



# Reference Architecture Foundation for Service Oriented Architecture Version 1.0

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#### Related work:

This specification is related to:

- *Reference Model for Service Oriented Architecture 1.0*. 12 October 2006. OASIS Standard.  
<http://docs.oasis-open.org/soa-rm/v1.0/soa-rm.html>.

#### Abstract:

This document specifies the OASIS Reference Architecture Foundation for Service Oriented Architecture (SOA-RAF). It follows from the concepts and relationships defined in the OASIS Reference Model for Service Oriented Architecture as well as work conducted in other organizations. While it remains abstract in nature, the current document describes the foundation upon which specific SOA concrete architectures can be built.

The focus of the SOA-RAF is on an approach to integrating business with the information technology needed to support it. These issues are always present but are all the more important when business integration involves crossing ownership boundaries.

The SOA-RAF follows the recommended practice of describing architecture in terms of models, views, and viewpoints, as prescribed in the [ANSI/IEEE 1471-2000](#) ([since deprecated and updated to the now standard ISO/IEC/IEEE 42010-2011](#)).

It has three main views: the *Participation in a SOA Ecosystem* view which focuses on the way that participants are part of a Service Oriented Architecture ecosystem; the *Realization of a SOA Ecosystem* view which addresses the requirements for constructing a SOA-based system in a

SOA ecosystem; and the *Ownership in a SOA Ecosystem* view which focuses on what is meant to own a SOA-based system.

The SOA-RAF is of value to Enterprise Architects, Business and IT Architects as well as CIOs and other senior executives involved in strategic business and IT planning.

**Status:**

This document was last revised or approved by the OASIS Service Oriented Architecture Reference Model TC on the above date. The level of approval is also listed above.

Technical Committee members should send comments on this specification to the Technical Committee's email list. Others should send comments to the Technical Committee by using the "Send A Comment" button on the Technical Committee's web page at <http://www.oasis-open.org/committees/soa-rm/>.

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# 1 Introduction

Service Oriented Architecture (SOA) is an architectural paradigm that has gained significant attention within the information technology (IT) and business communities. The SOA ecosystem described in this document bridges the area between business and IT. It is neither wholly IT nor wholly business, but is of both worlds. Neither business nor IT completely own, govern and manage this SOA ecosystem. Both sets of concerns must be accommodated for the SOA ecosystem to fulfill its purposes.<sup>1</sup>

The OASIS Reference Model for SOA [SOA-RM] provides a common language for understanding the important features of SOA but does not address the issues involved in constructing, using or owning a SOA-based system. This document focuses on these aspects of SOA.

The intended audiences of this document and expected benefits to be realized include non-exhaustively:

- Enterprise Architects - will gain a better understanding when planning and designing enterprise systems of the principles that underlie Service Oriented Architecture;
- Standards Architects and Analysts - will be able to better position specific specifications in relation to each other in order to support the goals of SOA;
- Decision Makers - will be better informed as to the technology and resource implications of commissioning and living with a SOA-based system; in particular, the implications following from multiple ownership domains; and
- UsersStakeholders/Developers - will gain a better understanding of what is involved in participating in a SOA-based system.

Comment [PFB1]: Issue 312 - 1

## 1.1 Context for Reference Architecture for SOA

### 1.1.1 What is a Reference Architecture?

A reference architecture models the abstract architectural elements in the domain of interest independent of the technologies, protocols, and products that are used to implement a specific solution for the domain. It differs from a reference model in that a reference model describes the important concepts and relationships in the domain focusing on what distinguishes the elements of the domain; a reference architecture elaborates further on the model to show a more complete picture that includes showing what is involved in realizing the modeled entities, while staying independent of any particular solution but instead applies to a class of solutions.

It is possible to define reference architectures at many levels of detail or abstraction, and for many different purposes. A reference architecture is not a concrete architecture; i.e., depending on the requirements being addressed by the reference architecture, it generally will not completely specify all the technologies, components and their relationships in sufficient detail to enable direct implementation.

### 1.1.2 What is this Reference Architecture?

There is a continuum of architectures, from the most abstract to the most detailed. As a Committee, we have liaised and worked with other groups and organizations working in this space to ensure that our efforts overlap as little as possible (we look at some of these other works in Appendix C). The result is that this Reference Architecture is an abstract realization of SOA, focusing on the elements and their relationships needed to enable SOA-based systems to be used, realized and owned while avoiding reliance on specific concrete technologies. This positions the work at the more abstract end of the continuum, and constitutes what is described in [TOGAF v9] as a 'foundation architecture'. It is nonetheless a *reference* architecture as it remains solution-independent and is therefore characterized as

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<sup>1</sup> By *business* we refer to any activity that people are engaged in. We do not restrict the scope of SOA ecosystems to commercial applications.

42 a *Reference Architecture Foundation* because it takes a first principles approach to architectural modeling  
43 of SOA-based systems.

44 While requirements are addressed more fully in Section 2, the SOA-RAF makes key assumptions that  
45 SOA-based systems involve:

- 46 • Use of resources that are distributed across ownership boundaries;
- 47 • people and systems interacting with each other, also across ownership boundaries;
- 48 • security, management and governance that are similarly distributed across ownership  
49 boundaries; and
- 50 • interaction between people and systems that is primarily through the exchange of messages with  
51 reliability that is appropriate for the intended uses and purposes.

52 Even in apparently homogenous structures, such as within a single organization, different groups and  
53 departments nonetheless often have ownership boundaries between them. This reflects organizational  
54 reality as well as the real motivations and desires of the people running those organizations.

55 Such an environment as described above is an *ecosystem* and, specifically in the context of SOA-based  
56 systems, is a **SOA ecosystem**. This concept of an ecosystem perspective of SOA is elaborated further in  
57 Section 1.2.

58 | This SOA-RAF shows how Service Oriented Architecture fits into the life of **users-actors** and  
59 stakeholders, how SOA-based systems may be realized effectively, and what is involved in owning and  
60 managing them. This serves two purposes: to ensure that SOA-based systems take account of the  
61 specific constraints of a SOA ecosystem, and to allow the audience to focus on the high-level issues  
62 without becoming over-burdened with details of a particular implementation technology.

Comment [PFB2]: Issue #312 -  
2

### 63 1.1.3 Relationship to the OASIS Reference Model for SOA

64 The OASIS Reference Model for Service Oriented Architecture identifies the key characteristics of SOA  
65 and defines many of the important concepts needed to understand what SOA is and what makes it  
66 important. The Reference Architecture Foundation takes the Reference Model as its starting point, in  
67 particular the vocabulary and definition of important terms and concepts.

68 The SOA-RAF goes further in that it shows how SOA-based systems can be realized – albeit in an  
69 abstract way. As noted above, SOA-based systems are better thought of as dynamic systems rather than  
70 stand-alone software products. Consequently, how they are used and managed is at least as important  
71 architecturally as how they are constructed.

### 72 1.1.4 Relationship to other Reference Architectures

73 Other SOA reference architectures have emerged in the industry, both from the analyst community and  
74 the vendor/solution provider community. Some of these reference architectures are quite abstract in  
75 relation to specific implementation technologies, while others are based on a solution or technology stack.  
76 Still others use middleware technology such as an Enterprise Service Bus (ESB) as their architectural  
77 foundation.

78 As with the Reference Model, this Reference Architecture is primarily focused on large-scale distributed  
79 IT systems where the participants may be legally separate entities. It is quite possible for many aspects of  
80 this Reference Architecture to be realized on quite different platforms.

81 In addition, this Reference Architecture Foundation, as the title illustrates, is intended to provide  
82 foundational models on which to build other reference architectures and eventual concrete architectures.  
83 The relationship to several other industry reference architectures for SOA and related SOA open  
84 standards is described in Appendix C.

### 85 1.1.5 Expectations set by this Reference Architecture Foundation

86 This Reference Architecture Foundation is not a complete blueprint for realizing SOA-based systems. Nor  
87 is it a technology map identifying all the technologies needed to realize SOA-based systems. It does  
88 identify many of the key aspects and components that will be present in any well designed SOA-based  
89 system. In order to actually use, construct and manage SOA-based systems, many additional design  
90 decisions and technology choices will need to be made.

## 91 1.2 Service Oriented Architecture – An Ecosystems 92 Perspective

93 Many systems cannot be completely understood by a simple decomposition into parts and subsystems –  
94 in particular when many autonomous parts of the system are governing interactions. We need also to  
95 understand the context within which the system functions and the participants involved in making it  
96 function. This is the **ecosystem**. For example, a biological ecosystem is a self-sustaining and dynamic  
97 association of plants, animals, and the physical environment in which they live. Understanding an  
98 ecosystem often requires a holistic perspective that considers the relationships between the elements of  
99 the system and their environment at least as important as the individual parts of the system.

100 This Reference Architecture Foundation views the SOA architectural paradigm from an ecosystems  
101 perspective: whereas a system will be a **capability** developed to fulfill a defined set of needs, a **SOA**  
102 **ecosystem** is a space in which people, processes and machines act together to deliver those capabilities  
103 as services.

104 Viewed as whole, a SOA ecosystem is a network of discrete processes and machines that, together with  
105 a community of people, creates, uses, and governs specific services as well as external suppliers of  
106 resources required by those services.

107 In a SOA ecosystem there may not be any single person or organization that is really 'in control' or 'in  
108 charge' of the whole although there are identifiable stakeholders who have influence within the  
109 community and control over aspects of the overall system.

110 The three key principles that inform our approach to a SOA ecosystem are:

- 111 • a SOA is a paradigm for *exchange of value* between independently acting *participants*;
- 112 • participants (and stakeholders in general) have legitimate claims to *ownership* of resources that  
113 are made available within the SOA ecosystem; and
- 114 • the behavior and performance of the participants are subject to *rules of engagement* which are  
115 captured in a series of policies and contracts.

## 116 1.3 Viewpoints, Views and Models

### 117 1.3.1 ANSI/IEEE 1471-2000 and ISO/IEC/IEEE 42010:2011

118 The SOA-RAF uses and follows the original IEEE “Recommended Practice for Architectural Description of  
119 Software-Intensive Systems” [ANSI/IEEE 1471] (updated as a full standard, albeit deprecated – see  
120 below – and referenced as ISO/IEC 42010-2007). That document has in turn been superseded by  
121 ISO/IEC/IEEE 42010:2011 [ISO/IEC 42010]. Although the more recent standard slightly modifies some of  
122 its original definitions and introduces new material, the original [ANSI/IEEE 1471] standard is used and  
123 referenced here.

Comment [PFB3]: Issue #319

124 An architectural description conforming to this standard must include the following six (6) elements:

- 125 1. Architectural description identification, version, and overview information
- 126 2. Identification of the system stakeholders and their concerns judged to be relevant to the  
127 architecture
- 128 3. Specifications of each viewpoint that has been selected to organize the representation of the  
129 architecture and the rationale for those selections
- 130 4. One or more architectural views
- 131 5. A record of all known inconsistencies among the architectural description's required constituents
- 132 6. A rationale for selection of the architecture (in particular, showing how the architecture supports  
133 the identified stakeholders' concerns).

134 The standard defines the following terms<sup>2</sup>:

Comment [PFB4]: Issue #319

<sup>2</sup> See <http://www.iso-architecture.org/42010/cm/>, <http://www.iso-architecture.org/ieee-1471/cm/cm-1471-2000.html> for a diagram of the updated standard's Conceptual Framework

135 **Architecture**

136 The fundamental organization of a system embodied in its components, their relationships to  
137 each other, and to the environment, and the principles guiding its design and evolution.

138 **Architectural Description**

139 A collection of products that document the architecture.

140 **System**

141 A collection of components organized to accomplish a specific function or set of functions.

142 **System Stakeholder**

143 A system stakeholder is an individual, team, or organization (or classes thereof) with interests in,  
144 or concerns relative to, a system.

145 A stakeholder's concern should not be confused with either a need or a formal requirement. A concern,  
146 as understood here, is an area or topic of interest. Within that concern, system stakeholders may have  
147 many different requirements. In other words, something that is of interest or importance is not the same  
148 as something that is obligatory or of necessity [TOGAF v9].

149 When describing architectures, it is important to identify stakeholder concerns and associate them with  
150 viewpoints to insure that those concerns are addressed in some manner by the models that comprise the  
151 views on the architecture. The standard defines views and viewpoints as follows:

152 **View**

153 A representation of the whole system from the perspective of a related set of concerns.

154 **Viewpoint**

155 A specification of the conventions for constructing and using a view. A pattern or template from  
156 which to develop individual views by establishing the purposes and audience for a view and the  
157 techniques for its creation and analysis.

158 In other words, a view is what the stakeholders see whereas the viewpoint defines the perspective from  
159 which the view is taken and the methods for, and constraints upon, modeling that view.

160 It is important to note that viewpoints are independent of a particular system (or solutions). In this way,  
161 the architect can select a set of candidate viewpoints first, or create new viewpoints, and then use those  
162 viewpoints to construct specific views that will be used to organize the architectural description. A view,  
163 on the other hand, is specific to a particular system. Therefore, the practice of creating an architectural  
164 description involves first selecting the viewpoints and then using those viewpoints to construct specific  
165 views for a particular system or subsystem. Note that the standard requires that each view corresponds to  
166 exactly one viewpoint. This helps maintain consistency among architectural views which is a normative  
167 requirement of the standard.

168 A view is comprised of one or more architectural models, where model is defined as:

169 **Model**

170 An abstraction or representation of some aspect of a thing (in this case, a system)

171 All architectural models used in a particular view are developed using the methods established by the  
172 architectural viewpoint associated with that view. An architectural model may participate in more than one  
173 view but a view must conform to a single viewpoint.

174 **1.3.2 UML Modeling Notation**

175 An open standard modeling language is used to help visualize structural and behavioral architectural  
176 concepts. Although many architecture description languages exist, we have adopted the Unified Modeling  
177 Language™ 2 (UML® 2) [UML 2] as the main viewpoint modeling language. Normative UML is used  
178 unless otherwise stated but it should be noted that it can only partially describe the concepts in each  
179 model – it is important to read the text in order to gain a more complete understanding of the concepts  
180 being described in each section.

181 The UML presented should not be treated blindly or automatically: the models are intended to formalize  
 182 the concepts and relationships defined and described in the text but the nature of the RAF means that it  
 183 still concerns an abstract layer rather than an implementable layer.

## 184 1.4 SOA-RAF Viewpoints

185 The SOA-RAF specifies three views (described in detail in Sections 3, 4, and 5) that conform to three  
 186 viewpoints: *Participation in a SOA Ecosystem*, *Realization of a SOA Ecosystem*, and *Ownership in a SOA*  
 187 *Ecosystem*. There is a one-to-one correspondence between viewpoints and views (see Table 1).

Viewpoint Element	Viewpoint		
	Participation in a SOA Ecosystem	Realization of a SOA Ecosystem	Ownership in a SOA Ecosystem
Main concepts covered	Captures what is meant for people to participate in a SOA ecosystem.	Captures what is meant to realize a SOA-based system in a SOA ecosystem.	Captures what is meant to own a SOA-based system in a SOA ecosystem
Stakeholders addressed	All participants in the SOA ecosystem	Those involved in the design, development and deployment of SOA-based systems	Those involved in governing, managing, securing, and testing SOA-based systems
Concerns addressed	Understanding ecosystem constraints and contexts in which business can be conducted predictably and effectively.	Effective construction of SOA-based systems.	Processes to ensure governance, management, security, and testing of SOA-based systems.
Modeling Techniques used	UML class diagrams	UML class, sequence, component, activity, communication, and composite structure diagrams	UML class and communication diagrams

188 Table 1 - Viewpoint specifications for the OASIS Reference Architecture Foundation for  
 189 SOA

### 190 1.4.1 Participation in a SOA Ecosystem Viewpoint

191 This viewpoint captures a SOA ecosystem as an environment for people to conduct their business. We do  
 192 not limit the applicability of such an ecosystem to commercial and enterprise systems. We use the term  
 193 business to include any transactional activity between multiple ~~users~~ participants.

194 All stakeholders in the ecosystem have concerns addressed by this viewpoint. The primary concern for  
 195 people is to ensure that they can conduct their business effectively and safely in accordance with the  
 196 SOA paradigm. The primary concern of decision makers is the relationships between people and  
 197 organizations using systems for which they, as decision makers, are responsible but which they may not  
 198 entirely own, and for which they may not own all of the components of the system.

199 Given SOA's value in allowing people to access, manage and provide services across, we must explicitly  
 200 identify those boundaries and the implications of crossing them.

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### 201 1.4.2 Realization of a SOA Ecosystem Viewpoint

202 This viewpoint focuses on the infrastructure elements that are needed to support the construction of SOA-  
 203 based systems. From this viewpoint, we are concerned with the application of well-understood

204 technologies available to system architects to realize the SOA vision of managing systems and services  
205 that cross ownership boundaries.  
206 The stakeholders are essentially anyone involved in designing, constructing and deploying a SOA-based  
207 system.

### 208 1.4.3 Ownership in a SOA Ecosystem Viewpoint

209 This viewpoint addresses the concerns involved in owning and managing SOA-based systems within the  
210 SOA ecosystem. Many of these concerns are not easily addressed by automation; instead, they often  
211 involve people-oriented processes such as governance bodies.

212 Owning a SOA-based system implies being able to manage an evolving system. It involves playing an  
213 active role in a wider ecosystem. This viewpoint is concerned with how systems are managed effectively,  
214 how decisions are made and promulgated to the required end points; how to ensure that people may use  
215 the system effectively; and how the system can be protected against, and recover from consequences of,  
216 malicious intent.

## 217 1.5 Terminology

218 The keywords “MUST”, “MUST NOT”, “REQUIRED” (and by extension, “REQUIRES”), “SHALL”, “SHALL  
219 NOT”, “SHOULD”, “SHOULD NOT”, “RECOMMENDED”, “MAY”, and “OPTIONAL” in this document are  
220 to be interpreted as described in [RFC2119].

221 References are surrounded with [square brackets and are in bold text].

222 The terms “SOA-RAF”, “this Reference Architecture” and “Reference Architecture Foundation” refer to  
223 this document, while “the Reference Model” and “SOA-RM” refer to the OASIS Reference Model for  
224 Service Oriented Architecture. [SOA-RM].

### 225 Usage of Terms

226 Certain terms are used in this document (in sections 3 to 6) to denote concepts that are formally defined  
227 here and intended to be used with the specific meanings indicated. Where mention is first made of a  
228 formally defined concept, or the term is used within the definition of another concept, we use a **bold font**.  
229 When this occurrence appears in the text substantially in advance of the formal definition, it is also  
230 **hyperlinked** to the definition in the body of the text. A list of all such terms is included in the [Index of](#)  
231 [Terms at Appendix B](#).

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## 288 2 Architectural Goals and Principles

289 This section identifies the goals of this Reference Architecture Foundation and the architectural principles  
290 that underpin it.

### 291 2.1 Goals and Critical Success Factors of the Reference 292 Architecture Foundation

293 There are three principal goals:

- 294 1. to show how SOA-based systems can effectively bring participants with needs ('consumers') to  
295 interact with participants offering appropriate capabilities as services ('producers');
- 296 2. for participants to have a clearly understood level of confidence as they interact using SOA-based  
297 systems; and
- 298 3. for SOA-based systems to be scaled for small or large systems as needed.

299 There are four factors critical to the achievement of these goals:

- 300 1. **Action:** an account of participants' action within the ecosystem;
- 301 2. **Trust:** an account of how participants' internal perceptions of the reliability of others guide their  
302 behavior (i.e., the trust that participants may or may not have in others)
- 303 3. **Interaction:** an account of how participants can interact with each other; and
- 304 4. **Control:** an account of how the management and governance of the entire SOA ecosystem can  
305 be arranged.

306 These goals and success factors are expanded in the following subsections.

#### 307 2.1.1 Goals

##### 308 2.1.1.1 Effectiveness

309 A primary purpose of the SOA-RAF is to show how SOA-based systems ensure that participants can use  
310 the facilities of the system to meet their needs. This does not imply that every need has a SOA solution,  
311 but for those needs that can benefit, we look at what is needed to use the SOA paradigm effectively.

312 The key factors that govern effectiveness from a participant's perspective are actions undertaken—  
313 especially across ownership boundaries – with other participants in the ecosystem and lead to  
314 measurable results.

##### 315 2.1.1.2 Confidence

316 SOA-based systems should enable service providers and consumers to conduct their business with the  
317 appropriate level of confidence in the interaction. Confidence is especially important in situations that are  
318 high-risk; this includes situations involving multiple ownership domains as well as situations involving the  
319 use of sensitive resources.

320 Confidence has many dimensions: confidence in the successful interactions with other participants,  
321 confidence in the assessment of trust, as well as confidence that the ecosystem is properly managed.

##### 322 2.1.1.3 Scalability

323 The third goal of this reference architecture is scalability. In architectural terms, we determine scalability in  
324 terms of the smooth growth of complex systems as the number and complexity of services and  
325 interactions between participants increases. Another measure of scalability is the ease with which  
326 interactions can cross ownership boundaries.



## 327 2.1.2 Critical Success Factors

328 A critical success factor (CSF) is a property of the intended system, or a sub-goal that directly supports a  
329 goal and there is strong belief that without it the goal is unattainable. CSFs are not necessarily  
330 measurable in themselves. CSFs can be associated with more than one goal.

331 In many cases, critical success factors are often denoted by adjectives: reliability, trustworthiness, and so  
332 on. In our analysis of the SOA paradigm, however, it seems more natural to identify four critical concepts  
333 (nouns) that characterize important aspects of SOA:

### 334 2.1.2.1 Action

335 Participants' principal mode of participation in a SOA ecosystem is action; typically action in the interest of  
336 achieving some desired **real world effect**. Understanding how action is related to SOA is thus critical to  
337 the paradigm.

### 338 2.1.2.2 Trust

339 The viability of a SOA ecosystem depends on participants being able to effectively measure the  
340 trustworthiness of the system and of participants. Trust is a private assessment of a participant's belief in  
341 the integrity and reliability of the SOA ecosystem (see Section 3.2.5.1).

342 Trust can be analyzed in terms of trust in infrastructure facilities (otherwise known as reliability), trust in  
343 the relationships and effects that are realized by interactions with services, and trust in the integrity and  
344 confidentiality of those interactions particularly with respect to external factors (otherwise known as  
345 security).

346 Note that there is a distinction between trust in a SOA-based system and trust in the capabilities  
347 accessed via the SOA-based system. The former focuses on the role of SOA-based systems as a  
348 *medium* for conducting business, the latter on the trustworthiness of participants in such systems. This  
349 architecture focuses on the former, while trying to encourage the latter.

### 350 2.1.2.3 Interaction

351 In order for a SOA ecosystem to function, it is essential that the means for participants to interact with  
352 each other is available throughout the system. Interaction encompasses not only the mechanics and  
353 semantics of **communication** but also the means for discovering and offering communication.

### 354 2.1.2.4 Control

355 Given that a large-scale SOA-based system may be populated with many services, and used by large  
356 numbers of people; managing SOA-based systems properly is a critical factor for engendering confidence  
357 in them. This involves both managing the services themselves and managing the relationships between  
358 people and the SOA-based systems they are utilizing; the latter being more commonly identified with  
359 governance.

360 The governance of SOA-based systems requires decision makers to be able to set policies about  
361 participants, services, and their relationships. It requires an ability to ensure that policies are effectively  
362 described and enforced. It also requires an effective means of measuring the historical and current  
363 performances of services and participants.

