



Service

- A service is a provider/client interaction that creates and captures value
- A business serivice is a coherent compositon of functionalities, provided by an autonomous service provider, through published interfaces in an open network environment; it can be independently administered through business rules and policies
- viewpoints: users and business vs. computing

Service domain in business Service sector is important in postmanufacturing countries 70 – 80 % of economy Service science emerging discipline in business schools adressing marketing, customer relation, operations research, business, economics

requirements towards ICT

Service computing

- Service oriented architecture SOA
- Service oriented computing SOC
- role
 - facilitating the communication, storage and processing of information
 - benefits: cost, user-base

SOA

- a paradigm for organising and utilising distributed capabilities that may be under the control of different ownership domains.
- provides univorm means to offer, discover, interact with and use capabilities to produce desired effects cosistent with measureable preconditions and expectations
- OASIS SOA RM

Web Services

- A web service is a software system designed to support interoperable machine-to-machine interactionover a netowrk.
- Web services are an example implementation of SOA











| SOC and | d Web Service stac |
|-------------|-----------------------|
| Process | BPEL4WS, WSCI, WS-CDL |
| Discovery | UDDI |
| Description | WSDL |
| Messaging | SOAP (XML-RPC) |
| Taxaat | ЦТТР |













































Process Abstractions

- Orchestration: views a process as a partial order of actions under the control of a central conductor; akin to a workflow
- Choreography: views a process as an exchange of messages among participants; akin to a conversation as described by WSCL and WSCI
- *Collaboration*: views a process as a joint set of activities among business partners
- *Workflow*: a narrower concept than a process, which emphasizes control flows and data flows from a central perspective







What is the difference?

BPEL activities

- atomic: receive, reply, invoke, assign, throw, terminate, wait, empty
- structured: sequence, flow, switch, while, pick
- fault handlers
- link for activity
- dependencies
- data flow by variables
- WSCI activities
 - atomic: action (mapping to WSDL operation), delay, empty, fault, call, spawn, join
 - complex: process, all, choice, foreach, sequence, switch, until, while
 - variables to map SOAP messages similar to BPEL











Heterogeneity

Independence of component designers and system architects

- Political reasons
 - Ownership of resources
- Technical reasons
 - Conceptual problems in integration
 - Fragility of integration
 - Difficult to guarantee behavior of integrated systems

Dynamism

- Independence of system administrators
- Needed because the parties change
 - Architecture and implementation
 - Behavior
 - Interactions
- Make configurations dynamic to improve service quality and maintain flexibility













Description

The description should be unambiguous, formal representations of

- A service's functionality
- A service's nonfunctional attributes
- A user's needs and preferences

Engagement

- Architecture: P2P, messaging
- Transactions: replications, recovery
- Coordination
- Workflows and processes

Collaboration

- Reasoning
- Consistency maintenance
- Negotiation
- Organizational modeling
- Protocols, interaction patterns
- Contracts, monitoring, and compliance



- Semantic matchmaking
- Team matchmaking
- Economic selection
- Reputation and recommendation
- Distributed architectures
- Accommodating quality of service
- Trust





