers successfully adopt Cloud. This data sheet provides an executive overview of Oracle’s proven approach to Cloud.

- **Cloud Reference Architecture**
  A Cloud Reference Architecture addresses the concerns of the key stakeholders by defining the architecture capabilities aligned with the business goals. Cloud is a paradigm shift and successful
adoption requires shifts in organizational structure and roles. This whitepaper outlines Oracle’s Cloud Reference Architecture and discusses the key organizational changes required for successful Cloud adoption.

- **Cloud Candidate Selection Tool**
  Oracle offers a comprehensive cloud evaluation framework to help IT organizations determine which applications, services, modules, components, and more are appropriate for deployment to either a public or private cloud. This white paper describes the tool and how to use the resulting analysis.

- **Cloud Computing Maturity Model**
  Oracle offers a comprehensive cloud maturity model based on collective experience and best practices. Maturity models are useful to benchmark yourself against others in your industry, gauge progress on your initiatives, and perhaps even discover that you are on track to achieving your goals. This white paper provides you a framework to evaluate your cloud initiative.

### Enterprise Solution Designs

Enterprise Solution Designs are cross-industry and industry-specific solution perspectives based on the Oracle Reference Architecture. They define the high level business processes, business functions, and software capabilities in an underlying technology infrastructure that are required to build enterprise-wide industry solutions.

- **Big Data and Analytics Reference Architecture**
  Big Data is being used in ingenious ways to predict customer buying habits, detect fraud and waste, analyze product sentiment, identify new business opportunities, etc. Rather than approach Big Data as a new technology silo, an organization should strive to create a unified information architecture that incorporates Big Data with all other types of data. This paper defines and describes a reference architecture that promotes a unified vision for information management and analytics.

- **Customer Experience Reference Architecture**
  At the foundation of delivering a comprehensive customer experience is an integrated architecture encompassing applications, information, and infrastructure domains that are interoperable, open, and easily adaptable. This white paper describes a customer experience reference architecture that includes mobile devices and social media.

- **Oracle Optimized Data Center Reference Architecture**
  Constant growth and evolution within IT results in a complex portfolio of disparate technologies, from cutting edge to legacy, that require distinct integration and management. This white paper shows in architectural terms how Oracle’s Optimized Data Center reduces complexity, integration, and management to deliver agility and reduce risk and TCO.

- **Security in Depth Reference Architecture**
  Security is no longer limited to the network perimeter. Today’s threats are multifaceted and persistent, and traditional controls are not enough. This whitepaper presents a holistic, in-depth approach to implement multi-level security across an enterprise architecture that enables the right level of security, tailored to the specific assets, yet in a consistent, flexible, and cost-effective manner.
# DOCUMENT INDEX

## A

A Framework for SOA Governance  
SOA Practitioner Guide, 7  
Application Infrastructure Foundation  
Oracle Reference Architecture, 5  

## B

BA Foundation  
BA Reference Architecture, 11  
BA Infrastructure  
BA Reference Architecture, 11  
Best Practices Maturity Models  
Overview, 5  
Big Data and Analytics Reference Architecture  
Enterprise Solution Designs, 13  
BPM Foundation  
BPM Reference Architecture, 10  
BPM Infrastructure  
BPM Reference Architecture, 10  
Building a Business Case for EDA  
EDA White Paper, 9  
Building Cloud Services  
Cloud Practitioner Guides, 12  
Business Analytics, 11  
Business Process Engineering  
BPM Practitioner Guide, 10  
Business Process Governance  
BPM Practitioner Guide, 10  
Business Process Management, 10  

## C

Cloud Candidate Selection Tool  
Cloud White Paper, 13  
Cloud Computing, 12  
Cloud Computing Maturity Model  
Cloud White Paper, 13  
Cloud Foundation  
Cloud Reference Architecture, 12  
Cloud Infrastructure  
Cloud Reference Architecture, 12  
Cloud Reference Architecture  
Cloud White Paper, 12  
Creating a BA Roadmap  
BA Practitioner Guide, 11  
Creating a BPM Roadmap  
BPM Practitioner Guide, 10  
Creating a Cloud Roadmap  

## D

Determining ROI of SOA through Reuse  
SOA Practitioner Guide, 7  

## E

EDA Foundation  
EDA Reference Architecture, 9  
EDA Infrastructure  
EDA Reference Architecture, 9  
Engineered Systems  
Oracle Reference Architecture, 6  
Enterprise Solution Designs, 13  
Enterprise Technology Strategies, 6  
Event-Driven Architecture, 9  

## I

Identifying and Discovering Services  
SOA Practitioner Guide, 7  
Information Management  
Oracle Reference Architecture, 6  

## M

Management and Monitoring  
Oracle Reference Architecture, 5  
Master Glossary  
Oracle Reference Architecture, 6  

## O

Oracle Optimized Data Center Reference Architecture  
Enterprise Solution Designs, 13  
Oracle Reference Architectures, 5  
Oracle’s Approach to Cloud  
Cloud Data Sheet, 12  
Oracle’s Approach to EDA (data sheet)  
EDA Data Sheet, 9  
Oracle’s Approach to EDA (white paper)
EDA White Paper, 9
Oracle's Approach to SOA
   SOA White Paper and Data Sheet, 8
Overview
   Overview, 5
Overview Documents, 5

Pragmatic Approach to Cloud Adoption
   Cloud Practitioner Guides, 12

Security
   Oracle Reference Architecture, 5
Security in Depth Reference Architecture
   Enterprise Solution Designs, 13
Service Orientation
   Oracle Reference Architecture, 6
Service-Oriented Architecture, 7
Service-Oriented Integration

Oracle Reference Architecture, 5
SOA Anti-Patterns: How Not to Do Service-Oriented Architecture
   SOA White Paper, 8
SOA Foundation
   SOA Reference Architecture, 7
SOA Infrastructure
   SOA Reference Architecture, 7
SOA Maturity Model: Guiding and Accelerating SOA Success
   SOA White Paper, 8
Software Engineering
   Oracle Reference Architecture, 5
Software Engineering in an SOA Environment
   SOA Practitioner Guide, 7

User Interaction
   Oracle Reference Architecture, 6