364 The scope of management of SOA-based systems is constrained by the existence of multiple ownership  
365 domains.

## 366 2.2 Principles of this Reference Architecture Foundation

367 The following principles serve as core tenets that guided the evolution of this reference architecture.

### 368 Technology Neutrality

369 Statement: Technology neutrality refers to independence from particular technologies.

370 Rationale: We view technology independence as important for three main reasons: technology  
371 specific approach risks confusing issues that are technology specific with those that are  
372 integrally involved with realizing SOA-based systems; and we believe that the principles  
373 that underlie SOA-based systems have the potential to outlive any specific technologies  
374 that are used to deliver them. Finally, a great proportion of this architecture is inherently  
375 concerned with people, their relationships to services on SOA-based systems and to  
376 each other.

377 Implications: The Reference Architecture Foundation must be technology neutral, meaning that we  
378 assume that technology will continue to evolve, and that over the lifetime of this  
379 architecture that multiple, potentially competing technologies will co-exist. Another  
380 immediate implication of technology independence is that greater effort is needed on the  
381 part of architects and other decision makers to construct systems based on this  
382 architecture.

### 383 Parsimony

384 Statement: Parsimony refers to economy of design, avoiding complexity where possible and  
385 minimizing the number of components and relationships needed.

386 Rationale: The hallmark of good design is parsimony, or "less is better." It promotes better  
387 understandability or comprehension of a domain of discourse by avoiding gratuitous  
388 complexity, while being sufficiently rich to meet requirements.

389 Implications: Parsimoniously designed systems tend to have fewer but better targeted features.

### 390 Distinction of Concerns

391 Statement: Distinction of Concerns refers to the ability to cleanly identify and separate out the  
392 concerns of specific stakeholders in such a way that it is possible to create architectural  
393 models that reflect those stakeholders' viewpoint. In this way, an individual stakeholder or  
394 a set of stakeholders that share common concerns only see those models that directly  
395 address their respective areas of interest.

396 Rationale: As SOA-based systems become more mainstream and increasingly complex, it will be  
397 important for the architecture to be able to scale. Trying to maintain a single, monolithic  
398 architecture description that incorporates all models to address all possible system  
399 stakeholders and their associated concerns will not only rapidly become unmanageable  
400 with rising system complexity, but it will become unusable as well.

401 Implications: This is a core tenet that drives this reference architecture to adopt the notion of  
402 architectural viewpoints and corresponding views. A viewpoint provides the formalization  
403 of the groupings of models representing one set of concerns relative to an architecture,  
404 while a view is the actual representation of a particular system. The ability to leverage an  
405 industry standard that formalizes this notion of architectural viewpoints and views helps  
406 us better ground these concepts for not only the developers of this reference architecture  
407 but also for its readers. The IEEE Recommended Practice for Architectural Description of  
408 Software-Intensive Systems [ANSI/IEEE 1471], [ISO/IEC 42010] is the standard that  
409 serves as the basis for the structure and organization of this document.

### 410 Applicability

411 Statement: Applicability refers to that which is relevant. Here, an architecture is sought that is  
412 relevant to as many facets and applications of SOA-based systems as possible; even  
413 those yet unforeseen.

414 Rationale: An architecture that is not relevant to its domain of discourse will not be adopted and thus  
415 likely to languish.

416 Implications: The Reference Architecture Foundation needs to be relevant to the problem of matching  
417 needs and capabilities under disparate domains of ownership; to the concepts of 'Intranet  
418 SOA' (SOA within the enterprise) as well as 'Internet SOA' (SOA outside the enterprise);  
419 to the concept of 'Extranet SOA' (SOA within the extended enterprise, i.e., SOA with  
420 suppliers and trading partners); and finally, to 'net-centric SOA' or 'Internet-ready SOA.'

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### 3 Participation in a SOA Ecosystem View

#### No man is an island

*No man is an island entire of itself; every man  
is a piece of the continent, a part of the main;  
if a clod be washed away by the sea, Europe  
is the less, as well as if a promontory were, as  
well as any manner of thy friends or of thine  
own were; any man's death diminishes me,  
because I am involved in mankind.  
And therefore never send to know for whom  
the bell tolls; it tolls for thee.*

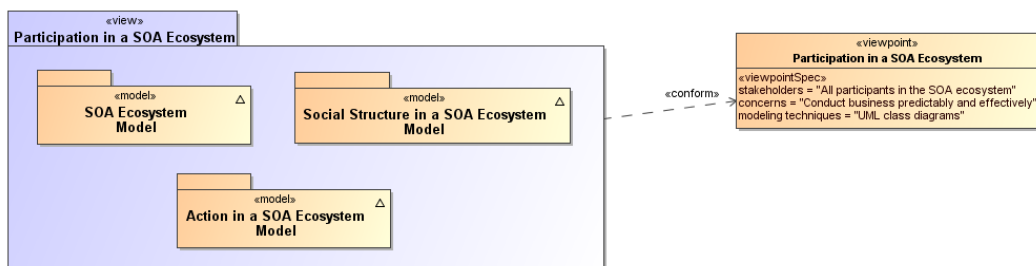
John Donne

433 The *Participation in a SOA Ecosystem* view in the SOA-RAF focuses on the constraints and context in  
434 which people conduct business using a SOA-based system. By business we mean any shared activity  
435 whose objective is to satisfy particular **needs** of each participant. To effectively employ the SOA  
436 paradigm, the architecture must take into account the fact and implications of different **ownership**  
437 domains, and how best to organize and utilize capabilities that are distributed across those different  
438 ownership domains. These are the main architectural issues that the *Participation in a SOA Ecosystem*  
439 view tries to address.

440 The subsections below expand on the abstract Reference Model by identifying more fully and with more  
441 specificity what challenges need to be addressed in order to successfully apply the SOA paradigm.  
442 Although this view does not provide a specific recipe, it does identify the important things that need to be  
443 considered and resolved within an ecosystem context.

444 The main models in this view are:

- 445 • The **SOA Ecosystem Model** introduces the main relationships between the social structure and  
446 the SOA-based System, as well as the key role played by the hybrid concept of participant in  
447 both.
- 448 • the **Social Structure in a SOA Ecosystem Model** introduces the key elements that underlie the  
449 relationships between participants and that must be considered as pre-conditions in order to  
450 effectively bring needs and capabilities together across **ownership boundaries**;
- 451 • the **Action in a SOA Ecosystem Model** introduces the key concepts involved in service **actions**,  
452 and shows how **joint action** and **real-world effect** are the target outcomes that motivate  
453 interacting in a SOA ecosystem.



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Figure 1 - Model elements described in the *Participation in a SOA Ecosystem* view

456 Furthermore, this *Participation in a SOA Ecosystem* view helps us understand the importance of  
457 execution context – the set of technical and business elements that allow interaction to occur in, and thus  
458 business to be conducted using, a SOA-based system.

459 The dominant mode of **communication** within a SOA ecosystem is electronic, supported by IT resources  
460 and artifacts. The **stakeholders** (see next section) are nonetheless people: since there is inherent  
461 indirection involved when people and systems interact using electronic means, we lay the foundations for

462 how *communication* can be used to represent and enable action. However, it is important to understand  
463 that these communications are usually a means to an end and not the primary interest of the participants  
464 of the ecosystem.

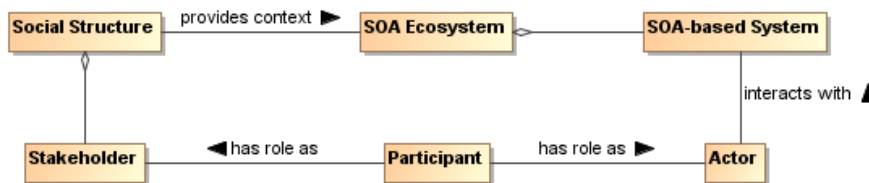
### 465 3.1 SOA Ecosystem Model

466 The OASIS SOA Reference Model defines *Service Oriented Architecture* (SOA) as “a paradigm for  
467 organizing and utilizing distributed capabilities that may be **under the control of different ownership**  
468 **domains**” (our emphasis) and *services* as “the mechanism by which needs and capabilities are brought  
469 together”. The central focus of SOA is “the task or business function – getting something done.”

470 Together, these ideas describe an environment in which business functions (realized in the form of  
471 services) address business needs. Service implementations utilize capabilities to produce specific (real  
472 world) effects that fulfill those business needs. Both those using the services, and the capabilities  
473 themselves, may be distributed across ownership domains, with different **policies** and conditions of use  
474 in force – this environment is referred to as a **SOA Ecosystem** and is modeled in *Figure 2*.

475 The role of a service in a SOA Ecosystem is to enable effective **business solutions** in this environment.  
476 Any technology system created to deliver a service in such an environment is referred to as a **SOA-**  
477 **based system**. SOA is thus a paradigm that guides the identification, design, implementation (i.e.,  
478 organization), and utilization of such services. SOA-based systems act as technology-based proxies for  
479 activity that would otherwise be carried out within and between social structures.

480 A SOA-based system is concerned with how **actors** interact within a system to deliver a specific result -  
481 the delivery of a real world effect. The SOA ecosystem is concerned with all potential stakeholders and  
482 the roles that they can play; how some stakeholders' needs are satisfied by other stakeholders' solutions;  
483 how stakeholders assess **risk**; how they relate to each other through policies and **contracts**; and how  
484 they communicate and establish relationships of **trust** in the processes leading to the delivery of a  
485 specific result.



486  
487 *Figure 2 - SOA Ecosystem Model*

#### 488 SOA Ecosystem

489 An environment encompassing one or more **social structure(s)** and **SOA-based system(s)** that  
490 interact together to enable effective **business solutions**

#### 491 SOA-based System

492 A technology system created to deliver a service within a **SOA Ecosystem**

493 Social Structures are defined and described in more detail in the next model, shown in *Figure 3*.

494 **Stakeholders, Actors, and Participants** are formally defined in Section 3.2.1.

495 Participants (as stakeholders and as actors), SOA-based systems, and the environment (or context)  
496 within which they all operate, taken together forms the SOA ecosystem. Participants (or their **delegates**)  
497 interact with a SOA-based system - in the role of actors - and are also members of a social structure - in  
498 the role of stakeholders. Here we explicitly note that stakeholders and, thus, participants are people<sup>3</sup>  
499 because machines alone cannot truly have a stake in the outcomes of a social structure. Delegates may  
500 be human and nonhuman but are not directly stakeholders. Stakeholders, both Participants and **Non-**

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<sup>3</sup> 'People' and 'person' must be understood as both humans and 'legal persons', such as companies, who have **rights** and **responsibilities** similar to 'natural persons' (humans)

501 **participants**, may potentially benefit from the services delivered by the SOA-based system. Again, this is  
502 discussed more fully in Section 3.2.1.

503 The SOA ecosystem may reflect the SOA-based activities within a particular enterprise or of a wider  
504 network of one or more enterprises and individuals; these are modeled in and discussed with respect to  
505 *Figure 3*. Although a SOA-based system is essentially an IT concern, it is nonetheless a system  
506 engineered deliberately to be able to function in a SOA ecosystem. In this context, a service is the  
507 mechanism that brings a SOA-based system **capability** together with stakeholder needs in the wider  
508 ecosystem.

509 Several interdependent concerns are important in our view of a SOA ecosystem. The ecosystem includes  
510 stakeholders who are participants in the development, deployment and **governance** and use of a system  
511 and its services; or who may not participate in certain activities but are nonetheless **are** affected by the  
512 system. Actors – whether stakeholder **participants** or delegates who act only on behalf of participants  
513 (without themselves having any stake in the actions that they have been tasked to perform) – are  
514 engaged in **actions** which have an impact on the real world and whose meaning and intent are  
515 determined by implied or agreed-to semantics. This is discussed further in relation to the model in *Figure 4*  
516 and elaborated more fully in Section 3.3.

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### 517 **3.2 Social Structure in a SOA Ecosystem Model**

518 The Social Structure Model explains the relationships between stakeholders and the social context in  
519 which they operate, within and between distinct boundaries. It is also the foundation for understanding  
520 **security**, governance and management in the SOA ecosystem.

521 Actions undertaken by people (whether natural or legal persons) are performed in a *social context* that  
522 defines the relationships between them. That context is provided by **social structures** existing in society  
523 and the roles played by each person as stakeholders in those structures.

524 Whether informal peer groups, communities of practice, associations, enterprises, corporations,  
525 government agencies, or entire nations, these structures interact with each other in the world, using  
526 treaties, contracts, market rules, handshakes, negotiations and – when necessary – have recourse to  
527 arbitration and legislation. They interact because there is a mutual benefit in doing so: one has something  
528 that the other can provide. They interact across defined or implicit **ownership boundaries** that define the  
529 limits of one structure (and the limits of its **authority**, responsibilities, capabilities, etc.) and the beginning  
530 of another.

531 Social structures, together with their **constitution**, their stakeholders, their mission and goals, need  
532 therefore to be understood when examining the role that technology plays. Technology systems play an  
533 increasing role in carrying out many of the functions performed by such structures and therefore model  
534 real-world procedures. The technology systems serve as proxies in digital space for these real-world  
535 structures and procedures. The SOA paradigm is particularly concerned with designing, configuring and  
536 managing such systems across ownership boundaries precisely because this mirrors the real-world  
537 interactions between discrete structures and across their ownership boundaries.

538 A stakeholder in a social structure will be involved in many ‘actions’ that do not involve a SOA-based  
539 system. Although such actions and the roles relating to them are outside the scope of this Reference  
540 Architecture Foundation, they may nonetheless result in constraining or otherwise impacting a given SOA  
541 ecosystem – for example, a new item of legislation that regulates service interactions. The terms **Actor**  
542 and **Action** used throughout the document refer thus only to SOA-based systems.

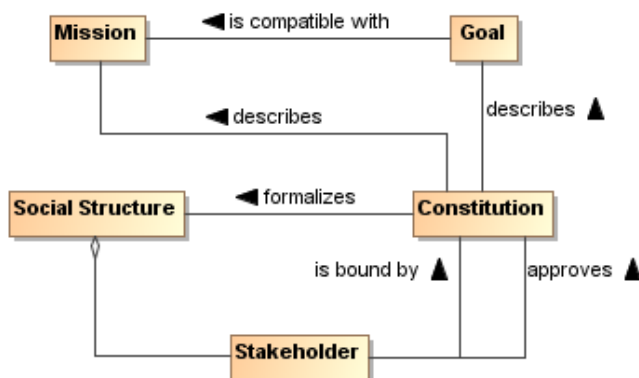


Figure 3 - Social Structure Model

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544

545 **Social Structure**

546 A nexus of relationships amongst people brought together for a specific purpose, ~~the structure's~~  
547 ~~mission.~~

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548 The social structure is established with an implied or explicitly defined mission, usually reflected in the  
549 goals laid down in the social structure's constitution or other 'charter'. Although goals are often expressed  
550 in terms of general ambitions for the social structure's work or of desired end states, objectives are  
551 expressed more formally in terms of specific, measurable, and achievable action required to realize those  
552 states. Action in the context of a social structure is discussed in Section 3.3.

553 A social structure may involve any number of persons as stakeholders and a large number of different  
554 relationships may exist among them. The organizing principle for these relationships is the social  
555 structure's mission. Any given person can be a stakeholder in multiple social structures and a social  
556 structure itself can be a stakeholder in its own right as part of a larger one or in another social structure  
557 entirely. These multiple roles can result in disagreements, particularly when the mission or goals of  
558 different social structures do not align.

559 A social structure can take different forms. An enterprise is a common kind of social structure with its  
560 distinct legal personality; an online community group might represent a social structure of peers that is  
561 very loose, albeit with a shared mission. A market represents a social structure of buyers and sellers.  
562 Legislation in different geo-political areas (from local and regional to national or global) provides a  
563 framework in which social structures can operate.

564 A social structure will further its goals in one of two ways:

- 565 • by acting alone, using its own **resources**;
- 566 • interacting with other structures and using their resources.

567 Many interactions take place within social structures. Some interactions may or may not cross ownership  
568 boundaries depending on the scale and internal organization of the structure (an enterprise, for example,  
569 can itself be composed of sub-enterprises). Our focus is on interactions *between* social structures,  
570 particularly as they determine the way that technology systems need to interact. Systems that are  
571 designed to do this are SOA-based systems.

572 The nature and extent of the interactions that take place will reflect, often implicitly, degrees of trust  
573 between people and the very specific circumstances of each person at the time, and over the course of  
574 their interactions. It is in the nature of a SOA ecosystem that these relationships are rendered more  
575 explicit and are formalized as a central part of what the **[SOA-RM]** refers to as Execution Context.

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576 The validity of the interactions between social structures is not always clear and is often determined  
577 ultimately by relevant legislation. For example, when a customer buys a book over the Internet, the  
578 validity of the transaction may be determined by the place of incorporation of the book vendor, the  
579 residence of the buyer, or a combination of both. Such legal jurisdiction qualification is typically buried in  
580 the fine print of the service description.

581 **Constitution**

582 A set of **rules**, written or unwritten, that formalize the mission, goals, scope, and functioning of a  
583 **social structure**.

584 Every social structure functions according to **rules** by which people interact with each other within the  
585 structure. In some cases, this is based on an explicit agreement; in other cases, participants behave as  
586 though they agree to the constitution without a formal agreement. In still other cases, participants abide  
587 by the rules with some degree of reluctance. In all cases, the constitution may change over time; in those  
588 cases of implicit agreement, the change can occur quickly. Section 5.1 contains a detailed discussion of  
589 governance and SOA.

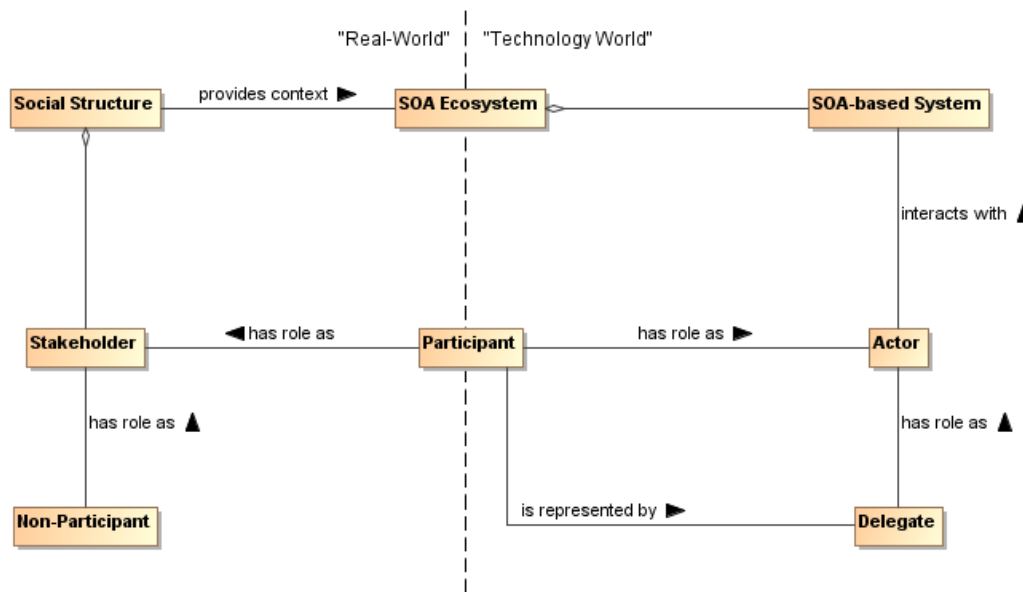
590 **3.2.1 Stakeholders, Participants, Actors and Delegates**

591 A social structure represents the interests of a collection of people who have **rights** and **responsibilities**  
592 within the structure. People have a 'stake' in such a social structure, and when that social structure is part  
593 of a SOA Ecosystem, the people continue to interact through their roles as stakeholders. In addition,  
594 people – either directly or through their delegates - interact with SOA-based (technology) systems. Here,  
595 the people interact through their roles as actors interacting with specific system-level activity.

596 A person who participates in a social structure as a stakeholder *and* interacts with a SOA-based system  
597 as an actor is defined as an ecosystem **Participant**. The concept of participant is particularly important as  
598 it reflects a hybrid role of a Stakeholder concerned with expressing needs and seeing those needs fulfilled  
599 *and* an Actor directly involved with system-level activity that result in necessary effects.

600 The hybrid role of Participant provides a bridge between social structures within the wider (real-world)  
601 ecosystem – in particular the world of the stakeholder – and the more specific (usually technology-  
602 focused) system – the world of the actor.

603 The concept of the ecosystem therefore embraces all aspects of the 'real world', human-centered, social  
604 structures that are concerned with business interactions together with the technology-centered SOA-  
605 based system that deliver services:



606  
607 *Figure 4 – Stakeholders, Actors, Participants and Delegates*

608 **Stakeholder**

609 A person with an interest (a 'stake') in a **social structure**.



610 Not all stakeholders necessarily participate in all activities in the SOA ecosystem; indeed, the interest of  
611 non-participant stakeholders may be to realize the benefits of a well-functioning ecosystem and not suffer  
612 unwanted consequences. Non-participant stakeholders cannot all or always be identified in advance but  
613 due account is often taken of such stakeholder types, including potential customers, beneficiaries, and  
614 other affected third parties. A stakeholder may be a participant with respect to some activities and a non-  
615 participant with respect to others.

#### 616 **Actor**

617 A role played either by a **Participant** or its **Delegate** and that interacts with a **SOA-based**  
618 **system**.

#### 619 **Participant**

620 A person who plays a role *both* in the **SOA ecosystem** as a **stakeholder** *and* with the **SOA-**  
621 **based system** as an **actor** either

- 622 • directly, in the case of a human participant; or
- 623 • indirectly, via a **delegate**.

624 Not all participants are necessarily benign to the social structure: such 'negative stakeholders' might  
625 deliberately seek a negative impact on the ecosystem (such as hackers or criminals) and social structures  
626 will work to ensure that they are not able to operate as welcome participants.

#### 627 **Non-Participant**

628 A person who plays no role as a **participant** in a **social structure's** activities but nonetheless  
629 has an interest in, or is affected by, such activities.

#### 630 **Delegate**

631 A role played by a human or an automated or semi-automated agent and acting on behalf of a  
632 **participant** but not directly sharing the participant's stake in the outcome.

633 Many actors interact with a SOA-based system, including software agents that permit people to offer, and  
634 interact with, services; delegates that represent the interests of other participants; or security agents  
635 charged with managing the security of the ecosystem. Note that automated agents are *always* delegates,  
636 in that they act on behalf of a participant.

637 In the different models of the SOA-RAF, the term actor is used when action is being considered at the  
638 level of the SOA-based system and when it is not relevant who is carrying out the action. However, if the  
639 actor is acting explicitly *on behalf of* a participant, then we use the term delegate. This underlines the  
640 importance of delegation in SOA-based systems, whether the delegation is of work procedures carried  
641 out by human agents who have no stake in the actions with which they are tasked but act on behalf of a  
642 participant who does; or whether the delegation is performed by technology (automation). On the other  
643 hand, if it is important to emphasize that when the actor is also a stakeholder in the ecosystem, then we  
644 use the term participant. This also underlines the pivotal role played by a participant, in a unique position  
645 between the social structure and the SOA-based system, in the broader ecosystem.

646 The difference between a participant and a delegate is that a delegate acts on behalf of a participant and  
647 must have the authority to do so. Because of this, every social structure must clearly define the roles  
648 assigned to actors (whether participants or delegates) in carrying out activity within its domain.

### 649 **3.2.2 Social Structures and Roles**

650 Social structures are abstractions: they cannot directly perform actions with SOA-based systems – only  
651 actors can, whether they be participants acting under their own volition or delegates (human or not)  
652 simply following the instructions of participants. An actor advances the objectives of a social structure  
653 through its interaction with SOA-based systems, influencing actions that deliver results. The specifics of  
654 the interaction depend on the roles defined by the social structure that the actor may assume or have  
655 conferred and the nature of the relationships between the stakeholders concerned. These relationships  
656 can introduce constraints on an actor when engaged in an action. These points are illustrated in *Figure 5*.

657 A role is not immutable and is often time-bound. An actor can have one or more roles concurrently and  
658 may change them over time and in different contexts, even over the course of a particular interaction.



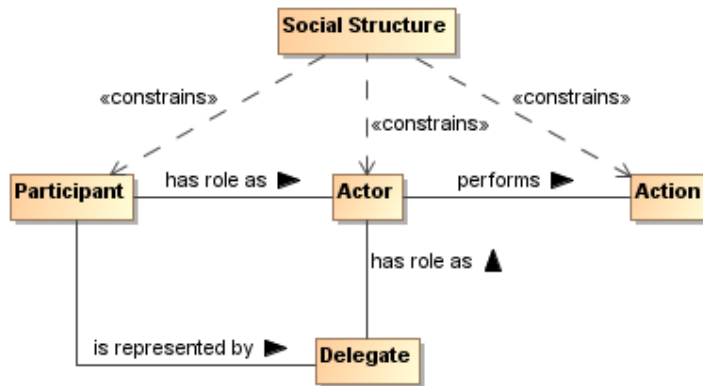
659 **3.2.2.1 Authority, Rights, and Responsibilities**

660 One participant with appropriate authority in the social structure may formally designate a role for a  
661 delegate or another participant, with associated rights and responsibilities, and that authority may even  
662 qualify a period during which the designated role may be valid. In addition, while many roles are clearly  
663 identified, with appropriate names and definitions of responsibilities, it is also possible to separately  
664 bestow rights, bestow or assume responsibilities and so on, often in a temporary fashion. For example,  
665 when a company president delegates certain responsibilities on another person, this does not imply that  
666 the other person has become company president. Likewise, a company president may bestow on  
667 someone else her role during a period of time that she is on vacation or otherwise unreachable with the  
668 understanding that she will re-assume the role when she returns from vacation.

669 Conversely, someone who exhibits qualification and skill may assume a role without any formal  
670 designation. For example, an office administrator who has demonstrated facility with personal computers  
671 may be known as (and thus assumed to role of) the 'go to' person for people who need help with their  
672 computers.

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673 The social structure is responsible for establishing the authority by which actors carry out actions in line  
674 with defined constraints:



675  
676 *Figure 5 - Social Structures, Roles and Action*

677 **Authority**

678 A **right** conferred on a **participant** to ensure that **actions** are carried out consistent with the  
679 objectives of a **social structure**.

680 Actions are carried out by actors, either participants themselves or delegates acting on their behalf, by  
681 interacting with the SOA-based system.

682 **Right**

683 A predetermined **permission** conferred upon an **actor** to perform some **action** or assume a role  
684 in relation to the **social structure**.

685 Rights can be constrained. For example, sellers might have a general right to refuse service to potential  
686 customers but this right could be constrained so as to be exercised only when certain criteria are met.

687 **Responsibility**

688 A predetermined **obligation** on a **participant** to ensure that some **action** is performed or assume  
689 a role in relation to other **participants**.

690 Responsibility implies human agency and thus aligns with participants and potentially human delegates  
691 but not with non-human delegates. This applies even if the consequences of such responsibility can  
692 impact other (human and non-human) actors. Having authority often implies having responsibility.

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693 Rights, authorities, responsibilities and roles form the foundation for the security model as well as  
694 contributing to the governance model in the **Ownership in a SOA Ecosystem** View of the SOA-RAF.

### 695 3.2.2.2 Permissions and Obligations

696 People will assume and perform roles according to their actual or perceived rights and responsibilities,  
697 with or without explicit authority. In the context of a SOA ecosystem, human abilities and skills are  
698 relevant as they equip individuals with knowledge, information and tools that may be necessary to have  
699 meaningful and productive interactions with a view to achieving a desired outcome. For example, a  
700 person who wants a particular book, and has both the right and responsibility of purchasing the book from  
701 a given bookseller, will not have that need met from the online delegate of that bookstore if he does not  
702 know how to use a web browser. Equally, just because someone does have the requisite knowledge or  
703 skills does not entitle them *per se* to interact with a specific system.

704 Assuming or accepting rights and responsibilities depend on two important types of constraints that are  
705 relevant to a SOA ecosystem: Permission and Obligation.

#### 706 **Permission**

707 A constraint that identifies **actions** that an **actor** is (or is not) allowed to perform and/or the  
708 **states** in which the actor is (or is not) permitted.

709 Note that permissions are distinct from ability, which refers to whether an actor has the capacity to  
710 perform the action. Permission does not always involve acting on behalf of anyone, nor does it imply or  
711 require the capacity to perform the action.

#### 712 **Obligation**

713 A constraint that prescribes the **actions** that an **actor** must (or must not) perform and/or the  
714 **states** the actor must (or must not) attain or maintain.

715 An example of obligations is the case where the service **consumer** and **provider** (see below) have  
716 entered into an agreement to provide and consume a service such that the consumer is obligated to pay  
717 for the service and the provider is obligated to provide the service – based on the terms of the contract.

718 An obligation can also be a **requirement** to maintain a given **state**. This may range from a requirement to  
719 maintain a minimum balance on an account to a requirement that a service provider ‘remember’ that a  
720 particular service consumer is logged in.

721 Both permissions and obligations can be identified ahead of time, but only permissions can be validated a  
722 priori: before the intended action or before entering the constrained state. Obligations can only be  
723 validated a posteriori through some form of auditing or verification process.

### 724 3.2.2.3 Service Roles

725 As in roles generally, a participant can play one or more in the SOA ecosystem, depending on the  
726 context. A participant may be playing a role of a service provider in one relationship while simultaneously  
727 playing the role of a consumer in another. Roles inherent to the SOA paradigm include **Consumer**,  
728 **Provider**, **Owner**, and **Mediator**.

#### 729 **Provider**

730 A role assumed by a **participant** who is offering a service.

#### 731 **Consumer**

732 A role assumed by a **participant** who is interacting with a service in order to fulfill a **need**.

#### 733 **Mediator**

734 A role assumed by a **participant** to facilitate interaction and connectivity in the offering and use of  
735 services.

#### 736 **Owner**

737 A role assumed by a **participant** who is claiming and exercising **ownership** over a service.

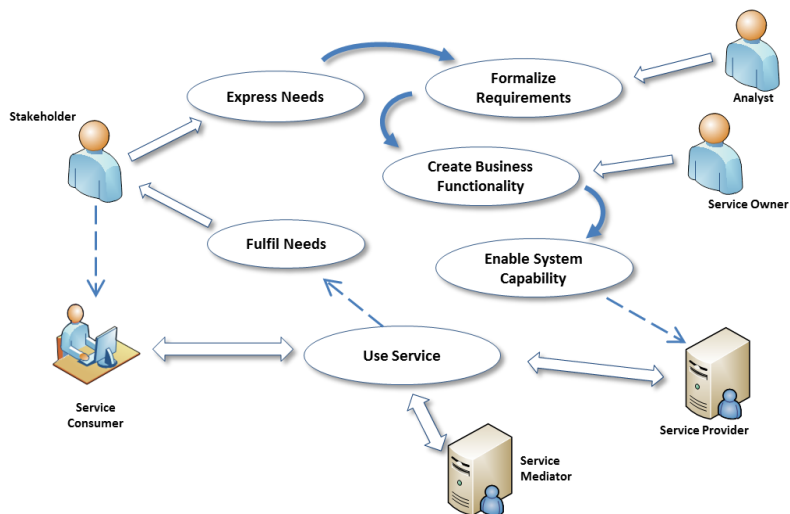


Figure 6 - Roles in a Service

738  
739

740 Service consumers typically initiate interactions, but this is not necessarily true in all situations.  
741 Additionally, several stakeholders may be involved in a service interaction supporting a given consumer.

742 The roles of service provider and service consumer are often seen as symmetrical, which is also not  
743 entirely correct. A stakeholder tends to express a **Need** in non-formal terms: "I want to buy that book".  
744 The type of need that a service is intended to fulfill has to be formalized and encapsulated by designers  
745 and developers as a **Requirement**. This Requirement should then be reflected in the target service, as a  
746 **Capability** that, when accessed via a service, delivers a **Real World Effect** to an arbitrary consumer:  
747 "The chosen book is ordered for the consumer." It thus fulfills the need that has been defined for an  
748 archetypal consumer.

749 Specific and particular customers may not experience a need exactly as captured by the service: "I don't  
750 want to pay that much for the book", "I wanted an eBook version", etc. There can therefore be a process  
751 of implicit and explicit negotiation between the consumer and the service, aimed at finding a 'best fit'  
752 between the consumer's specific need and the capabilities of the service that are available and consistent  
753 with the service provider's offering. This process may continue up until the point that the consumer is able  
754 to accept what is on offer as being the best fit and finally 'invokes' the service. 'Execution context' has  
755 thus been established. Conditions and agreements that contribute to the execution context are discussed  
756 throughout this Reference Architecture.

757 Service mediation by a participant can take many forms and may invoke and use other services in order  
758 to fulfill such mediation. For example, it might use a service registry in order to identify possible service  
759 partners; or, in our book-buying example, it might provide a price comparison service, suggest alternative  
760 suppliers, different language editions or delivery options.

### 761 3.2.3 Needs, Requirements and Capabilities

762 Participants in a SOA ecosystem often need other participants to *do* something, leveraging a **capability**  
763 that they do not themselves possess. For example, a customer requiring a book may call upon a service  
764 provider to deliver the book. Likewise, the service provider requires the customer to pay for it.

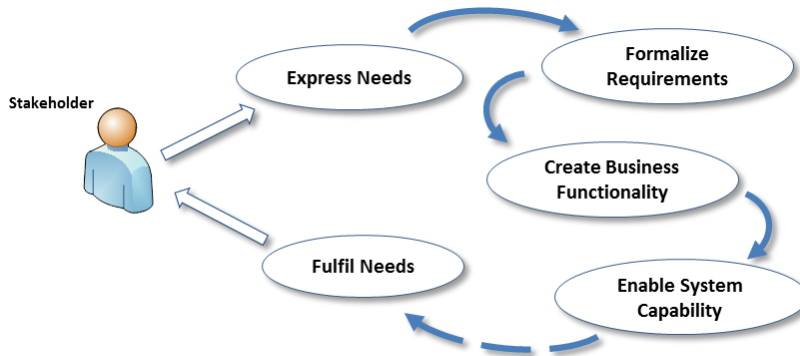
765 There is a reason that participants are engaged: they have different **needs** and have or apply different  
766 capabilities for satisfying them. These are core to the concept of a service. The SOA-RM defines a  
767 service as "the mechanism by which needs and capabilities are brought together". This idea of services  
768 being a mechanism 'between' needs and capabilities was introduced in order to emphasize capability as  
769 the notional or existing **business functionality** that would address a well-defined need. Service is  
770 therefore the *implementation* of such business functionality *such that it is accessible* through a well-

771 defined interface. A capability that is isolated (i.e., it is inaccessible to potential consumers) is  
772 emphatically not a service.

### 773 **Business Functionality**

774 A defined set of business-aligned tasks that provide recognizable business value to consumer  
775 **stakeholders** and possibly others in the **SOA ecosystem**.

776 The idea of a service in a SOA ecosystem combines business functionality with implementation, including  
777 the artifacts needed and made available as IT resources. From the perspective of software developers, a  
778 SOA service enables the use of capabilities in an IT context. For the consumer, the service (combining  
779 business functionality and implementation) generates intended real world effects. The consumer is not  
780 concerned with the underlying artifacts which make that delivery possible.



781  
782 *Figure 7 - Cycle of Needs, Requirements, and Fulfillment*

783 In a SOA context, the stakeholder expresses a need (for example, the consumer who states “I want to  
784 buy a book”) and looks to an appropriate service to fulfill that need and assesses issues such as the  
785 trustworthiness, intent and **willingness** of a particular provider. This ecosystem communication continues  
786 up to the point when the stakeholder is ready to act. The stakeholder will then interact with a provider by  
787 invoking a service (for example, by ordering the book using an online bookseller) and engaging in  
788 relevant actions with the system (at this point, in a role as an *actor*, interacting with the system through a  
789 browser or mobile device, validating the purchase, submitting billing and delivery details) with a view to  
790 achieving the desired real world effect (having the book delivered).

### 791 **Need**

792 A general statement expressed by a **stakeholder** of something deemed necessary.

793 A need may be formalized as one or more requirements that must be fulfilled in order to achieve a stated  
794 goal.

### 795 **Requirement**

796 A formal statement of a desired result (a **real world effect**) that, if achieved, will satisfy a **need**.

797 This requirement can then be used to create a capability that in turn can be brought to bear to satisfy that  
798 need. Both the requirement and the capability to fulfill it are expressed in terms of desired real world  
799 effect.

### 800 **Capability**

801 An ability to deliver a **real world effect**.

802 The Reference Model makes a distinction between a capability (as a *potential* to deliver the real world  
803 effect) and the ability of bringing that capability to bear (via a realized service) as the realization of the  
804 real world effect.

### 805 **Real World Effect**

806 A measurable change to the **shared state** of pertinent entities, relevant to and experienced by  
807 specific **stakeholders** of an **ecosystem**.

808 This implies measurable change in the overall state of the SOA ecosystem. In practice, however, it is  
809 specific state changes of certain entities that are relevant to particular participants that constitute the real  
810 world effect as experienced by those participants.

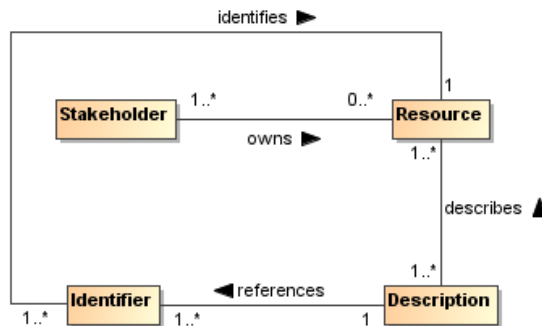
811 Objectives refer to real world effects that participants believe are achievable by a specific action or set of  
812 actions that deliver appropriate changes in shared state, as distinct from a more generally stated 'goal'.  
813 For example, someone may wish to have enough light to read a book. In order to satisfy that goal, the  
814 reader walks over to flip a light switch. The *objective* is to change the state of the light bulb, by turning on  
815 the lamp, whereas the *goal* is to be able to read. The *real world effect* is more light being available to  
816 enable the person to read.

817 While an effect is any measurable change resulting from an action, a SOA ecosystem is concerned more  
818 specifically with real world effects.

### 819 3.2.4 Resource and Ownership

#### 820 3.2.4.1 Resource

821 A resource is generally understood as an asset: it has value to someone. Key to this concept in a SOA  
822 ecosystem is that a resource must be identifiable.



823 Figure 8 - Resources

#### 825 Resource

826 An identifiable entity that has value to a **stakeholder**.

827 A resource may be identifiable by different methods but within a SOA ecosystem a resource must have at  
828 least one well-formed identifier that may be unambiguously resolved to the intended resource.

829 Codified (but not *implied*) contracts, policies, obligations, and permissions are all examples of resources,  
830 as are capabilities, services, service descriptions, and SOA-based systems. An *implied* policy, contract,  
831 obligation or permission would not be a resource, even though it may have value to a stakeholder,  
832 because it is not an identifiable entity.

#### 833 Identifier

834 A sequence of characters that unambiguously indicates a particular **resource**.

835 Identifiers are assigned by social structures according to context, policies and procedures considered  
836 sufficient for that structure's purposes.

837 For example, a group of otherwise unrelated humans are all, in a given context, employees of a particular  
838 company and managed there as human resources. That company's policy is to assign each employee a  
839 unique identifier number and has processes in place to do this, including verifying documentary evidence  
840 (such as a birth certificate or ID). Each set of policies and procedures will reflect the needs of the social  
841 structure for its particular context. Resources are typically used or managed by different stakeholder  
842 groups, each of which may need to identify those resources in some particular way. As such, a given  
843 resource may have multiple identifiers, each valid for a different context. In a SOA ecosystem, it is good

844 practice to use globally unique identifiers (for example, Internationalized Resource Identifiers, or IRIs)  
845 irrespective of any other resource identifier that might be in use for a particular context.

846 The ability to identify a resource is important in interactions to determine such things as rights and  
847 authorizations, to understand what functions are being performed and what the results mean, and to  
848 ensure repeatability or characterize differences with future interactions. Many interactions within a SOA  
849 ecosystem take place across ownership boundaries. Identifiers provide the means for all resources  
850 important to a given SOA-based system to be *unambiguously* identifiable at any moment and in any  
851 interaction.

852 Resources frequently have descriptions and the descriptions themselves may be considered resources.  
853 This is discussed in Section 4.1.1. Resource description may link to other resources and their  
854 descriptions; for example, a service description may link to a policy that constrains the conditions of use  
855 of the service.

### 856 3.2.4.2 Ownership

857 Ownership is defined as a relationship between a stakeholder and a resource, where some stakeholder  
858 (in a role as owner) has certain claims with respect to the resource.

859 Typically, the ownership relationship is one of control: the owner of a resource can control some aspect of  
860 the resource.

#### 861 Ownership

862 A set of claims, expressed as **rights** and **responsibilities** that a **stakeholder** has in relation to a  
863 **resource**; it may include the right to transfer that ownership, or some subset of rights and  
864 responsibilities, to another entity.

865 To own a resource implies taking responsibility for creating, maintaining and, if it is to be available to  
866 others, provisioning the resource. More than one stakeholder may own different rights or responsibilities  
867 associated with a given service, such as one stakeholder having the responsibility to deploy a capability  
868 as a service, another owning the rights to the profits that result from charging consumers for using the  
869 service, and yet another owning the right to use the service. There may also be joint ownership of a  
870 resource, where the rights and responsibilities are shared.

871 A stakeholder who owns a resource may delegate some or all of these rights and responsibilities to  
872 others, but typically retains the responsibility to see that the delegated rights and responsibilities are  
873 exercised as intended

874 A crucial property that distinguishes ownership from a more limited right to use is the right to transfer  
875 rights and responsibilities totally and irrevocably to another. When participants use but do not own a  
876 resource, they may not be allowed to transfer the right to use the resource to a third participant. The  
877 owner of the resource maintains the rights and responsibilities of being able to authorize others to use the  
878 owned resource.

879 Ownership is defined in relation to the social structure relative to which the given rights and  
880 responsibilities are exercised. For example, there may be constraints on how ownership may be  
881 transferred, such as a government may not permit a corporation to transfer assets to a subsidiary in a  
882 different jurisdiction.

#### 883 Ownership Boundary

884 The extent of **ownership** asserted by a **stakeholder** or a **social structure** over a set of  
885 **resources** and for which **rights** and **responsibilities** are claimed and (usually) recognized by  
886 other stakeholders.

### 887 3.2.5 Establishing Execution Context

888 In a SOA ecosystem, providers and consumers of services may be, or may be acting on behalf of,  
889 different owners, and thus the interaction between the provider and the consumer of a given service may  
890 necessarily cross an ownership boundary. It is important to identify these ownership boundaries in a SOA  
891 ecosystem and successfully crossing them ~~is~~ is a key aspect of establishing execution context. This is  
892 turn requires that the elements identified in the following sections be addressed.

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893 **3.2.5.1 Trust and Risk**

894 For an interaction to occur each actor must be able and **willing** to participate.

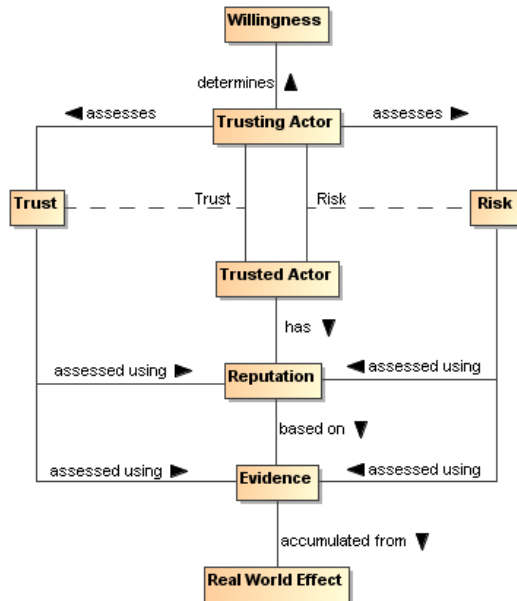


Figure 9 - Willingness and Trust

895

896

897 **Willingness**

898 The internal commitment of a human **actor** (or of an automated non-human agent acting on a  
899 **participant's** behalf) to carry out its part of an interaction.

900 Willingness to interact is not the same as a willingness to perform requested actions, **however**. For  
901 example, a service provider that rejects all attempts to perform a particular action may still be fully willing  
902 and engaged in interacting with the consumer. Important considerations in establishing willingness are  
903 both **trust** and **risk**.

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904 **Trust**

905 The private assessment or internal perception of one **actor** that another actor will perform  
906 **actions** in accordance with an assertion regarding a desired **real world effect**.

907 **Risk**

908 The private assessment or internal perception of the likelihood that certain undesirable **real world**  
909 **effects** will result from **actions** taken and the consequences or implications of such.

910 Trust is involved in all interactions and each actor will play a role as either (or alternately) a 'trusting' actor  
911 and a 'trusted' actor. These roles are needed in order that all actors can trust all others in any given  
912 interaction, at least to the extent required for continuance of the interaction. The degree and nature of that  
913 trust is likely to be different for each actor, most especially when those actors are in different ownership  
914 boundaries.

915 An actor perceiving risk may take actions to mitigate that risk. At one extreme this will result in a refusal to  
916 interact. Alternately, it may involve adding protection – for example by using encrypted communication  
917 and/or anonymization – to reduce the perception of risk. Often, standard procedures are put in place to  
918 increase trust and to mitigate risk.

919



920 The assessments of trust and risk are based on evidence available to the *trusting* actor. In general, the  
 921 trusting actor will seek evidence directly from the *trusted* actor (e.g., via documentation provided via the  
 922 service description) as well as evidence of the reputation of the trusted actor (e.g., third-party annotations  
 923 such as consumer feedback).

924 Trust is based on the confidence that the trusting actor has accurately and sufficiently gathered and  
 925 assessed evidence to the degree appropriate for the situation being assessed.

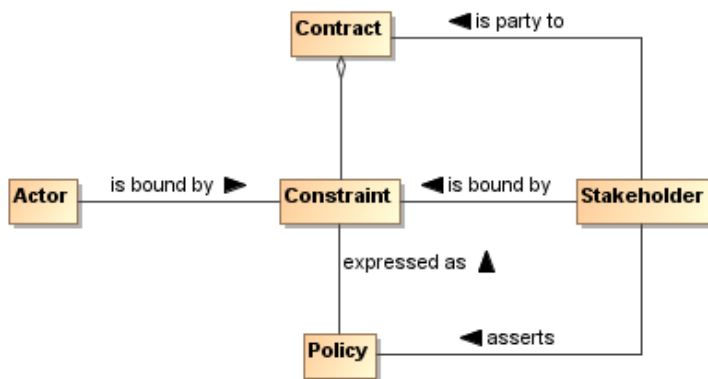
926 Assessment of trust is rarely binary. An actor is not completely trusted or untrusted because there is  
 927 typically some degree of uncertainty in the accuracy or completeness of the evidence or the assessment.  
 928 Similarly, there may be uncertainty in the amount and potential consequences of risk.

929 The relevance of trust to interaction depends on the assessment of risk. If there is little or no perceived  
 930 risk, or the risk can be covered by another party who accepts responsibility for it, then the degree of trust  
 931 may be less or not relevant in assessing possible actions. For example, most people consider there to be  
 932 an acceptable level of risk to privacy when using search engines, and submit queries without any sense  
 933 of trust being considered.

934 As perceived risk increases, the issue of trust becomes more of a consideration. For interactions with a  
 935 high degree of risk, the trusting actor will typically require stronger or additional evidence when evaluating  
 936 the balance between risk and trust. An example of high-risk is where a consumer's business is dependent  
 937 on the provider's service meeting certain availability and security requirements. If the service fails to meet  
 938 those requirements, the service consumer will go out of business. In this example, the consumer will look  
 939 for evidence that the likelihood of the service not meeting the performance and security requirements is  
 940 extremely low.

941 **3.2.5.2 Policies and Contracts**

942 As noted in the Reference Model, a policy represents some commitment and/or constraint advertised and  
 943 enforced by a stakeholder and that stakeholder alone. A contract, on the other hand, represents an  
 944 agreement by two or more participants. Enforcement of contracts may or may not be the responsibility of  
 945 the parties to the agreement but is usually performed by a stakeholder in the ecosystem (public authority,  
 946 legal system, etc.).



947 *Figure 10 – Policies, Contracts and Constraints*

948 **Policy**

949 An expression of constraints made by a **stakeholder** that the stakeholder commits to uphold and,  
 950 if desired or necessary, enforce. The constraints are usually stated as **permissions** and  
 951 **obligations** that affect the behavior of stakeholders or of any **actor** acting on their behalf.

952 Policies have an **owner** – the stakeholder who asserts and takes responsibility for the policy. This owner  
 953 may or may not be the owner of the object of the policy. These constraints may affect the stakeholder  
 954 asserting the policy or any other stakeholder involved. The constraints themselves represent some  
 955 measurable limitation on the state or behavior of the object of the policy, or of those who interact with it.  
 956



957 **Contract**

958 An agreement made by two or more **participants** (the contracting parties) on a set of conditions  
959 (or contractual terms) together with a set of constraints that govern their behavior and/or **state** in  
960 fulfilling those conditions.

961 A service provider's policy may become a service provider/consumer contract when a service consumer  
962 agrees to the provider's policy. That agreement may be formal, or may be informal. If a consumer's policy  
963 and a provider's policy are mutually exclusive, then some form of negotiation (involving human  
964 interactions) or mediation must resolve the mutual exclusion before the service consumer/provider  
965 interaction can occur. Note that this also applies if the consumer instead of the provider introduces the  
966 policy.

967 Both policies and contracts imply a desire to see constraints respected and enforced. Stakeholders are  
968 responsible for ensuring that any constraints in the policy or contract are enforced, although the actual  
969 enforcement may be delegated to a different mechanism. A contract does not necessarily oblige the  
970 contracting parties to act (for example to use a service) but it does constrain how they act if and when the  
971 condition covered by the contract occurs (for example, when a service is invoked and used).

972 The realization of policies and contracts is discussed in Section 4.4 and contracts in the context of  
973 management are discussed in Section 5.3.4.

974 **3.2.5.3 Communication**

975 **Communication**

976 A process involving the exchange of information between a sender and one or more recipients  
977 and that ideally culminates in mutual understanding between them.

978 A communication involves a message, a sender of the message and at least one intended recipient, who  
979 must be able to correctly interpret the message – or at least those parts of the message relevant to  
980 sender and recipient in the particular context. Each must perform its respective role in order for the  
981 communication to be successful and failing which, communication is not effective.

982 A communication may involve any number of recipients. In some situations, the sender may not be aware  
983 of the recipient. However, without both a sender and a recipient, there is no communication. A given  
984 communication can be a simple one-way transmission and not require a response by the recipient.  
985 However, interaction does, necessarily, involve communication.

986 Message interpretation can itself be characterized in terms of **semantic engagement**: the proper  
987 understanding of a message in a given context.

988 We can characterize the necessary modes of interpretation in terms of a shared understanding of a  
989 common vocabulary (or mediation among vocabularies) and of the purpose of the communication. More  
990 formally, we can say that a communication has a combination of message and purpose.

991 In a SOA ecosystem, senders and recipients can be stakeholders, participants or actors, depending on  
992 whether execution context is being established or a specific interaction with the SOA-based system is in  
993 progress. Communications need not resemble human speech: indeed system-level machine-to-machine  
994 communication is typically highly stylized in form. It may take a particular form and involve terms not  
995 found in everyday human communication.

996 **3.2.5.4 Semantics and Semantic Engagement**

997 Shared understanding is vital to a trusted and effective ecosystem and is a prerequisite to joint action  
998 being carried out as intended. Semantics are therefore pervasive throughout SOA ecosystems and  
999 important in communications as described above, as well as a driver for policies and other aspects of the  
1000 ecosystem.

1001 In order to arrive at a shared understanding *wherever this is necessary within the ecosystem*, a  
1002 message's recipient must effectively understand and process statements, made in the sender's message,  
1003 in a manner appropriate and sufficient to the particular context. Within a SOA-based system, non-human  
1004 actors must at least be able to parse a message correctly (syntax) and act on the message's statements  
1005 in a manner consistent with the sender's intent.

1006 Understanding and interpreting those assertions in a SOA-based system allows all the actors in any  
1007 particular joint action to 'know' what may be expected of them. An actor can potentially 'understand' an  
1008 assertion in a number of ways, but it is specifically the process of arriving at a *shared* understanding that  
1009 is important in the ecosystem. This process is semantic engagement and it takes place in different forms  
1010 throughout the SOA ecosystem. It can be instantaneous or progressively achieved. Participants – who  
1011 play the role both as actors in the SOA-based system and as stakeholders in social structures and the  
1012 wider ecosystem – can be pivotal in resolving problems of understanding and determining when there is a  
1013 level of engagement appropriate and sufficient to the particular context.

#### 1014 **Semantic Engagement**

1015 The process by which an **actor** engages with a set of assertions based on that actor's  
1016 interpretation and understanding of those assertions.

1017 Different actors have differing capabilities and requirements for understanding assertions. This is true for  
1018 both human and non-human actors. For example, a purchase order process does not require that a  
1019 message forwarding agent 'understand' the purchase order, but a processing agent does need to  
1020 'understand' the purchase order in order to know what to do with the order once received.

1021 The impact of any assertion can only be fully understood in terms of specific social contexts that  
1022 necessarily include the actors that are involved. For example, a policy statement that governs the actions  
1023 relating to a particular resource may have a different impact or purpose for the participant that owns the  
1024 resource than for the actor that is trying to access it: the former understands the purpose of the policy as  
1025 a statement of enforcement - the latter understands it as a statement of constraint.

### 1026 **3.3 Action in a SOA Ecosystem Model**

1027 Participants cannot always achieve desired results by leveraging resources in their own ownership  
1028 domain. This unfulfilled need leads them to seek and leverage services provided by other participants and  
1029 using resources beyond their ownership and control. The participants identify service providers with which  
1030 they think they can interact to achieve their objective and engage in joint action with those other actors  
1031 (service providers) in order to bring about the desired outcome. The SOA ecosystem provides the  
1032 environment in which this happens.

1033 An action model is put forth a-priori by the service provider, and is effectively an undertaking by the  
1034 service provider that the actions – identified in the action model and invoked consistent with the process  
1035 model – will result in the described real world effect. The action model describes the actions leading to a  
1036 real-world effect. A potential service consumer – who is interested in a particular outcome to satisfy their  
1037 need – must understand those actions as capable of achieving that desired outcome.

1038 When the consumer 'invokes' a service, a joint action is started as identified in the action model,  
1039 consistent with the temporal sequence as defined by the process model, and where the consumer and  
1040 the provider are the two parties of the joint action. Additionally, the consumer can be assured that the  
1041 identified real-world effects will be accomplished through evidence provided via the service description.

1042 Since the service provider does not know about all potential service consumers, the service provider may  
1043 also describe what additional constraints are necessary in order for the service consumer to invoke  
1044 particular actions, and thus participate in the joint action. These additional constraints, along with others  
1045 that might not be listed, are preconditions for the joint action to occur and/or continue (as per the process  
1046 model), and are referred to in the SOA-RM as execution context. Execution context goes all the way from  
1047 human beings involved in aligning policies, semantics, network connectivity and communication  
1048 protocols, to the automated negotiation of security protocols and end-points as the individual actions  
1049 proceed through the process model.

1050 Also, it is important to note that both actions and real world effect are recursive in nature, in the sense  
1051 that they can often be broken down into more and more granularity depending on how they are examined  
1052 and what level of detail is important.

1053 All of these things are important to getting to the core of participants' concern in a SOA ecosystem: the  
1054 ability to leverage resources or capabilities to achieve a desired outcome, and in particular where those  
1055 resources or capabilities do not belong to them or are beyond their direct control. i.e., that are outside of  
1056 their ownership boundary.

1057 In order to use such resources, participants must be able to identify their own needs; state those needs in  
1058 the form of requirements; compose or identify a suitable business solution using resources or capabilities  
1059 that will meet their needs; and engage in joint action – the coordinated set of actions that participants  
1060 pursue in order to achieve measurable results in furtherance of their goals.

1061 In order to act in a way that is appropriate and consistent, participants must communicate with each other  
1062 about their own goals, objectives and policies, and those of others. This is the main concern of Semantic  
1063 Engagement.

1064 A key aspect of joint action revolves around the trust that both parties must exhibit in order to participate  
1065 in the joint action. The willingness to act and a mutual understanding of both the information exchanged  
1066 and the expected results is the particular focus of Sections 3.2.5.1 and 3.2.5.4.

### 1067 **3.3.1 Services Reflecting Business**

1068 The SOA paradigm often emphasizes the interface through which service interaction is accomplished.  
1069 While this enables predictable integration in the sense of traditional software development, the prescribed  
1070 interface alone does not guarantee that services will be composable into business solutions.

#### 1071 **Business Solution**

1072 A set of defined interactions that combine implemented or notional **business functionality** in  
1073 order to address a set of business needs.

#### 1074 **Composability**

1075 The ability to combine individual services, each providing defined **business functionality**, so as  
1076 to provide more complex **business solutions**.

1077 To achieve composability, capabilities must be identified that serve as building blocks for business  
1078 solutions. In a SOA ecosystem, these building blocks are captured as services representing well-defined  
1079 business functions, operating under well-defined policies and other constraints, and generating well-  
1080 defined real world effects. These service building blocks should be relatively stable so as not to force  
1081 repeated changes in the compositions that utilize them, but should also embody SOA attributes that  
1082 readily support creating compositions that can be varied to reflect changing circumstances.

1083 The SOA paradigm emphasizes both composition of services and opacity of how a given service is  
1084 implemented. With respect to opacity, the SOA-RM states that the service could carry out its described  
1085 functionality through one or more automated and/or manual processes that in turn could invoke other  
1086 available services.

1087 Any composition can itself be made available as a service and the details of the business functionality,  
1088 conditions of use, and effects are among the information documented in its service description.

1089 Composability is important because many of the benefits of a SOA approach assume multiple uses for  
1090 services, and multiple use requires that the service deliver a business function that is reusable in multiple  
1091 business solutions. Simply providing a Web Service interface for an existing IT artifact does not, in  
1092 general, create opportunities for sharing business functions. Furthermore, the use of tools to auto-  
1093 generate service software interfaces will not guarantee services that can effectively be used within  
1094 compositions if the underlying code represents programming constructs rather than business functions. In  
1095 such cases, services that directly expose the software details will be as brittle to change as the underlying  
1096 code and will not exhibit the characteristic of loose coupling.

### 1097 **3.3.2 Activity, Action, and Joint Action**

1098 In general terms, entities act in order to fulfill particular objectives. More precisely, they generate activity.  
1099 An activity is made up of specific Actions (or other Activities) and is formally defined in **[ISO/IEC 10746-2]**  
1100 as “a single-headed directed acyclic graph of actions...”<sup>4</sup> It is most clearly understood diagrammatically:

---

<sup>4</sup> See **[ISO/IEC 10746]** Part 2: *Foundations*

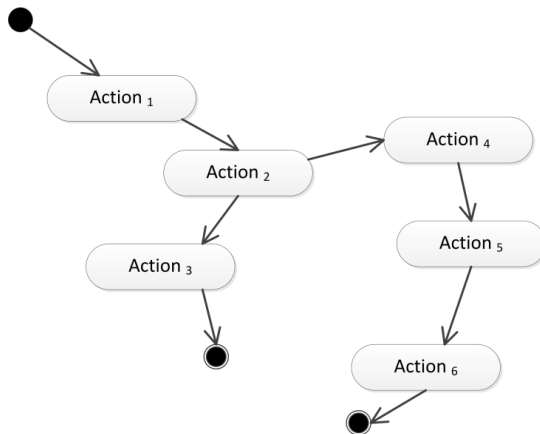


Figure 11: An Activity, expressed informally as a graph of Actions, with a single Start point and alternative End points

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1102  
1103

What constitutes an Action or an Activity will be a matter of context. For the SOA-RAF, an Action represents the smallest and most discrete activity that must be modeled for a given Viewpoint.

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1105  
1106  
1107  
1108  
1109  
1110

The form of Activity that is of most interest within a SOA ecosystem is that involving Actions as defined below and their interaction across ownership boundaries (and thus involving interaction between more than one actor) – we call this **joint action**. In Figure 12 below, one line of activity (on the left) can be completed thru Action<sub>3</sub> without crossing any ownership boundary but the alternative path, starting at Action<sub>4</sub>, can only be completed as a result of joint action across an ownership boundary:

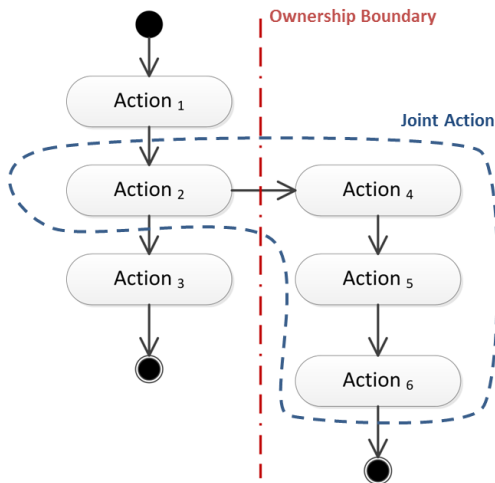


Figure 12: Activity involving Actions across an ownership boundary

1111  
1112  
1113  
1114

### Action

The application of intent by an **actor** to cause an effect.

1115  
1116  
1117  
1118  
1119

The aspect of action that distinguishes it from mere force or accident is that someone *intends* that the action achieves a desired objective or effect. This definition of action is very general. In the case of SOA, we are mostly concerned with actions that take place within a system and have specific effects on the SOA ecosystem – defined in section 3.2.3 as real world effects. The actual real world effect of an action, however, may go beyond the intended effect.

1120 In order for multiple actors to participate in a joint action, they must each act according to their role within  
1121 the joint action. This is achieved through communication and messaging.

1122 Communication – the formulation, transmission, receipt and interpretation of messages – is the  
1123 foundation of all joint actions within the SOA ecosystem, given the inherent separation – often across  
1124 ownership boundaries – of actors in the system.

1125 Communication between actors requires that they play the roles of ‘sender’ or ‘receiver’ of messages as  
1126 appropriate to a particular action – although it is not necessarily required that they both be active  
1127 simultaneously.

1128 An actor sends a message in order to communicate with other actors. The communication itself is often  
1129 not intended as part of the desired real world effect but rather includes messages that seek to establish,  
1130 manage, monitor, report on, and guide the joint action throughout its execution.

1131 Like communication, joint action usually involves different actors. However, joint action – resulting from  
1132 the deliberate actions undertaken by different actors – *intentionally* impacts shared state within the  
1133 system leading to real world effects.

#### 1134 **Joint Action**

1135 The coordinated set of **actions** involving the efforts of two or more **actors** to achieve an effect.

1136 Note that the effect of a joint action is *not* always equivalent to one or more effects of the individual  
1137 actions of the actors involved, i.e., it may be more than the sum of the parts.

1138 Different perspectives lead to either communication or joint action as being considered most important.

1139 For example, from the perspective of ecosystem security, the integrity of the communications may be  
1140 dominant; from the perspective of ecosystem governance, the integrity of the joint action may be  
1141 dominant.

### 1142 **3.3.3 State and Shared State**

#### 1143 **State**

1144 The condition of an entity at a particular time.

1145 State is characterized by a set of facts that is true of the entity. In principle, the total state of an entity (or  
1146 the world as a whole) is unbounded. In practice, we are concerned only with a subset of the state of an  
1147 entity that is measurable and useful in a given context.

1148 For example, the total state of a light bulb includes the temperature of the filament of the bulb, the  
1149 composition of the glass, the dirt that is on the bulb’s surface and so on. However, someone needing  
1150 more light to read is only interested in whether the bulb is ‘on’ or ‘off’ and if it is working properly. That  
1151 individual’s characterization of the state of the bulb reduces to the fact: “bulb is now on”.

1152 In a SOA ecosystem, there is a distinction between the set of facts about an entity that only that entity can  
1153 access and the set of facts that may be accessible to others, notably actors in the SOA-based system.

#### 1154 **Private State**

1155 That part of an entity’s **state** that is knowable by, and accessible to, only that entity.

#### 1156 **Shared State**

1157 That part of an entity’s **state** that is knowable by, and may be accessible to, other actors.

1158 Note that shared state does not imply that the state *is* accessible to other actors. It simply refers to that  
1159 subset of state that *may* be accessed by other actors. This will principally be the case when actors need  
1160 to participate in joint actions.

1161 It is the aggregation of the shared states of pertinent entities that constitutes the desired effect of a joint  
1162 action. Thus the change to this shared state is what is experienced in the wider ecosystem as a real world  
1163 effect

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## 1164 3.4 Architectural Implications

### 1165 3.4.1 Social structures

1166 A SOA ecosystem's participants are organized into various forms of social structure. Not all social  
1167 structures are hierarchical: a SOA ecosystem **SHOULD** be able to incorporate peer-to-peer forms of  
1168 organization as well as hierarchic structures. In addition, it **SHOULD** be possible to identify and manage  
1169 any constitutional agreements that define the social structures present in a SOA ecosystem.

- 1170 • Different social structures have different rules of engagement but predictable behavior is one of  
1171 the underpinnings of trust. Mechanisms **MUST** therefore be available to:
  - 1172 ○ express constitutions and other organizing principles of participants;
  - 1173 ○ inherit rules of engagement from parent to child social structures.
- 1174 • Social structures have roles and members and this impacts who may be authorized to act and in  
1175 what circumstances. Mechanisms **MUST** be available to:
  - 1176 ○ identify and manage members of social structures
  - 1177 ○ Identify and manage attributes of the members
  - 1178 ○ describe roles and role adoption
- 1179 • Social structures overlap and interact, giving rise to situations in which rules of engagement may  
1180 conflict. In addition, a given actor may be a member of multiple social structures and the social  
1181 structures may be associated with different jurisdictions. Mechanisms **MUST** be available to:
  - 1182 ○ identify the social structures that are active during a series of joint actions;
  - 1183 ○ identify and resolve conflicts and inconsistencies.

### 1184 3.4.2 Resource and Ownership

1185 Communication about and between, visibility into, and leveraging of resources requires the unambiguous  
1186 identification of those resources. Mechanisms **MUST** be available for:

- 1187 • Assigning and guaranteeing uniqueness of globally unique identifiers
- 1188 • Identifying the extent of the enterprise over which the identifier must be understandable and  
1189 unique
- 1190 • Ensuring the longevity of identifiers (i.e., they cannot just change arbitrarily)

### 1191 3.4.3 Policies and Contracts

- 1192 • Policies are expressed as constraints:
  - 1193 ○ Policies **MUST** be expressed
  - 1194 ○ Constraints **MUST** be enforceable
  - 1195 ○ Management of potentially large numbers of policies **MUST** be achievable
- 1196 • Policies have owners:
  - 1197 ○ Policies **SHOULD** be established by social structures.
- 1198 • Policies may not be consistent with one another:
  - 1199 ○ Policy conflict resolution techniques **MUST** exist and be in place
- 1200 • Agreements are accepted constraints:
  - 1201 ○ Contracts **SHOULD** be enforced by mechanisms of the social structure

### 1202 3.4.4 Communications as a Means of Mediating Action

1203 Using message exchange for mediating action implies

- 1204 • The structure of messages **MUST** be validated by:
  - 1205 ○ Identifying the syntax of the message;
  - 1206 ○ Identifying the vocabularies used in the communication
  - 1207 ○ Identifying the higher-level structure of the communication, such as policy assertion,  
1208 contract enforcement, etc.
- 1209 • A principal objective of communication is to mediate action, therefore:
  - 1210 ○ Messages **SHOULD** convey actions and events

- 1211 ○ Receiving a message is an action, but is not the same action as the action conveyed by
- 1212 the message
- 1213 ○ Actions are associated with objectives of the actors involved
- 1214     ▪ Explicit representation of objectives may facilitate automated processing of
- 1215 messages
- 1216 ○ An actor agreeing to adopt an objective becomes responsible for that objective

### 1217 3.4.5 Semantics

1218 Semantics is pervasive in a SOA ecosystem. There are many forms of utterance that are relevant to the  
1219 ecosystem: apart from communicated content there are mission and policy statements, goals, objectives,  
1220 descriptions, and agreements which are all forms of utterance.

1221 The operation of the SOA ecosystem is significantly enhanced if

- 1222 • A careful distinction is made between public semantics and private semantics. In particular, it
- 1223 **MUST** be possible for actors to process content such as communications, descriptions and
- 1224 policies solely on the basis of the public semantics of those utterances.
- 1225 • A well founded semantics **MUST** ensure that any assertions essential to the operator of the
- 1226 ecosystem (such as policy statements, and descriptions) have carefully chosen written
- 1227 expressions and associated decision procedures.
- 1228 • The role of vocabularies as a focal point for multiple actors to be able to understand each other is
- 1229 critical. While no two actors can fully share their interpretation of elements of vocabularies, they
- 1230 **SHOULD** be able to understand the intended public meaning of vocabularies' elements.

### 1231 3.4.6 Trust and Risk

1232 In traditional systems, the balance between trust and risk is achieved by severely restricting interactions  
1233 and by controlling the participants of a system.

1234 Actors **MUST** be able to explicitly reason about both trust and risk in order to effectively participate in a  
1235 SOA ecosystem. The more open and public the SOA ecosystem is, the more important it is for actors to  
1236 be able to reason about their participation.

### 1237 3.4.7 Needs, Requirements and Capabilities

1238 In the process of capturing needs as requirements, ~~and the subsequent processes of requirements~~  
1239 ~~decomposition and allocation of requirements processes~~ need to be informed by capabilities that already  
1240 exist.

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- 11

- 1241 • Architecture **MUST** take into account existing capabilities available as services

### 1242 3.4.8 The Importance of Action

1243 Participants participate in a SOA ecosystem in order to have their needs met. This involves action; both  
1244 individual actions and joint actions.

1245 Any architectural realization of a SOA ecosystem **SHOULD** address:

- 1246 • How actions are modeled:
  - 1247 ○ Identifying the performer or agent of the action;
  - 1248 ○ the target of the action; and the
  - 1249 ○ verb of the action.

1250 Any explicit models of joint action **SHOULD** take into account

- 1251 • The possible compositions that define the joint action.
- 1252 • The potential for multiple joint actions to be layered on top of each other

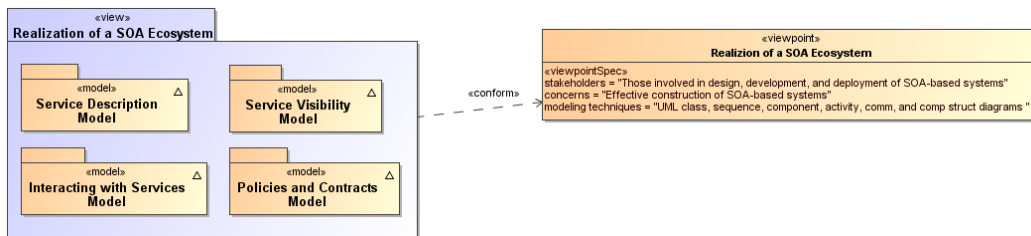


1253 **4 Realization of a SOA Ecosystem view**

1254 *Make everything as simple as possible but no simpler.*  
1255 Albert Einstein

1256  
1257 The *Realization of a SOA Ecosystem* view focuses on elements that are needed to support the discovery  
1258 of and interaction with services. The key questions asked are "What are services, what support is needed  
1259 and how are they realized?"

1260 The models in this view include the Service Description Model, the Service Visibility Model, the Interacting  
1261 with Services Model, and the Policies and Contracts Model.



1262  
1263 *Figure 13 - Model Elements Described in the Realization of a SOA Ecosystem view*

1264 The Service Description Model informs the participants of what services exist and the conditions under  
1265 which they can be used. The Policies and Contracts Model elaborates on the conditions under which  
1266 service use is prescribed and agreements among participants in the SOA ecosystem.. The information in  
1267 the service description as augmented by details of policy provides the basis for visibility as defined in the  
1268 SOA Reference Model and captured in the Service Visibility Model. Finally, the process by which services  
1269 are used under the defined conditions and agreements is described in the Interacting with Services  
1270 Model.

1271 **4.1 Service Description Model**

1272 A service description is an artifact, often document-based, that defines or references the information  
1273 needed to use, deploy, manage and otherwise control a service. This includes not only the information  
1274 and behavior models associated with a service that define interaction via the service interface but also  
1275 includes information needed to decide whether the service is appropriate for the current requirements of  
1276 the service consumer. Thus, the service description should also include information such as service  
1277 reachability, service functionality, and the policies associated with a service.

1278 A service description artifact may be a single document or it may be an interlinked set of documents. For  
1279 the purposes of this model, differences in representation are to be ignored, but the implications of a 'web  
1280 of documents' are discussed later in this section.

1281 There are several points to note regarding service description:

- 1282 • The Reference Model states that one of the hallmarks of SOA is the large amount of associated  
1283 description. The model presented below focuses on the description of services but it is equally  
1284 important to consider the descriptions of the consumer, other participants, and needed resources  
1285 other than services.
- 1286 • Descriptions are inherently incomplete but may be determined as *sufficient* when it is possible for  
1287 the participants to access and use the described services based only on the descriptions  
1288 provided. This means that, at one end of the spectrum, a description along the lines of "That  
1289 service on that machine" may be sufficient for the intended audience. On the other extreme, a  
1290 service description with a machine-process-able description of the semantics of its **operations**



1291 and real world effects may be required for services accessed via automated service discovery  
 1292 and planning systems.

- 1293 • Descriptions come with context, i.e. a given description comprises information needed to  
 1294 adequately support the context. For example, a list of items can define a version of a service, but  
 1295 for many contexts an indicated version number is sufficient without the detailed list. The current  
 1296 model focuses on the description needed by a service consumer to understand what the service  
 1297 does, under what conditions the service will do it, how well the service does it, and what steps are  
 1298 needed by the consumer to initiate and complete a service interaction. Such information also  
 1299 enables the service provider to clearly specify what is being provided and the intended conditions  
 1300 of use.
- 1301 • Descriptions change over time as, for example, the ingredients and nutrition information for food  
 1302 labeling continues to evolve. A need for transparency of transactions may require additional  
 1303 description for those associated contexts.
- 1304 • Description always proceeds from a basis of what is considered 'common knowledge'. This may  
 1305 be social conventions that are commonly expected or possibly codified in law. It is impossible to  
 1306 describe everything and it can be expected that a mechanism as far reaching as SOA will also  
 1307 connect entities where there is inconsistent 'common' knowledge.
- 1308 • Descriptions become the collection point of information related to a service or any other resource,  
 1309 but it is not necessarily the originating point or the motivation for generating this information. In  
 1310 particular, given a SOA service as the access to an underlying capability, the service may point to  
 1311 some of the capability's previously generated description, e.g. a service providing access to a  
 1312 data store may also have access to information indicating the freshness of the data.

1313 These points emphasize that there is no one 'right' description for all contexts and for all time. Several  
 1314 descriptions for the same subject may exist at the same time, and this emphasizes the importance of the  
 1315 description referencing source material maintained by that material's owner rather than having multiple  
 1316 copies that become out of synch and inconsistent.

1317 It may also prove useful for a description assembled for one context to cross-reference description  
 1318 assembled for another context as a way of referencing ancillary information without overburdening any  
 1319 single description. Rather than a single artifact, description can be thought of as a web of documents that  
 1320 enhance the total available description.

1321 This Reference Architecture Foundation uses the term service description for consistency with the  
 1322 concept defined in the Reference Model. Some SOA literature treats the idea of a 'service contract' as  
 1323 equivalent to service description. In the SOA-RAF, the term service description is preferred. Replacing the  
 1324 term 'service description' with the term 'service contract' implies that just one side of the interaction is  
 1325 governing and misses the point that a single set of policies identified by a service description may lead to  
 1326 numerous contracts, i.e. service level agreements, leveraging the same description.

#### 1327 **4.1.1 The Model for Service Description**

1328 *Figure 14* shows Service Description as a subclass of the general Description class. As well as *describing*  
 1329 a Resource (as we saw in Section 3.2.4.1), a Description is also a subclass of the Resource class. In  
 1330 addition, each resource is assumed to *have* a description<sup>5</sup>. The following section discusses the  
 1331 relationships among elements of general description and the subsequent sections focus on service  
 1332 description. Other descriptions, such as those of participants, are important to SOA but are not  
 1333 individually elaborated in this document.

##### 1334 **4.1.1.1 Elements Common to General Description**

1335 The general Description class is composed of a number of elements that are expected to be common  
 1336 among all descriptions supporting a service oriented architecture. A registry/repository often contains a  
 1337 subset of the description instance, where the chosen subset is identified as that which facilitates

---

<sup>5</sup> The description itself can have further descriptive data such as its version or last revision. The model emphasizes this point but should not be interpreted too rigorously as allowing endless recursion.

1338 discovery. Additional information contained in a more complete description may be needed to initiate and  
 1339 continue interaction.  
 1340

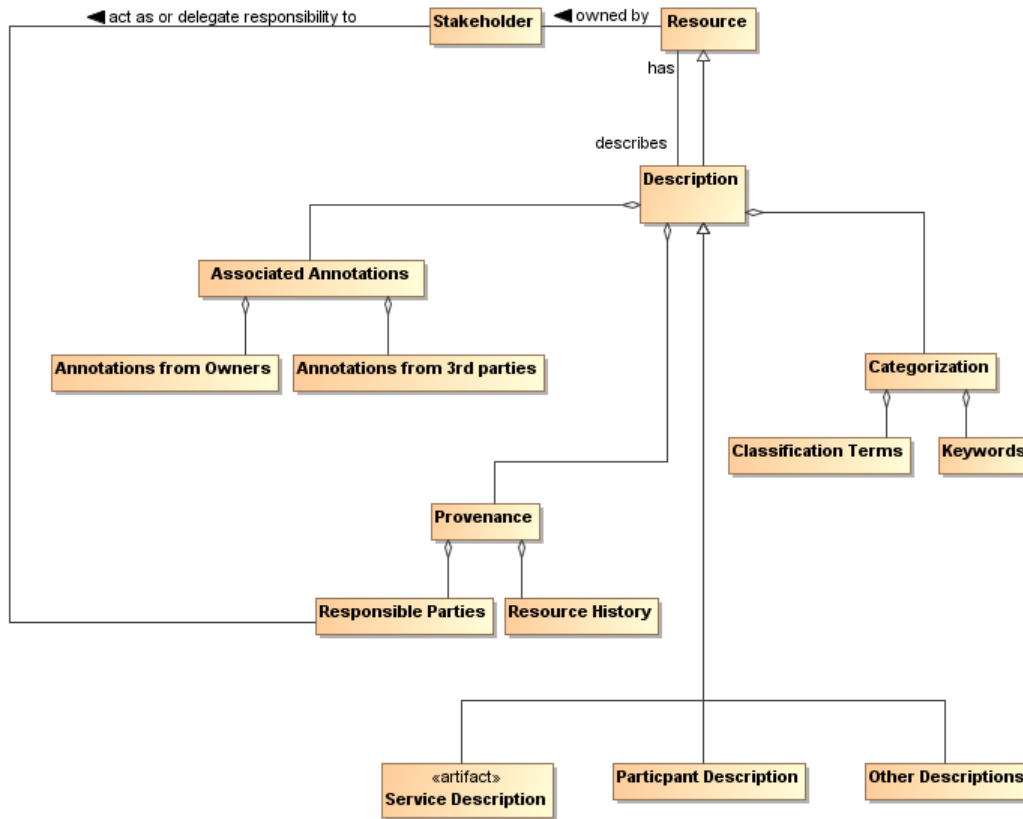


Figure 14 - General Description

1341  
 1342

1343 **4.1.1.1.1 Provenance**

1344 While the resource Identifier provides the means to know which subject and subject description are being  
 1345 considered, Provenance as related to the Description class provides information that reflects on the  
 1346 quality or usability of the subject. Provenance specifically identifies the stakeholder (human, defined role,  
 1347 organization, etc.) who assumes responsibility for the resource being described and tracks historic  
 1348 information that establishes a context for understanding what the resource provides and how it has  
 1349 changed over time. Responsibilities may be directly assumed by the stakeholder who owns a resource  
 1350 (see Section 3.2.4.2) or the Owner may designate Responsible Parties for the various aspects of  
 1351 maintaining the resource and provisioning it for use by others. There may be more than one stakeholder  
 1352 identified under Responsible Parties; for example, one stakeholder may be responsible for code  
 1353 maintenance while another is responsible for provisioning of the executable code.

1354 **4.1.1.1.2 Keywords and Classification Terms**

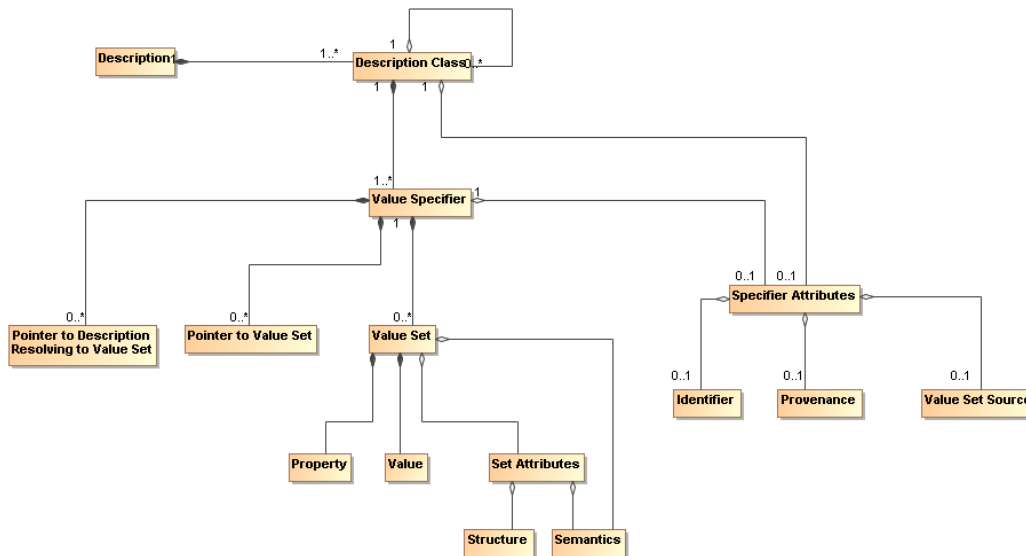
1355 A traditional element of description has been to associate the resource being described with predefined  
 1356 keywords or classification taxonomies that derive from referenceable formal definitions and vocabularies.  
 1357 This Reference Architecture Foundation does not prescribe which vocabularies or taxonomies may be  
 1358 referenced, nor does it limit the number of keywords or classifications that may be associated with the  
 1359 resource. It does, however, state that a normative definition of any terms or keywords SHOULD be

1360 referenced, whether that be a representation in a formal ontology language, a pointer to an online  
 1361 dictionary, or any other accessible source. See Section 4.1.1.2 for further discussion on associating  
 1362 semantics with assigned values.

1363 **4.1.1.1.3 Associated Annotations**

1364 The general description instance may also reference associated documentation that is in addition to that  
 1365 considered necessary in this model. For example, the owner of a service may have documentation on  
 1366 best practices for using the service. Alternately, a third party may certify a service based on their own  
 1367 criteria and certification process; this may be vital information to other prospective consumers if they were  
 1368 willing to accept the certification in lieu of having to perform another certification themselves. Note, while  
 1369 the examples of Associated Documentation presented here are related to services, the concept applies  
 1370 equally to description of other entities.

1371 **4.1.1.2 Assigning Values to Description Instances**



1372 *Figure 15 - Representation of a Description*

1373  
 1374 *Figure 14* shows the template for a general description, but individual description instances depend on the  
 1375 ability to associate meaningful values with the identified elements. *Figure 15* shows a model for a  
 1376 collection of information that provides for value assignment and traceability for both the meaning and the  
 1377 source of a value. The model is not meant to replace existing or future schema or other structures that  
 1378 have or will be defined for specific implementations, but it is meant as guidance for the information such  
 1379 structures need to capture to generate sufficient description. It is expected that tools will be developed to  
 1380 assist the user-actor in populating description and auto-filling many of these fields, and in that context,  
 1381 this model provides guidance to the tool developers.

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1382 In *Figure 15*, each class has an associated value specifier or is made up of components that eventually  
 1383 resolve to a value specifier. For example, Description has several components, one of which is  
 1384 Categorization, which would have an associated value specifier.

1385 A value specifier consists of

- 1386 • a collection of value sets with associated property-value pairs, pointers to such value sets, or
- 1387 pointers to descriptions that eventually resolve to value sets that describe the component; and
- 1388 • attributes that qualify the value specifier and the value sets it contains.

1389 The qualifying attributes for the value specifier include

1390       • an optional identifier that would allow the value set to be defined, accessed, and reused  
1391       elsewhere;

1392       • provenance information that identifies the person (individual or organization) who has  
1393       responsibility for assigning the value sets to any description component;

1394       • an optional source of the value set, if appropriate and meaningful, e.g. if a particular data source  
1395       is mandated.

1396   If the value specifier is contained within a higher-level component (such as Service Description containing  
1397   Service Functionality), the component may assume values from the attributes of its container.

1398   Note, provenance as a qualifying attribute of a value specifier is different from provenance as part of an  
1399   instance of Description. Provenance for a service identifies those who own and are responsible for the  
1400   service, as described in Section 3.2.4. Provenance for a value specifier identifies who is responsible for  
1401   choosing and assigning values to the value sets that comprise the value specifier. It is assumed that  
1402   granularity at the value specifier level is sufficient and provenance is not required for each value set.

1403   The value set also has attributes that define its structure and semantics.

1404       • The semantics of the value set property should be associated with a semantic context conveying  
1405       the meaning of the property within the execution context, where the semantic context could vary  
1406       from a free text definition to a formal ontology.

1407       • For numeric values, the structure would provide the numeric format of the value and the  
1408       'semantics' would be conveyed by a dimensional unit with an identifier to an authoritative source  
1409       defining the dimensional unit and preferred mechanisms for its conversion to other dimensional  
1410       units of like type.

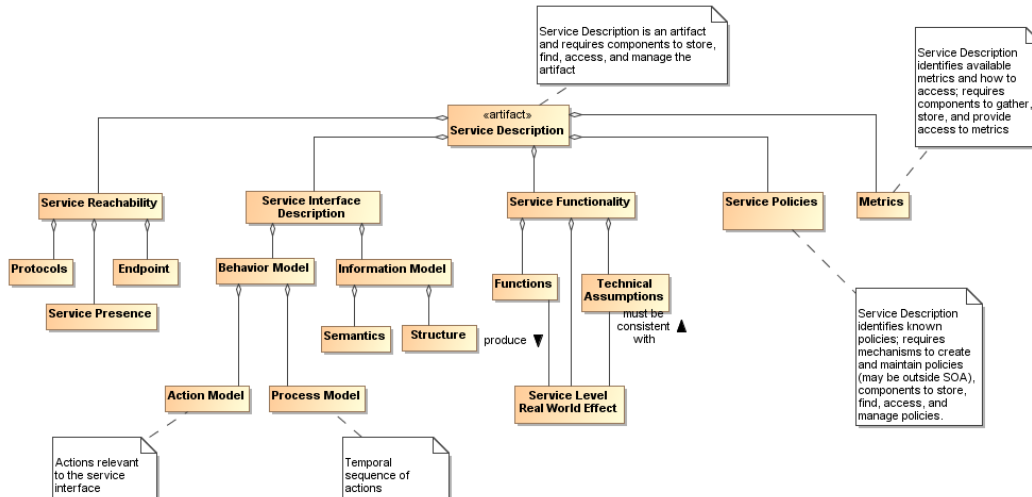
1411       • For nonnumeric values, the structure would provide the data structure for the value  
1412       representation and the semantics would be an associated semantic model.

1413       • For pointers, architectural guidelines would define the preferred addressing scheme.

1414   The value specifier may indicate a default semantic model for its component value sets and the individual  
1415   value sets may provide an override.

1416   The property-value pair construct is introduced for the value set to emphasize the need to identify  
1417   unambiguously both what is being specified and what is a consistent associated value. The further  
1418   qualifying of Structure and Semantics in the Set Attributes allows for flexibility in defining the form of the  
1419   associated values.

1420 **4.1.1.3 Model Elements Specific to Service Description**



1421  
1422 *Figure 16 - Service Description*

1423 The major elements for the Service Description subclass follow directly from the areas discussed in the  
1424 Reference Model. Here, we discuss the detail shown in *Figure 16* and the purpose served by each  
1425 element of service description. For example, Service Policies as included in *Figure 16* indicate those  
1426 policies that affect conditions of use of the service; however, while the description may link to detailed  
1427 policy documents, it is not the purpose of description to justify or elaborate on the rationale for the  
1428 policies. Similarly, Service Interface Description as included in *Figure 16* captures information about what  
1429 interactions are supported by the service via its Behavior Model and the information exchange needed to  
1430 carry out those interactions in accordance with the service's Information Model; it is not the coded  
1431 interface.

1432 Note, the intent in the subsections that follow is to describe how a particular element, such as the service  
1433 interface description, is reflected in the service description, not to elaborate on the details of that element.

1434 **4.1.1.3.1 Service Interface Description**

1435 As noted in the Reference Model, the service interface is the means for interacting with a service. For the  
1436 SOA-RAF and as shown in Section 4.3 the service interface supports an exchange of messages, where

- 1437 • the message conforms to a referenceable message exchange pattern (MEP, covered below in  
1438 Section 4.3.3.1),
- 1439 • the message payload conforms to the structure and semantics of the indicated information model,
- 1440 • the messages are used to denote events related to or actions against the service, where the  
1441 actions are specified in the action model and any required sequencing of actions is specified in  
1442 the process model.

1443 The Service Interface Description element as shown in *Figure 17* includes the information needed to carry  
1444 out this message exchange in order to realize the service behavior described. In addition to the  
1445 Information Model that conveys the Semantics and Structure of the message, the Service Interface  
1446 Description indicates what behavior can be expected through interactions conveyed in the Action and  
1447 Process Models.

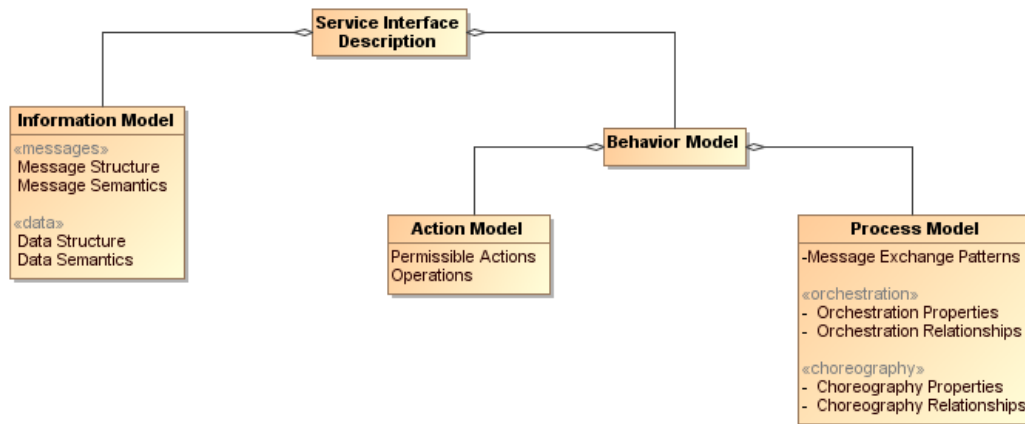


Figure 17 - Service Interface Description

1448  
1449

1450 Note we distinguish the structure and semantics of the message from that of the underlying **protocol** that  
1451 conveys the message. The message structure may include nested structures that are independently  
1452 defined, such as an enclosing envelope structure and an enclosed data structure.

1453 These aspects of messages are discussed in more detail in Section 4.3.2.

#### 1454 4.1.1.3.2 Service Reachability

1455 Service reachability, as modeled in Section 4.2.2.3 enables service participants to locate and interact with  
1456 one another. To support service reachability, the service description should indicate the **endpoints** (also  
1457 modeled and defined in that section) to which a service consumer can direct messages to invoke actions  
1458 and the protocol to be used for message exchange using that endpoint.

1459 As generally applied to an action, the endpoint is the conceptual location where one applies an action;  
1460 with respect to service description, it is the actual address where a message is sent.

#### 1461 4.1.1.3.3 Service Functionality

1462 While the service interface and service reachability are concerned with the mechanics of using a service,  
1463 service functionality and performance metrics (discussed in Section 4.1.1.3.4) describe what can be  
1464 expected as a result of interacting with a service. Service Functionality, shown in Figure 16 as part of the  
1465 overall Service Description model and extended in Figure 18, is a clear expression of service function(s)  
1466 and the real world effects of invoking the function. The Functions represent business activities in some  
1467 domain that produce the desired real world effects.

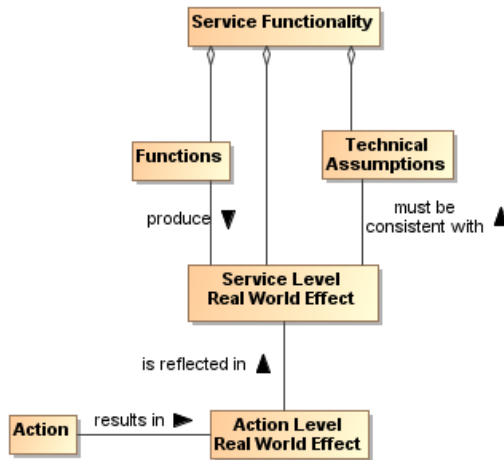


Figure 18 - Service Functionality

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1469

1470 The Service Functionality may also be limited by technical assumptions/constraints that underlie the  
1471 effects that can result. Technical constraints are defined as domain specific restrictions and may express  
1472 underlying physical limitations, such as flow speeds must be below sonic velocity or disk access that  
1473 cannot be faster than the maximum for its host drive. Technical constraints are related to the underlying  
1474 capability accessed by the service. In any case, the real world effects must be consistent with the  
1475 technical assumptions/constraints.

1476 In Figure 16 and Figure 18, we specifically refer to the descriptions of **Service Level** and **Action Level**  
1477 **Real World Effects**.

1478 **Service Level Real World Effect**

1479 A specific change in the **state** or the information returned as a result of interacting with a service.

1480 **Action Level Real World Effect**

1481 A specific change in the **state** or the information returned as a result of interacting through a  
1482 specific action.

1483 Service description describes the service as a whole while the component aspects should contribute to  
1484 that whole. Thus, while individual Actions may contribute to the real world effects to be realized from  
1485 interaction with the service, there would be a serious disconnect for Actions to contribute real world  
1486 effects that could not consistently be reflected in the Service Level Real World Effects and thus the  
1487 Service Functionality. The relationship to Action Level Real World Effects and the implications on defining  
1488 the scope of a service are discussed in Section 4.1.2.1.

1489 Elements of Service Functionality may be expressed as natural language text, reference an existing  
1490 taxonomy of functions or other formal model.

1491 **4.1.1.3.4 Service Policies, Metrics, and Compliance Records**

1492 Policies prescribe the conditions and constraints for interacting with a service and impact the willingness  
1493 to continue visibility with the other participants. Whereas technical constraints are statements of 'physical'  
1494 fact, policies are subjective assertions made by the service provider (sometimes as passed on from  
1495 higher authorities).

1496 The service description provides a central location for identifying what policies have been asserted by the  
1497 service provider. The specific representation of the policy, e.g. in some formal policy language, is outside  
1498 of the service description. The service description would reference the normative definition of the policy.

1499 Policies may also be asserted by other participants, as illustrated by the model shown in Figure 19.  
1500 Policies that are generally applicable to any interaction with the service are asserted by the service  
1501 provider and included in the Service Policies section of the service description.



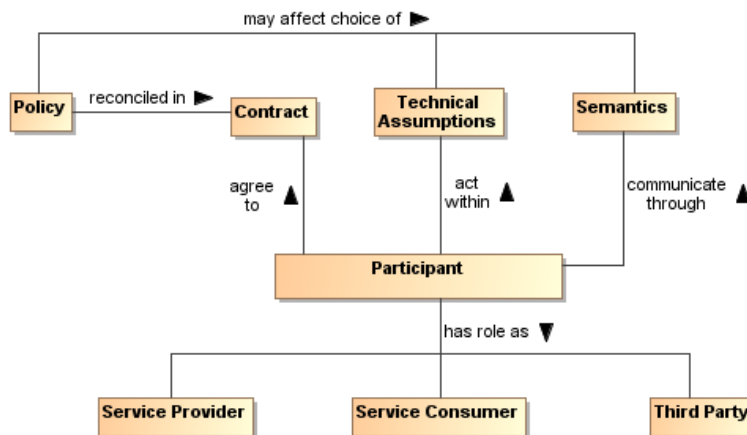


Figure 19 - Model for Policies and Contracts as related to Service Participants

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1503

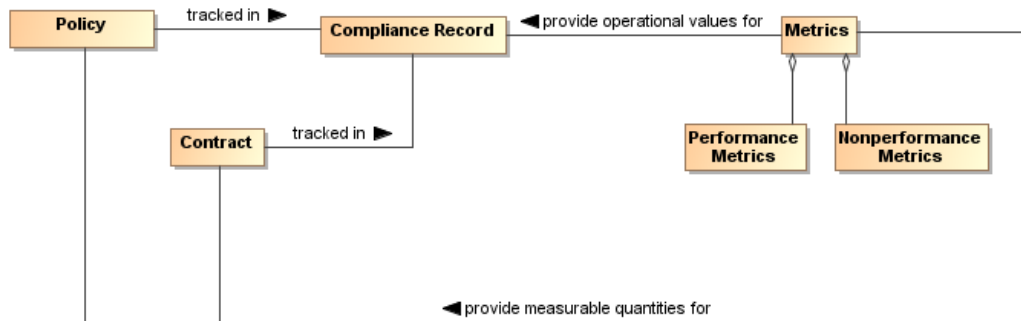
1504 In Figure 19, we specifically refer to policies at the service level. In a similar manner to that discussed for  
1505 Service Level vs. Action Level Real World Effects in Section 4.1.1.3.3, individual Actions may have  
1506 associated policies stating conditions for performing the action, but these must be reflected in and be  
1507 consistent with the policies made visible at the service level and thus the description of the service as a  
1508 whole. The relationship to Action Level Policies and the implications on defining the scope of a service  
1509 are discussed in Section 4.1.2.1.

1510 As noted in Figure 19, the policies asserted may be reflected as Technical Assumptions/Constraints that  
1511 available services or their underlying capabilities must be capable of meeting; it may similarly affect the  
1512 semantics that can be used. For example of the former, there may be a policy that specifies the surge  
1513 capacity to be accommodated by a server, but a service that is not designed to make use of the larger  
1514 server capacity would not satisfy the intent of the policy and would not be appropriate to use. For the  
1515 latter, a policy may require that only services that support interaction via a community-sponsored  
1516 vocabulary can be used.

1517 Contracts are agreements among the participants. The contract may reconcile inconsistent policies  
1518 asserted by the participants or may specify details of the interaction. Service level agreements (SLAs) are  
1519 one of the commonly used categories of contracts.

1520 The definition and later enforcement of policies and contracts are predicated on the potential for  
1521 measurement; the relationships among the relevant concepts are shown in the model in Figure 20.  
1522 Performance Metrics identify quantities that characterize the speed and quality of realizing the real world  
1523 effects produced using the SOA service; in addition, policies and contracts may depend on  
1524 nonperformance metrics, such as whether a license is in place to use the service. Some of these metrics  
1525 may reflect the underlying capability, some metrics may reflect processing of the SOA service, and some  
1526 metrics may include expected network overhead. The metrics should be carefully defined to avoid  
1527 confusion in exactly what is being reported, for example, a case where the service processing time is  
1528 reported as if it were the total time including the capability and network processing but is only measuring  
1529 the service processing.

1530



1531  
1532

Figure 20 - Policies and Contracts, Metrics, and Compliance Records

1533 As with many quantities, the metrics associated with a service are not themselves defined by this Service  
1534 Description Model because it is not known *a priori* which metrics are being collected or otherwise checked  
1535 by the services, the SOA infrastructure, or other resources that participate in the SOA interactions.  
1536 However, the service description SHOULD provide a placeholder (possibly through a link to an externally  
1537 compiled list) for identifying which metrics are available and how these can be accessed.

1538 The use of metrics to evaluate compliance and the results of compliance evaluation SHOULD be  
1539 maintained in compliance records and the means to access the compliance records MAY be included in  
1540 the Service Policies portion of the service description. For example, the description may be in the form of  
1541 static information (e.g. over the first year of operation, this service had a 91% availability), a link to a  
1542 dynamically generated metric (e.g. over the past 30 days, the service has had a 93.3% availability), or  
1543 access to a dynamic means to check the service for current availability (e.g., a ping). The relationship  
1544 between service **presence** and the presence of the individual actions that can be invoked is discussed  
1545 under Reachability in Section 4.2.2.3.

1546 Note, even when policies relate to the perspective of a single participant, policy compliance can be  
1547 measured and policies may be enforceable without contractual agreement with other participants. While  
1548 certain elements of contracts and contract compliance are likely private, public aspects of compliance  
1549 should be reflected in the compliance record information referenced in the service description. This  
1550 provides input to evidence that supports determining willingness as described in Section 3.2.5.1.

## 1551 4.1.2 Use of Service Description

### 1552 4.1.2.1 Service Description in support of Service Interaction

1553 If we assume we have awareness, the service participants must still establish willingness and presence to  
1554 ensure full visibility (See Section 4.2) and to interact with the service. Service description provides  
1555 necessary information for many aspects of preparing for and carrying through with interaction. Recall the  
1556 fundamental definition of a SOA service as a mechanism to access an underlying capability; the service  
1557 description describes this mechanism and its use. It lays the groundwork for what can occur, whereas  
1558 service interaction comprises the specifics through which real-world effects are realized.

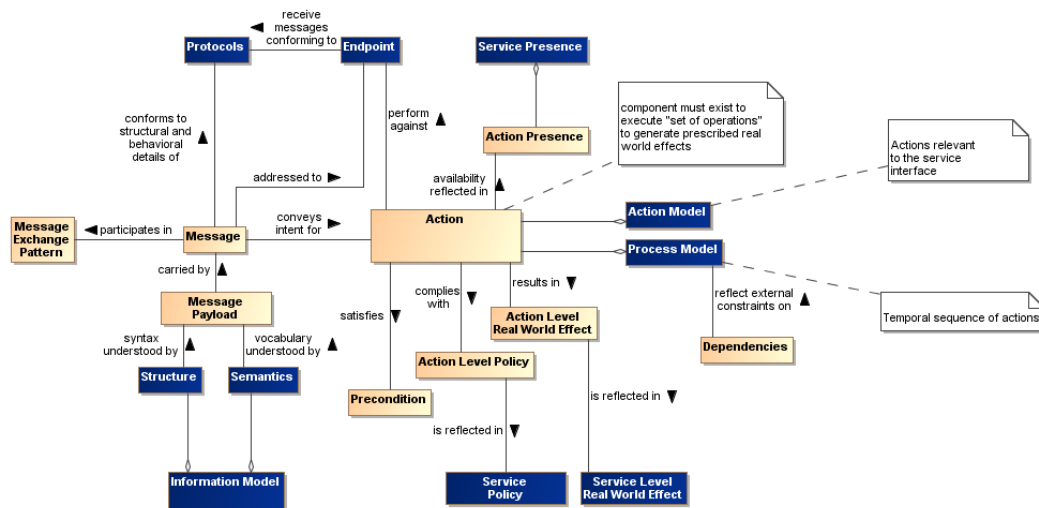


Figure 21 - Relationship between Action and Components of Service Description Model

1559  
1560

1561 Figure 21 combines the models in the subsections of Section 4.1.1 to concisely relate action and the  
1562 relevant components of the Service Description model. The purpose of Figure 21 is to demonstrate that  
1563 the components of service description go beyond arbitrary documentation and form the critical set of  
1564 information needed to define the what and how of action. In Figure 21, the leaf nodes from Figure 16 are  
1565 shown in blue.

1566 Action is typically invoked via a Message where the structure and processing details of the message  
1567 conform to an identified Protocol and is directed to the address of the identified endpoint, and the  
1568 message payload conforms to the service Information Model.

1569 The availability of an action is reflected in the Action Presence and each Action Presence contributes to  
1570 the overall Service Presence; this is discussed further in Section 4.2.2.3. Each action has its own  
1571 endpoint and protocols are associated with the endpoint<sup>6</sup>. The endpoint and service presence are also  
1572 part of the service description.

1573 An action may have preconditions where a Precondition is something that must be in place before an  
1574 action can occur, e.g. confirmation of a precursor action. Whether preconditions are satisfied is evaluated  
1575 when an actor tries to perform the action and not before. Presence for an action means an actor can  
1576 initiate it and is independent of whether the preconditions are satisfied. However, the successful  
1577 completion of the action may depend on whether its preconditions were satisfied. The service as a whole  
1578 may provide fallback if a precondition is not met, and the service description may indicate functionality  
1579 without explicitly containing details of how preconditions are satisfied or otherwise mitigated.

1580 Analogous to the relationship between actions and preconditions, the Process Model may imply  
1581 Dependencies for succeeding steps in a process, e.g. that a previous step has successfully completed, or  
1582 may be isolated to a given step. An example of the latter would be a dependency that the host server has  
1583 scheduled maintenance and access attempts at these times would fail. Dependencies related to the  
1584 process model do not affect the presence of a service although these may affect whether the business  
1585 function successfully completes. The service as a whole may provide fallback if a dependency is not met,  
1586 and the service description may indicate functionality without explicitly containing details of how  
1587 dependencies are satisfied or otherwise mitigated.

1588 The conditions under which an action can be invoked may depend on policies associated with the action.  
1589 The Action Level Policies must be reflected in (or subsumed by) the Service Policies because such

<sup>6</sup> This is analogous to a WSDL 2.0 interface operation (WSDL 1.1 portType) having one or more defined bindings and the service identifies the endpoints (WSDL 1.1 ports) corresponding to the bindings.

1590 policies may be critical to determining whether the conditions for use of the service are consistent with the  
1591 policies asserted by the service consumer. For example, if an action requires interaction with another  
1592 service and that other service has licensing requirements, then the service with such an action also has  
1593 the same requirement. The Service Policies are included in the service description.

1594 Similarly, the result of invoking an action is one or more real world effects, and any Action Level Real  
1595 World Effects must be reflected in the Service Level Real World Effect included in the service description.  
1596 The unambiguous expression of action level policies and real world effects as service counterparts is  
1597 necessary to adequately describe what constitutes the service interaction. For example, if an action  
1598 allows for the tracking of **user-customer** preferences, then the service with such an action results in the  
1599 same real world effect.

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1600 An adequate service description must provide a consumer with information needed to determine if the  
1601 service policies, the (business) functions, and service-level real world effects are of interest, and there is  
1602 nothing in the technical constraints that preclude use of the service.

1603 Note at the service level, the business functions are not concerned with the action or process models.  
1604 These models are detailed separately.

1605 The service description is not intended to be isolated documentation but rather an integral part of service  
1606 use. Changes in service description should immediately be made known to consumers and potential  
1607 consumers.

#### 1608 4.1.2.2 Description and Invoking Actions Against a Service

1609 At this point, let us assume the descriptions were sufficient to establish willingness; see Section 4.2.2.2.  
1610 *Figure 21* indicates the service endpoint establishes where to actually carry out the interaction. This is  
1611 where we start considering the action and process models.

1612 The action model identifies the multiple actions **an actor-user** can perform against a service and the  
1613 **actoruser** would perform these in the context of the process model as specified or referenced under the  
1614 Service Interface Description portion of Service Description. For a given business function, there is a  
1615 corresponding process model, where any process model may involve multiple actions. From the above  
1616 discussion of model elements of description we may conclude (1) actions have reachability information,  
1617 including endpoint and presence, (2) presence of service is some aggregation of presence of its actions,  
1618 (3) action preconditions and service dependencies do not affect presence although these may affect  
1619 successful completion.

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1620 Having established visibility, the interaction can proceed. Given a business function, the consumer knows  
1621 what will be accomplished (the service functionality), the conditions under which interaction will proceed  
1622 (service policies), and the process that must be followed (the process model). The remaining question is  
1623 how the description information for structure and semantics enable interaction.

1624 We have established the importance of the process model in identifying relevant actions and their  
1625 sequence. Interaction proceeds through messages and thus it is the syntax and semantics of the  
1626 messages with which we are here concerned. A common approach is to define the structure and  
1627 semantics that can appear as part of a message; then assemble the pieces into messages; and,  
1628 associate messages with actions. Actions make use of structure and semantics as defined in the  
1629 information model to describe its legal messages.

1630 The process model identifies actions to be performed against a service and the sequence for performing  
1631 the actions. For a given action, the Reachability portion of description indicates the protocol bindings that  
1632 are available, the endpoint corresponding to a binding, and whether there is presence at that endpoint. An  
1633 interaction is through the exchange of messages that conform to the structure and semantics defined in  
1634 the information model and the message sequence conforming to the action's identified MEP. The result is  
1635 some portion of the real world effect that must be assessed and/or processed (e.g. if an error exists, that  
1636 part that covers the error processing would be invoked).

#### 1637 4.1.2.3 The Question of Multiple Business Functions

1638 Action level effects and policies must be reflected at the service level for service description to support  
1639 visibility.

1640 It is assumed that a SOA service represents an identifiable business function to which policies can be  
1641 applied and from which desired business effects can be obtained. While contemporary discussions of  
1642 SOA services and supporting standards do not constrain what actions or combinations of actions can or  
1643 should be defined for a service, the SOA-RAF considers the implications of service description in defining  
1644 the range of actions appropriate for an individual SOA service.

1645 Consider the situation if a given SOA service is the mechanism for access to multiple independent (but  
1646 loosely related) business functions. These are not multiple effects from a single function but multiple  
1647 functions with potentially different sets of effects for each function. A service can have multiple actions  
1648 that an actor/user may perform against it, and this does not change with multiple business functions. As  
1649 an individual business function corresponds to a process model, so multiple business functions imply  
1650 multiple process models. The same action may be used in multiple process models but the aggregated  
1651 service presence would be specific to each business function because the components being aggregated  
1652 may be different between process models. In summary, for a service with multiple business functions,  
1653 each function has (1) its own process model and dependencies, (2) its own aggregated presence, and (3)  
1654 possibly its own list of policies and real world effects.

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1655 A common variation on this theme is for a single service to have multiple endpoints for different levels of  
1656 quality of service (QoS), e.g. Gold, Silver, and Bronze. Different QoS imply separate statements of policy,  
1657 separate endpoints, possibly separate dependencies, and so on. One could say the QoS variation does  
1658 not require this because there can be a single QoS policy that encompasses the variations, and all other  
1659 aspects of the service would be the same except for the endpoint used for each QoS. However, the  
1660 different aspects of policy at the service level would need to be mapped to endpoints, and this introduces  
1661 an undesirable level of coupling across the elements of description. In addition, it is obvious that  
1662 description at the service level can become very complicated if the number of combinations is allowed to  
1663 grow.

1664 One could imagine a service description that is basically a container for action descriptions, where each  
1665 action description is self-contained; however, this would lead to duplication of description components  
1666 across actions. If common description components are factored, this either is limited to components  
1667 common across all actions or requires complicated tagging to capture the components that often but do  
1668 not universally apply.

1669 If a provider cannot describe a service as a whole but must describe every action, this leads to the  
1670 situation where it may be extremely difficult to construct a clear and concise service description that can  
1671 effectively support discovery and use without tedious logic to process the description and assemble the  
1672 available permutations. In effect, if adequate description of an action begins to look like description of a  
1673 service, it may be best to have it as a separate service.

1674 Recall, more than one service can access the same underlying capability, and this is appropriate if a  
1675 different real world effect is to be exposed. Along these lines, one can argue that different QoS are  
1676 different services because getting a response in one minute rather than one hour is more than a QoS  
1677 difference; it is a fundamental difference in the business function being provided.

1678 As a best practice, the criterion for whether a service is appropriately scoped may be the ease or difficulty  
1679 in creating an unambiguous service description. A consequence of having tightly-scoped services is there  
1680 will likely be a greater reliance on combining services, i.e. more fundamental business functions, to create  
1681 more advanced business functions. This is consistent with the principles of service oriented architecture  
1682 and is the basic position of this Reference Architecture Foundation, although not an absolute  
1683 requirement. Combining services increases the reliance on understanding and implementing the concepts  
1684 of orchestration, choreography, and other approaches yet to be developed; these are discussed in more  
1685 detail in section 4.4 Interacting with Services.

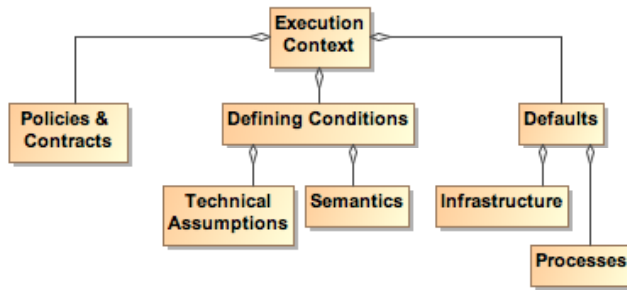
#### 1686 4.1.2.4 Service Description, Execution Context, and Service Interaction

1687 The service description must provide sufficient information to support service visibility, including the  
1688 willingness of service participants to interact. However, the corresponding descriptions for providers and  
1689 consumers may both contain policies, technical assumptions, constraints on semantics, and other  
1690 technical and procedural conditions that must be aligned to define the terms of willingness. The  
1691 agreements that encapsulate the necessary alignment form the basis upon which interactions may

1692 proceed – in the Reference Model, this collection of agreements and the necessary environmental  
 1693 support establish the execution context.

1694 To illustrate execution context of a service interaction, consider a Web-based system for timecard entry.  
 1695 For an employee onsite at an employer facility, the execution context requires a computer connected to  
 1696 the local network and the employee must enter their network ID and password. Relevant policies include  
 1697 that the employee must maintain the most recent anti-virus software and virus definitions for any  
 1698 computer connected to the network.

1699 For the same employee connecting from offsite, the execution context specifies the need for a computer  
 1700 with installed VPN software and a security token to negotiate the VPN connection. The execution context  
 1701 also includes proxy settings as needed to connect to the offsite network. The employee must still comply  
 1702 with the requirements for onsite computers and access, but the offsite execution context includes  
 1703 additional items before the employee can access the same underlying capability and realize the same  
 1704 real world effects, i.e. the timecard entries.



1705  
 1706 *Figure 22 - Execution Context*

1707 *Figure 22* shows a few broad categories found in execution context. These are not meant to be  
 1708 comprehensive. Other items may need to be included to provide a sufficient description of the interaction  
 1709 conditions. Any other items not explicitly noted in the model but needed to set the environment SHOULD  
 1710 be included in the execution context.

1711 While the execution context captures the conditions under which interaction can occur, it does not capture  
 1712 the specific service invocations that do occur in a specific interaction. A service interaction as modeled in  
 1713 *Figure 23* introduces the concept of an Interaction Description that is composed of both the Execution  
 1714 Context and an Interaction Log. The execution context specifies the set of conditions under which the  
 1715 interaction occurs and the interaction log captures the sequence of service interactions that occur within  
 1716 the execution context. This sequence should follow the Process Model but can include details beyond  
 1717 those specified there. For example, the Process Model may specify an action that results in identifying a  
 1718 data source, and the identified source is used in a subsequent action. The Interaction Log would record  
 1719 the specific data source used.

1720 The execution context can be thought of as a container in which the interaction occurs and the interaction  
 1721 log captures what happens inside the container. This combination is needed to support auditability and  
 1722 repeatability of the interactions.

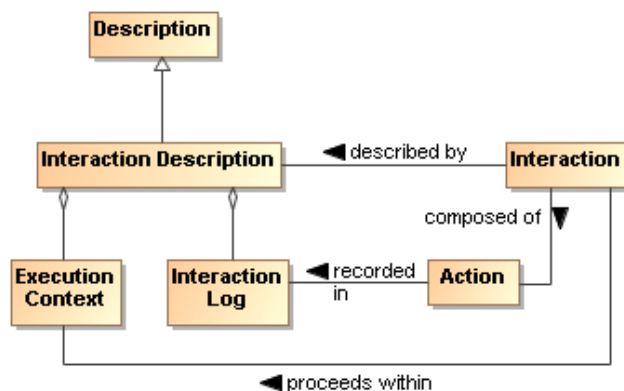


Figure 23 - Interaction Description

1723  
1724

1725 SOA allows flexibility to accomplish both repeatability and reusability. In facilitating reusability, a service  
1726 can be updated without disrupting the **user-customer** experience of the service. So, Google can improve  
1727 their ranking algorithm without notifying the **user-customer** about the details of the update.

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1728 However, it may also be vital for the consumer to be able to recreate past results or to generate  
1729 consistent results in the future, and information such as what conditions, which services, and which  
1730 versions of those services were used is indispensable in retracing one's path. The interaction log is a  
1731 critical part of the resulting real world effects because it defines how the effects were generated and  
1732 possibly the meaning of observed effects. This increases in importance as dynamic composability  
1733 becomes more feasible. In essence, a result has limited value if one does not know how it was generated.

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1734 The interaction log SHOULD be a detailed trace for a specific interaction, and its reuse is limited to  
1735 duplicating that interaction. An execution context can act as a template for identical or similar interactions.  
1736 Any given execution context MAY define the conditions of future interactions.

1737 Such uses of execution context imply (1) a standardized format for capturing execution context and (2) a  
1738 subclass of general description could be defined to support visibility of saved execution contexts. The  
1739 specifics of the relevant formats and descriptions are beyond the scope of this document.

1740 A service description is unlikely to track interaction descriptions or the constituent execution contexts or  
1741 interaction logs that include mention of the service. However, as appropriate, linking to specific instances  
1742 of either of these could be done through associated annotations.

#### 1743 4.1.3 Relationship to Other Description Models

1744 While the representation shown in Figure 15 is derived from considerations related to service description, it  
1745 is acknowledged that other metadata standards are relevant and should, as possible, be incorporated into  
1746 this work. Two standards of particular relevance are the Dublin Core Metadata Initiative (DCMI) [DCMI]  
1747 and ISO 11179 [ISO 11179], especially Part 5.

1748 When the service description (or even the general description class) is considered as the DCMI  
1749 'resource', Figure 15 aligns nicely with the DCMI resource model. While some differences exist, these are  
1750 mostly in areas where DCMI goes into detail that is considered beyond the scope of the current  
1751 Reference Architecture Foundation. For example, DCMI defines classes of 'shared semantics' whereas  
1752 this Reference Architecture Foundation considers that an identification of relevant semantic models is  
1753 sufficient. Likewise, the DCMI Description Model goes into the details of possible syntax encodings  
1754 whereas for the Reference Architecture Framework it is sufficient to identify the relevant formats.

1755 With respect to ISO 11179 Part 5, the metadata fields defined in that reference may be used without  
1756 prejudice as the properties in Figure 15. Additionally, other defined metadata sets may be used by the  
1757 service provider if the other sets are considered more appropriate, i.e. it is fundamental to this reference  
1758 architecture to identify the need and the means to make vocabulary declarations explicit but it is beyond  
1759 the scope to specify which vocabularies are to be used. In addition, the identification of domain of the



1760 properties and range of the values has not been included in the current Reference Architecture  
1761 discussion, but the text of ISO 11179 Part 5 can be used consistently with the model prescribed in this  
1762 document.

1763 Description as defined here considers a wide range of applicability and support of the principles of service  
1764 oriented architecture. Other metadata models can be used in concert with the model presented here  
1765 because most of these focus on a finer level of detail that is outside the present scope, and so provide a  
1766 level of implementation guidance that can be applied as appropriate.

#### 1767 4.1.4 Architectural Implications

1768 The definition of service description has numerous architectural implications for the SOA ecosystem:

- 1769 • The real world effects that the service description definition support must be consistent with the  
1770 technical assumptions/constraints. In particular, any Action Level Real World Effect **MUST** be  
1771 reflected in the Service Level Real World Effect included in the sedcription.
- 1772 • The service description definition changes over time and its contents will reflect changing  
1773 requirements and context. The service description definition **MUST** therefore have:
  - 1774 ○ mechanisms to support the storage, referencing, and access to normative definitions of  
1775 one or more versioning schemes that may be applied to identify different aggregations of  
1776 descriptive information, where the different schemes may be versions of a versioning  
1777 scheme itself;
  - 1778 ○ configuration management mechanisms to capture the contents of each aggregation and  
1779 apply a unique identifier in a manner consistent with an identified versioning scheme;
  - 1780 ○ one or more mechanisms to support the storage, referencing, and access to conversion  
1781 relationships between versioning schemes, and the mechanisms to carry out such  
1782 conversions.
- 1783 • Description makes use of defined semantics, where the semantics **MAY** be used for  
1784 categorization or providing other property and value information for description classes. In such  
1785 cases, the service description **MUST** have:
  - 1786 ○ semantic models that provide normative descriptions of the utilized terms, where the  
1787 models may range from a simple dictionary of terms to an ontology showing complex  
1788 relationships and capable of supporting enhanced reasoning;
  - 1789 ○ mechanisms to support the storage, referencing, and access to these semantic models;
  - 1790 ○ configuration management mechanisms to capture the normative description of each  
1791 semantic model and to apply a unique identifier in a manner consistent with an identified  
1792 versioning scheme;
  - 1793 ○ one or more mechanisms to support the storage, referencing, and access to conversion  
1794 relationships between semantic models, and the mechanisms to carry out such  
1795 conversions.
- 1796 • Once awareness exists, the service participants **MUST** still establish willingness and presence to  
1797 ensure full visibility (See Section 4.2).
- 1798 • The Service Description **MUST** provide a consumer with information needed to: determine the  
1799 service functionality; the conditions under which interaction can proceed (service policies and  
1800 process model); the intended Service Level Real World Effects; any technical constraints that  
1801 might preclude use of the service.
- 1802 • Changes in Service Description **SHOULD** be made available immediately to actual and potential  
1803 consumers.
- 1804 • Actions **MAY** have associated policies stating conditions for performing the action, but these  
1805 **MUST** be reflected in and be consistent with the policies made visible at the service level and  
1806 thus the description of the service as a whole.
- 1807 • Policies asserted **MAY** be reflected as Technical Assumptions/Constraints that available services  
1808 or their underlying capabilities **MUST** be capable of meeting.
- 1809 • Descriptions include reference to policies defining conditions of use. In this sense, policies are  
1810 also resources that need to be visible, discoverable, and accessible. The service description (as  
1811 also enumerated under governance) **MUST** have:

- 1812 ○ description of policies, including a unique identifier for the policy and a sufficient,  
1813 preferably machine processable, representation of the meaning of terms used to describe  
1814 the policy, its functions, and its effects;
- 1815 ○ a method to enable searching for policies that best meet the search criteria specified by  
1816 the service participant; where the discovery mechanism has access to the individual  
1817 policy descriptions, possibly through some repository mechanism;
- 1818 ○ accessible storage of policies and policy descriptions, so service participants can access,  
1819 examine, and use the policies as defined.
- 1820 • Descriptions include references to metrics that describe the operational characteristics of the  
1821 subjects being described. The service description definition (as also partially enumerated under  
1822 governance) **MUST** have:
  - 1823 ○ infrastructure monitoring and reporting information on SOA resources;
  - 1824 ○ possible interface requirements to make accessible metrics information generated;
  - 1825 ○ mechanisms to catalog and enable discovery of which metrics are available for a  
1826 described resources and information on how these metrics can be accessed;
  - 1827 ○ mechanisms to catalog and enable discovery of compliance records associated with  
1828 policies and contracts that are based on these metrics.
- 1829 • Descriptions of the interactions are important for enabling auditability and repeatability, thereby  
1830 establishing a context for results and support for understanding observed change in performance  
1831 or results. Thus, the service description definition **MUST** have:
  - 1832 ○ one or more mechanisms to capture, describe, store, discover, and retrieve interaction  
1833 logs, execution contexts, and the combined interaction descriptions;
  - 1834 ○ one or more mechanisms for attaching to any results the means to identify and retrieve  
1835 the interaction description under which the results were generated.
- 1836 • Descriptions may capture very focused information subsets or can be an aggregate of numerous  
1837 component descriptions. Service description is an example of an aggregate for which manual  
1838 maintenance of the whole would not be feasible. Thus, the service description definition **MUST**  
1839 have:
  - 1840 ○ tools to facilitate identifying description elements that are to be aggregated to assemble  
1841 the composite description;
  - 1842 ○ tools to facilitate identifying the sources of information to associate with the description  
1843 elements;
  - 1844 ○ tools to collect the identified description elements and their associated sources into a  
1845 standard, referenceable format that can support general access and understanding;
  - 1846 ○ tools to automatically update the composite description as the component sources  
1847 change, and to consistently apply versioning schemes to identify the new description  
1848 contents and the type and significance of change that occurred.
- 1849 • The description is the source of vital information in establishing willingness to interact with a  
1850 resource, reachability to make interaction possible, and compliance with relevant conditions of  
1851 use. Thus, the service description definition **MUST** have:
  - 1852 ○ one or more discovery mechanisms that enable searching for described resources that  
1853 best meet the criteria specified by a service participant;
  - 1854 ○ tools to appropriately track **users of the descriptions by service participants** and notify  
1855 them when a new version of the description is available.
- 1856 • The service description **MUST** provide sufficient information to support service visibility, including  
1857 the willingness of service participants to interact. However, the corresponding descriptions for  
1858 providers and consumers may both contain policies, technical assumptions, constraints on  
1859 semantics, and other technical and procedural conditions that must be aligned to define the terms  
1860 of willingness

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## 1861 4.2 Service Visibility Model

1862 One of the key requirements for participants interacting with each other in the context of a SOA  
1863 ecosystem is achieving visibility: before services can interoperate, the participants have to be visible to  
1864 each other using whatever means are appropriate. The Reference Model analyzes visibility in terms of  
1865 awareness, willingness, and reachability. In this section, we explore how visibility may be achieved.

1866 **4.2.1 Visibility to Business**

1867 The relationship of visibility to the SOA ecosystem encompasses both human social structures and  
 1868 automated IT mechanisms. Figure 24 depicts a business setting that is a basis for visibility as related to  
 1869 the Social Structure Model (Figure 3) in the Participation in a SOA Ecosystem view (see Section 3.1). The  
 1870 participants acting in the various roles of service consumers, mediators, and service providers may have  
 1871 direct awareness of each other directly or mediated-gain such awareness through some third party acting  
 1872 in the role of mediator, what we refer to as where mediated awareness is achieved through some third  
 1873 party. A consumer's willingness to use a service is reflected by the consumer's presumption of satisfying  
 1874 goals and needs as these compare with information provided in the service description. Service providers  
 1875 offer capabilities that have real world effects that result in a change in state. Reachability of the service by  
 1876 the consumer may lead to interactions that change the state of the SOA ecosystem. The consumer can  
 1877 measure the change of state to determine if the claims made by description and the real world effects of  
 1878 consuming the service meet the consumer's needs.

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1879 Those acting in the roles of consumers, providers, or mediators may reside within a single ownership  
 1880 boundary or interactions between them may cross ownership boundaries.

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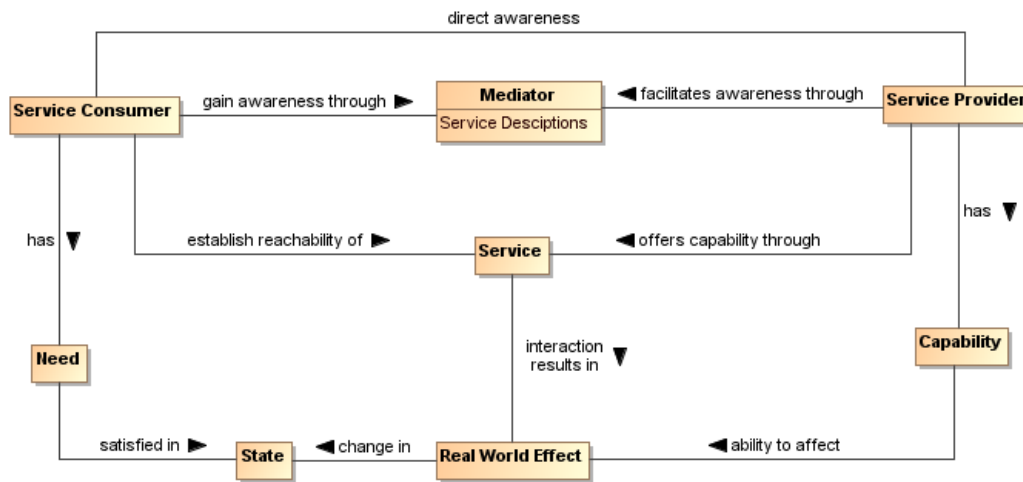


Figure 24 - Visibility to Business

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 1882  
 1883 Visibility and interoperability in a SOA ecosystem requires more than location and interface information. A  
 1884 meta-model for this broader view of visibility is depicted in Section 4.1. In addition to providing improved  
 1885 awareness of service capabilities through description of information such as reachability, behavior  
 1886 models, information models, functionality, and metrics, the service description may identify policies  
 1887 valuable for determination of willingness to interact.

1888 A mediator using service descriptions may provide event notifications to both consumers and providers  
 1889 about information relating to the descriptions. One example of this is a publish/subscribe model where the  
 1890 mediator allows consumers to subscribe to service description version changes made by the provider.  
 1891 Likewise, the mediator may provide notifications to the provider of consumers that have subscribed to  
 1892 service description updates.

1893 Another important characteristic of a SOA ecosystem is the ability to narrow visibility to trusted members  
 1894 within a social structure. Mediators for awareness may provide policy based access to service  
 1895 descriptions allowing for the dynamic formation of awareness between trusted members.

1896 **4.2.2 Visibility**

1897 Attaining visibility is described in terms of steps that lead to visibility. Different participant communities can  
 1898 bring different contexts for visibility within a single social structure, and the same general steps can be  
 1899 applied to each of the contexts to accomplish visibility.

1900 Attaining SOA visibility requires

- 1901 • service description creation and maintenance,
- 1902 • processes and mechanisms for achieving awareness of and accessing descriptions,
- 1903 • processes and mechanisms for establishing willingness of participants,
- 1904 • processes and mechanisms to determine reachability.

1905 Visibility may occur in stages, i.e. a participant can become aware enough to look or ask for further  
1906 description, and with this description, the participant can decide on willingness, possibly requiring  
1907 additional description. For example, if a potential consumer has a need for a tree cutting (business)  
1908 service, the consumer can use a web search engine to find web sites of providers. The web search  
1909 engine (a mediator) gives the consumer links to relevant web pages and the consumer can access those  
1910 descriptions. For those prospective providers that satisfy the consumer's criteria, the consumer's  
1911 willingness to interact increases. The consumer may contact several tree services to get detailed cost  
1912 information (or arrange for an estimate) and may ask for references (further description). The consumer is  
1913 likely to establish full visibility and proceed with interaction with the tree service that mutually establishes  
1914 visibility.

#### 1915 4.2.2.1 Awareness

1916 An important means for one participant to be aware of another is to have access to a description of that  
1917 participant and for the description to be sufficiently complete to support the other requirements of visibility.

1918 Awareness can be established without any action on the part of the target participant other than the target  
1919 providing appropriate descriptions. Awareness is often discussed in terms of consumer awareness of  
1920 providers but the concepts are equally valid for provider awareness of consumers.

1921 Awareness can be decomposed into: creating the descriptions, making them available, and discovering  
1922 the descriptions. Discovery can be initiated or it can be by notification.

1923 Achieving awareness in a SOA ecosystem can range from word of mouth to formal service descriptions in  
1924 a standards-based registry/repository. Some other examples of achieving awareness in a SOA  
1925 ecosystem are the use of a web page containing description information, email notifications of  
1926 descriptions, and document based descriptions.

1927 ~~Direct awareness is awareness that occurs between a consumer and provider without the use of a third party.~~  
1928 ~~A mediator for Mediated awareness, on the other hand, is provided by a third party participant whose use~~  
1929 ~~provides awareness to one or more providers or consumers of one or more services. Direct awareness is~~  
1930 ~~awareness between a consumer and provider without the use of a third party. The use of a~~  
1931 ~~registry/repository can provide such awareness as can a Web page displaying similar information.~~

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1932 Direct awareness may be the result of having previously established an execution context, or **direct**  
1933 **awareness** may include determining the presence of services and then querying the service directly for  
1934 description. As an example, a priori visibility of some sensor device may provide the means for interaction  
1935 or a query for standardized sensor device metadata may be broadcast to multiple locations. If  
1936 acknowledged, the service interface for the device may directly provide description to a consumer so the  
1937 consumer can determine willingness to interact.

1938 ~~The same medium for awareness may be direct in one context and may be mediated in another context.~~  
1939 ~~For example, a service provider may maintain a web site with links to the provider's descriptions of~~  
1940 ~~services giving the consumers direct awareness to the provider's services. Alternatively, a community~~  
1941 ~~may maintain a web site with a search interface that makes use of an index of these (and possibly other)~~  
1942 ~~descriptions of services, and the web site could be used by any number of consumers. More than one~~  
1943 ~~approach to mediation may be involved, as different sources of description may specialize in different~~  
1944 ~~functions whose use provides mediation.~~

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1945 Descriptions may be formal or informal. ~~Section 4.1, provides a comprehensive model for service~~  
1946 ~~description that can be used to mediate visibility. Using consistent description taxonomies and standards~~  
1947 ~~based mediated awareness helps provide more effective awareness.~~

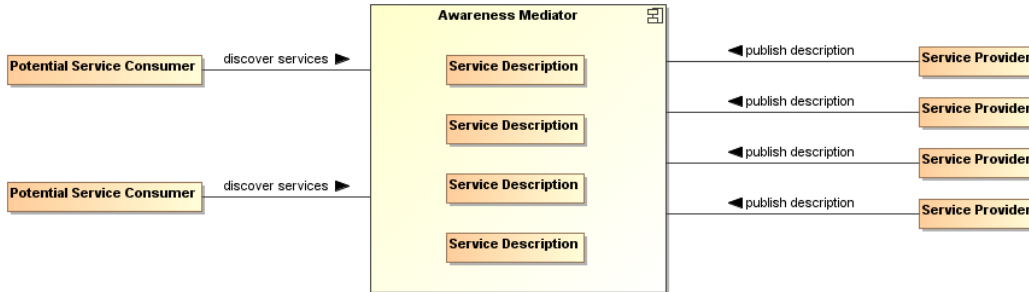
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#### 1948 4.2.2.1.1 Mediated Awareness

1949 Mediated awareness **typically** promotes simplification of the overall services infrastructure. ~~Rather than all~~  
1950 ~~potential service consumers being informed on a continual basis about all services, there is a known or~~

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agreed upon facility or location that stores and supports discovery and/or notification related to the service description.



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Figure 25 – Mediated Awareness

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In Figure 25, the potential service consumers perform queries or are notified in order to locate those services that satisfy their needs. As an example, the telephone book is a mediating registry where individuals perform manual searches to locate services (i.e. the yellow pages). The telephone book is also a mediated registry for solicitors to find and notify potential customers (i.e. the white pages).

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In mediated service awareness, the benefits for large and dynamic numbers of service consumers and service providers, the benefits of utilizing the awareness mediator typically far outweigh the management issues associated with it. Some of the benefits of mediated service awareness are:

- Potential service consumers have a known location for searching thereby eliminating needless and random searches
- Typically a consortium of interested parties (or a sufficiently large corporation) serves as the host of the mediation facility
- Standardized tools and methods can be developed and promulgated to promote interoperability and ease of use.

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1962

However, mediated awareness can have some risks associated with it:

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- A single point of failure. If the awareness mediator fails then a large number of service providers and consumers are potentially adversely affected.
- A single point of control. If the awareness mediator is owned by, or controlled by, someone other than the service consumers and/or providers then the latter may be put at a competitive disadvantage based on policies of the discovery provider.

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A common mechanism for mediated awareness is a registry/repository. The registry stores links or pointers to service description artifacts. The repository in this example is the storage location for the service description artifacts. Service descriptions can be pushed (publish/subscribe for example) or pulled from the registry/repository mediator.

1978  
1979

Registries/repositories may be referred to as federated when supported functions, such as responding to discovery requests, are distributed across multiple registry/repository instances.

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#### 4.2.2.1.2 Awareness in Complex Social Structures

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Awareness applies to one or more social structures where there is at least one description provider and one description consumer. Awareness may occur within the same social structure or across social structures.

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In Figure 25, awareness can be between a limited set of consumers and providers within a single social structure. Within a social structure, awareness can be encouraged or restricted through policies and these policies can affect participant willingness. The information about policies should be incorporated in the relevant descriptions. Additionally, the conditions for establishing contracts are governed within a social structure.

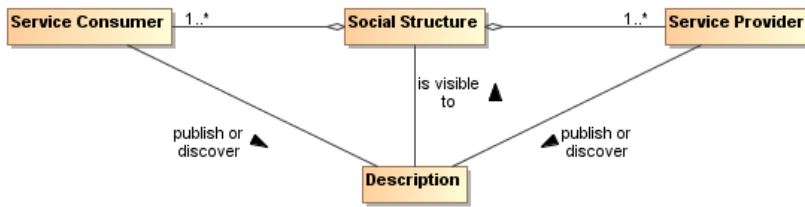


Figure 25 - Awareness in a SOA Ecosystem

1989  
1990

1991 IT policy/contract mechanisms can be used by visibility mechanisms to provide awareness between social  
1992 structures, including trust mechanisms to enable awareness between trusted social structures. For  
1993 example, government organizations may want to limit awareness of an organization's services to specific  
1994 communities of interest.

1995 Another common business model for awareness is maximizing awareness to those within the social  
1996 structure, the traditional market place business model. A centralized awareness-mediator often arises as  
1997 a provider for this global visibility, a gatekeeper of visibility so to speak. For example, Google is a  
1998 centralized awareness-mediator for accessing information on the web. As another example, television  
1999 networks have centralized entities providing a level of awareness to communities that otherwise could not  
2000 be achieved without going through the television network.

2001 However, mediators have motivations, and they may be selective in which information they choose to  
2002 make available to potential consumers. For example, in a secure environment, the mediator may enforce  
2003 security policies and make information selectively available depending on the security clearance of the  
2004 consumers.

#### 2005 4.2.2.2 Willingness

2006 Having achieved awareness, participants use descriptions to help determine their willingness to interact  
2007 with another participant. Both awareness and willingness are determined prior to consumer/provider  
2008 interaction.

2009 | By establishing a willingness to interact within a particular social structure (see Section 3.2.5.1 ), the  
2010 social structure provides the participant access to capabilities based on conditions the social structure  
2011 finds appropriate for its context. The participant can use these capabilities to satisfy goals and objectives  
2012 as specified by the participant's needs.

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2013 Information used to determine willingness is provided by Description (see Section 4.1.1). Information  
2014 referenced by Description may come from many sources. For example, a mediator for descriptions may  
2015 provide 3rd party annotations for reputation. Another source for reputation may be a participant's own  
2016 history of interactions with another participant. The contribution of real world effects to providing evidence  
2017 and establishing the reputation of a participant is discussed with relation to Figure 9.

2018 A participant inspects functionality for potential satisfaction of needs. Identity is associated with any  
2019 participant, however, identity may or may not be verified. If available, participant reputation may be a  
2020 deciding factor for willingness to interact. Policies and contracts referenced by the description may be  
2021 particularly important to determine the agreements and commitments required for business interactions.  
2022 Provenance may be used for verification of authenticity of a resource.

2023 Mechanisms that aid in determining willingness make use of the artifacts referenced by descriptions of  
2024 services. Mechanisms for establishing willingness could be as simple as rendering service description  
2025 information for human consumption to automated evaluation of functionality, policies, and contracts by a  
2026 rules engine. The rules engine for determining willingness could operate as a policy decision procedure  
2027 as defined in Section 4.4.

#### 2028 4.2.2.3 Reachability

2029 Reachability involves knowing the endpoint, protocol, and presence of a service. At a minimum,  
2030 reachability requires information about the location of the service and the protocol describing the means  
2031 of communication.



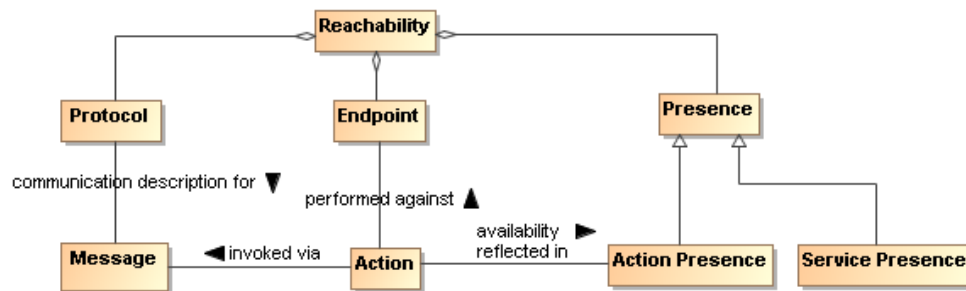


Figure 26 - Service Reachability

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2034 **Endpoint**

2035 A reference-able entity, processor or **resource** against which an **action** can be performed.

2036 **Protocol**

2037 A structured means by which details of a service interaction mechanism are defined.

2038 **Presence**

2039 The measurement of reachability of a service at a particular point in time.

2040 A protocol defines a structured method of communication. Presence is determined by interaction through  
2041 a communication protocol. Presence may not be known in many cases until the interaction begins. To  
2042 overcome this problem, IT mechanisms may make use of presence protocols to provide the current  
2043 up/down status of a service.

2044 Service reachability enables service participants to locate and interact with one another. Each action may  
2045 have its own endpoint and also its own protocols associated with the endpoint and whether there is  
2046 presence for the action through that endpoint. Presence of a service is an aggregation of the presence of  
2047 the service's actions, and the service level may aggregate to some degraded or restricted presence if  
2048 some action presence is not confirmed. For example, if error processing actions are not available, the  
2049 service can still provide required functionality if no error processing is needed. This implies reachability  
2050 relates to each action as well as applying to the service/business as a whole.

2051 **4.2.3 Architectural Implications**

2052 Visibility in a SOA ecosystem has the following architectural implications on mechanisms providing  
2053 support for awareness, willingness, and reachability:

- 2054 • Mechanisms providing support for awareness **MUST** have the following minimum capabilities:
  - 2055 ○ creation of Description, preferably conforming to a standard Description format and
  - 2056 structure;
  - 2057 ○ publishing of Description directly to a consumer or through a third party mediator;
  - 2058 ○ discovery of Description, preferably conforming to a standard for Description discovery;
  - 2059 ○ notification of Description updates or notification of the addition of new and relevant
  - 2060 Descriptions;
  - 2061 ○ classification of Description elements according to standardized classification schemes.
- 2062 • In a SOA ecosystem with complex social structures, awareness **MAY** be provided for specific  
2063 communities of interest. The architectural mechanisms for providing awareness to communities  
2064 of interest **MUST** support:
  - 2065 ○ policies that allow dynamic formation of communities of interest;
  - 2066 ○ trust that awareness can be provided for and only for specific communities of interest, the
  - 2067 bases of which are typically built on encryption technologies.
- 2068 • The architectural mechanisms for determining willingness to interact **MUST** support:
  - 2069 ○ verification of identity and credentials of the provider and/or consumer;
  - 2070 ○ access to and understanding of description;
  - 2071 ○ inspection of functionality and capabilities;



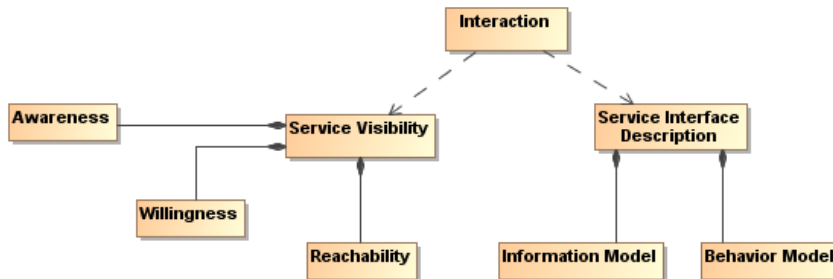
- 2072 ○ inspection of policies and/or contracts.
- 2073 • The architectural mechanisms for establishing reachability **MUST** support:
- 2074 ○ the location or address of an endpoint;
- 2075 ○ verification and use of a service interface by means of a communication protocol;
- 2076 ○ determination of presence with an endpoint which **MAY** only be determined at the point of
- 2077 interaction but **MAY** be further aided by the use of a presence protocol for which the
- 2078 endpoints actively participate.

## 2079 4.3 Interacting with Services Model

2080 Interaction is the activity involved in using a service to access capability in order to achieve a particular  
 2081 desired real world effect, where real world effect is the actual result of using a service. An interaction can  
 2082 be characterized by a sequence of communicative actions. Consequently, interacting with a service, i.e.  
 2083 participating in joint action with the service—usually accomplished by a series of message exchanges—  
 2084 involves individual actions performed by both the service and the consumer.<sup>7</sup> Note that a participant (or  
 2085 delegate acting on behalf of the participant) can be the sender of a message, the receiver of a message,  
 2086 or both.

### 2087 4.3.1 Interaction Dependencies

2088 Recall from the Reference Model that service visibility is the capacity for those with needs and those with  
 2089 capabilities to be able to interact with each other, and that the service interface is the means by which the  
 2090 underlying capabilities of a service are accessed. Ideally, the details of the underlying service  
 2091 implementation are abstracted away by the service interface. (Service) interaction therefore has a direct  
 2092 dependency on the visibility of the service as well as its implementation-neutral interface (see *Figure 27*).  
 2093 Service visibility is composed of awareness, willingness, and reachability, and these are discussed in  
 2094 Section 4.2. The information related to the service interface description is discussed in Section 4.1.1.3.1,  
 2095 and the specifics of interaction are detailed in the remainder of Section 4.3. Service visibility is modeled in  
 2096 Section 4.2.2.



2097  
2098 *Figure 27 - Interaction dependencies*

### 2099 4.3.2 Actions and Events

2100 The SOA-RAF uses message exchange between service participants to denote actions performed  
 2101 against and by the service, and to denote events that report on real world effects that are caused by the  
 2102 service actions. A visual model of the relationship between these concepts is shown in *Figure 28*.

---

<sup>7</sup> In order for multiple actors to participate in a joint action, they must each act according to their role within the joint action. For SOA-based systems, this is achieved through a message exchange style of communication. The concept of “joint action” is further described in Section 3.3.2.

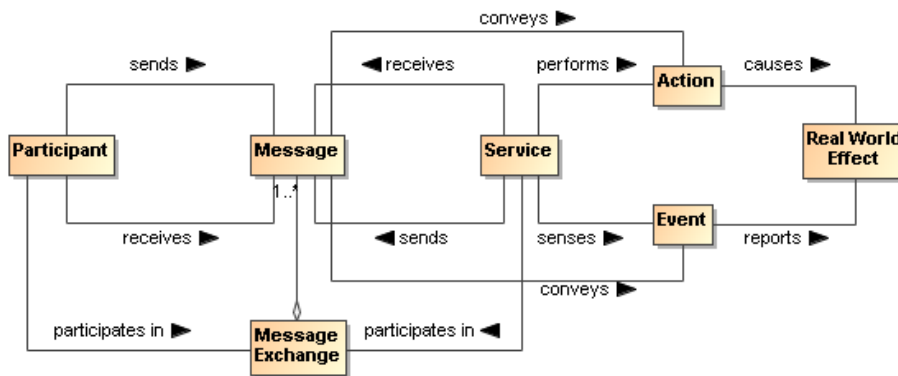


Figure 28 - A 'message' denotes either an action or an event

2103  
2104

2105 Both actions and events, realized by the SOA services, are denoted by the messages. The Reference  
2106 Model states that the action model characterizes the “permissible set of actions that may be invoked  
2107 against a service.” We extend that notion here to include events and that messages are intended for  
2108 invoking actions or for notification of events.

2109 In Section 3.3.2 we saw that participants interact with each other in order to participate in joint actions. A  
2110 joint action is not itself the same thing as the result of the joint action. When a joint action is participated in  
2111 with a service, the real world effect that results may be reported in the form of an event notification.

### 2112 4.3.3 Message Exchange

2113 *Message exchange* is the means by which service participants (or their delegates) interact with each  
2114 other. There are two primary modes of interaction: joint actions that cause real world effects and  
2115 notification of events that report real world effects<sup>8</sup>.

2116 A message exchange is used to affect an action when the messages contain the appropriately formatted  
2117 content, are directed towards a particular action in accordance with the action model, and the delegates  
2118 involved interpret the message appropriately.

2119 A message exchange is also used to communicate event notifications. An event is an occurrence that is  
2120 of interest to some participant; in our case when some real world effect has occurred. Just as action  
2121 messages have formatting requirements, so do event notification messages. In this way, the Information  
2122 Model of a service must specify the syntax (structure), and semantics (meaning) of the action messages  
2123 and event notification messages as part of a service interface. It must also specify the syntax and  
2124 semantics of any data that is carried as part of a payload of the action or event notification message. The  
2125 Information Model is described in greater detail in the Service Description Model (see Section 4.1).

2126 In addition to the Information Model that describes the syntax and semantics of the messages and data  
2127 payloads, exception conditions and error handling in the event of faults (e.g., network outages, improper  
2128 message formats, etc.) must be specified or referenced as part of the Service Description.

2129 When a message is used to invoke an action, the correct interpretation typically requires the receiver to  
2130 perform an operation, which itself invokes a set of private, internal actions. These **operations** represent  
2131 the sequence of (private) actions a service must perform in order to validly participate in a given joint  
2132 action.

2133 Similarly, the correct consequence of realizing a real world effect may be to initiate the reporting of that  
2134 real world effect via an event notification.

<sup>8</sup> The notion of “joint” in joint action implies that you have to have a speaker *and* a listener in order to interact.

2135 **Message Exchange**

2136 The means by which **joint action** and event notifications are coordinated by service **participants**  
 2137 (or **delegates**).

2138 **Operations**

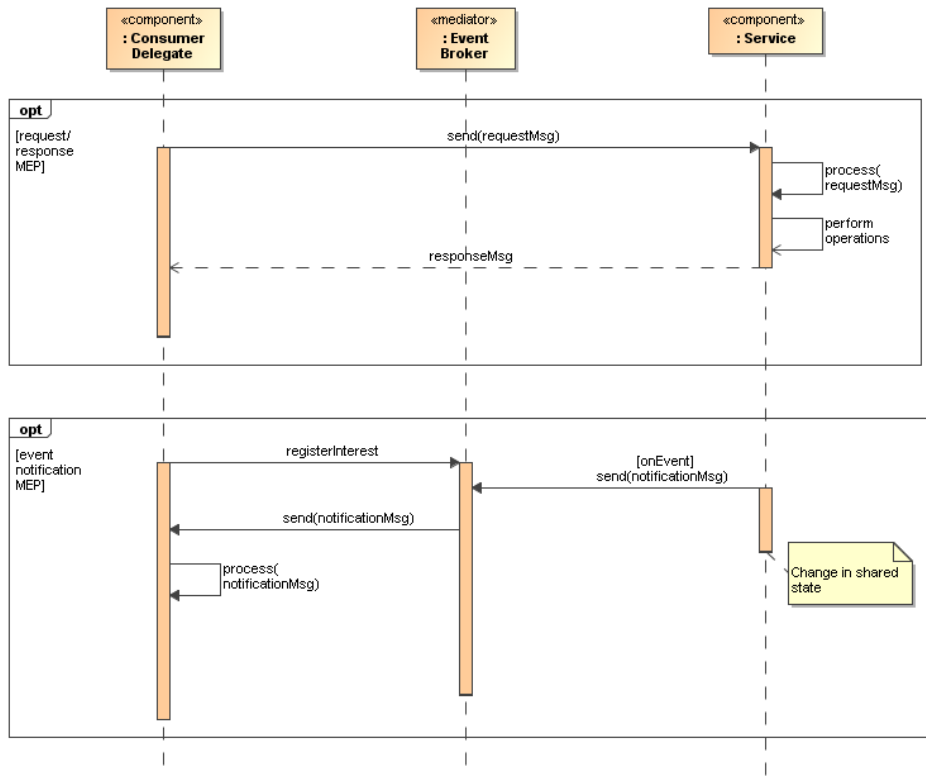
2139 The sequence of **actions** a service must perform in order to validly participate in a given **joint**  
 2140 **action**.

2141 **4.3.3.1 Message Exchange Patterns (MEPs)**

2142 The basic temporal aspect of service interaction can be characterized by two fundamental message  
 2143 exchange patterns (MEPs):

- 2144 • Request/response to represent how actions cause a real world effect
- 2145 • Event notification to represent how events report a real world effect

2146 This is by no means a complete list of all possible MEPs used for inter- or intra-enterprise messaging but  
 2147 it does represent those that are most commonly used in exchange of information and reporting changes  
 2148 in state both within organizations and across organizational boundaries.



2149  
 2150 *Figure 29 - Fundamental SOA message exchange patterns (MEPs)*

2151 Recall from the Reference Model that the Process Model characterizes “the temporal relationships  
 2152 between and temporal properties of actions and events associated with interacting with the service.”  
 2153 Thus, MEPs are a key element of the Process Model. The meta-level aspects of the Process Model (just  
 2154 as with the Action Model) are provided as part of the Service Description Model (see Section 4.1).

2155 In the UML sequence diagram shown in *Figure 29* it is assumed that the service participants (consumer  
 2156 and provider) have delegated message handling to hardware or software delegates acting on their behalf.  
 2157 In the case of the service consumer, this is represented by the *Consumer Delegate* component. In the

2158 case of the service provider, the delegate is represented by the *Service* component. The message  
2159 interchange model illustrated represents a logical view of the MEPs and not a physical view. In other  
2160 words, specific hosts, network protocols, and underlying messaging system are not shown, as these tend  
2161 to be implementation specific. Although such implementation-specific elements are considered outside  
2162 the scope of this document, they are important considerations in modeling the SOA execution context.  
2163 Recall from the Reference Model that the *execution context* of a service interaction is “the set of  
2164 infrastructure elements, process entities, policy assertions and agreements that are identified as part of  
2165 an instantiated service interaction, and thus forms a path between those with needs and those with  
2166 capabilities.”

#### 2167 **4.3.3.2 Request/Response MEP**

2168 In a request/response MEP, the Consumer Delegate component sends a request message to the Service  
2169 component. The Service component then processes the request message. Based on the content of the  
2170 message, the Service component performs the service operation and the associated private actions.  
2171 Following the completion of these operations, a response message is returned to the Consumer Delegate  
2172 component. The response could be that a step in a process is complete, the initiation of a follow-on  
2173 operation, or the return of requested information.<sup>9</sup>

2174 Although the sequence diagram shows a *synchronous* interaction (because the sender of the request  
2175 message, i.e., Consumer Delegate, is blocked from continued processing until a response is returned  
2176 from the Service) other variations of request/response are valid, including *asynchronous* (non-blocking)  
2177 interaction through use of queues, channels, or other messaging techniques.

2178 What is important to convey here is that the request/response MEP represents action, which causes a  
2179 real world effect, irrespective of the underlying messaging techniques and messaging infrastructure used  
2180 to implement the request/response MEP.

#### 2181 **4.3.3.3 Event Notification MEP**

2182 An event is made visible to interested consumers by means of an event notification message exchange  
2183 that reports a real world effect; specifically, a change in shared state between service participants. The  
2184 basic event notification MEP takes the form of a one-way message sent by a notifier component (in this  
2185 case, the Service component) and received by components with an interest in the event (here, the  
2186 Consumer Delegate component).

2187 Often the sending component may not be fully aware of all the components that wish to receive the  
2188 notification; particularly in so-called publish/subscribe (‘pub/sub’) situations. In event notification message  
2189 exchanges, it is rare to have a tightly-coupled link between the sending and the receiving component(s)  
2190 for a number of practical reasons. One of the most common constraints for pub/sub messaging is the  
2191 potential for network outages or communication interrupts that can result in loss of notification of events.  
2192 Therefore, a third-party mediator component is often used to decouple the sending and receiving  
2193 components.

2194 Although this is typically an implementation issue, because this type of **third-party** decoupling is so  
2195 common in event-driven systems, it is warranted for use in modeling this type of message exchange in  
2196 the SOA-RAF. This third-party intermediary is shown in *Figure 29* as an Event Broker mediator. As with  
2197 the request/response MEP, no distinction is made between synchronous versus asynchronous  
2198 communication, although asynchronous message exchange is illustrated in the UML sequence diagram  
2199 depicted in *Figure 29*.

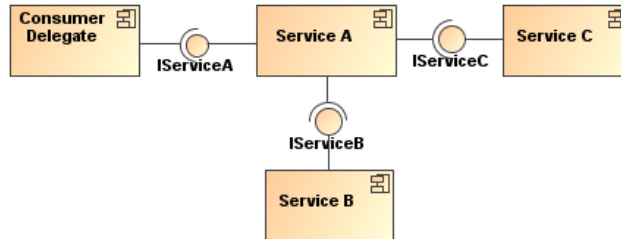
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<sup>9</sup> There are cases when a response is not always desired and this would be an example of a “one-way” MEP. Similarly, while not shown here, there are cases when some type of “callback” MEP is required in which the consumer agent is actually exposed as a service itself and is able to process incoming messages from another service.

#### 2200 4.3.4 Composition of Services

2201 Composition of services is the act of aggregating or 'composing' a single service from one or more other  
2202 services. A simple model of service composition is illustrated in *Figure 30*.



2203 *Figure 30 - Simple model of service composition*

2204  
2205 Here, Service A is a service that has an exposed interface IServiceA, which is available to the Consumer  
2206 Delegate and relies on two other services in its implementation. The Consumer Delegate does not know  
2207 that Services B and C are used by Service A, or whether they are used in serial or parallel, or if their  
2208 operations succeed or fail. The Consumer Delegate only cares about the success or failure of Service A.  
2209 The exposed interfaces of Services B and C (IService B and IServiceC) are not necessarily hidden from  
2210 the Consumer Delegate; only the fact that these services are used as part of the composition of Service  
2211 A. In this example, there is no practical reason the Consumer Delegate could not interact with Service B  
2212 or Service C in some other interaction scenario.

2213 While the service composition is opaque from the Consumer Delegate's perspective, it is transparent to  
2214 the service owner. This transparency is necessary for service management to properly manage the  
2215 dependencies between the services used in constructing the composite service—including managing the  
2216 service's lifecycle. The subject of services as management entities is described and modeled in the  
2217 *Ownership in a SOA Ecosystem* View of the SOA-RAF and is not further elaborated in this section. The  
2218 point to be made here is that there can be different levels of opaqueness or transparency when it comes  
2219 to visibility of service composition.

2220 Services can be composed in a variety of ways, including direct consumer-to-service interaction, by using  
2221 programming techniques or using an intermediary, such as an orchestration engine leveraging higher  
2222 level orchestration languages. Such approaches are further elaborated in the following sub-sections.

#### 2223 4.3.5 Implementing Service Composition

2224 Services are implemented through a combination of processes and collaboration. The concepts involved  
2225 and that would be used in the context of exchanges both within and across organizational boundaries are  
2226 described and modeled as part of the *Participation in a SOA Ecosystem* view of this reference  
2227 architecture (see Section 3).

2228 The principles involved in the composition of services (including but not limited to loose coupling,  
2229 selective transparency and opacity, dynamic interactions) are equally applicable to services which  
2230 implement business processes and collaborations. Business processes and collaborations represent  
2231 complex, multi-step business functions that may involve multiple participants, including internal users both  
2232 within the enterprise and beyond, including external customers, and trading partners. Therefore, such  
2233 complexities cannot simply be ignored when transforming traditional business processes and  
2234 collaborations to their service-oriented variants.

2235 While business processes are primarily concerned with describing how services are invoked and  
2236 executed, business collaborations are more concerned with how actors (usually from different  
2237 organizations) interact to realize a desired effect.

2238 Collaborations can include processes (for example, when one actor executes a particular activity  
2239 according to the predefined steps of a process) as much as processes can include collaborations (a  
2240 predefined step of a particular process may include agreed-upon activities provided by other participants).

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2241 The techniques discussed below can be applied to any combination of services that instantiate service-  
2242 oriented business processes or service-oriented business collaborations.

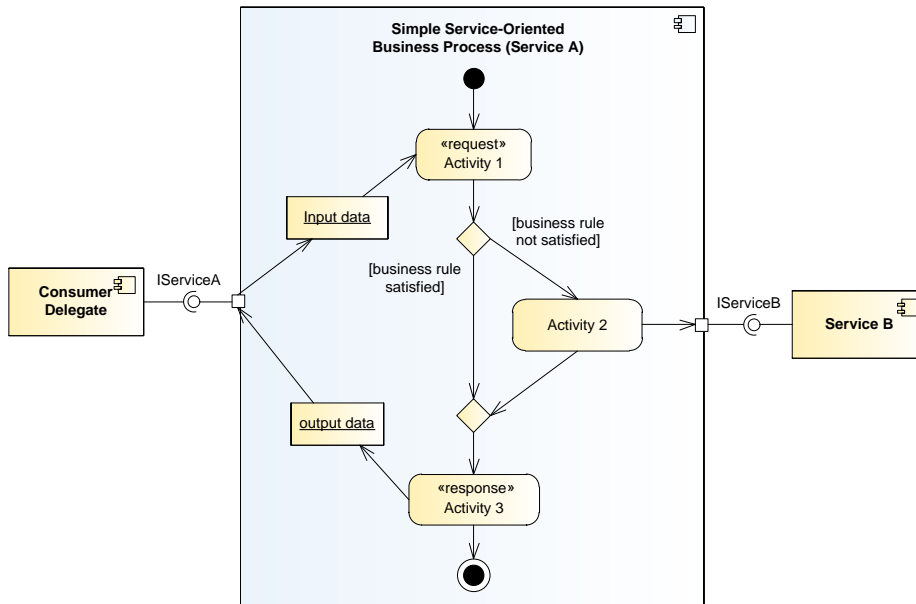
#### 2243 4.3.5.1 Service-Oriented Business Processes

2244 Service orientation as applied to a business process includes

- 2245 • abstracting the set of activities and rules governing a business process; and
- 2246 • composing and exposing the resultant logic as a reusable service.

2247 When business processes are implemented as SOA services, all of the concepts used to describe and  
2248 model composition of services that were articulated in Section 4.3.4 apply.

2249 Business processes have temporal properties and can be short-lived or long-lived. Further, these  
2250 processes may involve many participants and may be important considerations for the consumer of a  
2251 service-oriented business process. For example, a consumer may need to know certain details of the  
2252 business process in order to have confidence in the resulting real world effects. For business processes  
2253 implemented as SOA-based services, ensuring that the meta-level aspects of the service-oriented  
2254 business process are included in its Service Description can provide needed insight for the consumer.



2255  
2256 *Figure 31 - Abstract example of a simple business process exposed as a service*

2257 In Figure 32, we use a UML activity diagram to model the simple service-oriented business process. This  
2258 allows us to capture the major elements, such as the set of related activities to be performed (an activity  
2259 being made up of one or more related actions, as explained in Section 3.3.2); the links between these  
2260 activities in a logical flow; data that is passed between activities, and any relevant business rules that  
2261 govern the transitions between the activities. While specific actions and activities can be readily modeled  
2262 in more detail, they are not illustrated in the model in Figure 32.

2263 This example is based on a request/response MEP and captures how one process can leverage  
2264 fulfillment of a particular activity (Activity 2) leverages by calling upon an externally-provided service,  
2265 Service B. The entire service-oriented business process is exposed as Service A that is accessible via its  
2266 externally visible interface, IServiceA. It is the availability of this external interface, and the description of  
2267 what the service intends, that distinguishes this from a simple business process.

2268 Although not explicitly shown in the model above, it is assumed that there exists a software or hardware  
2269 component that executes the process flow (Functionality of Service A). However, human actors may also

2270 take part. This may be particularly important in cases where the automation fails and human intervention  
2271 becomes necessary.

#### 2272 4.3.5.2 Service-Oriented Business Collaborations

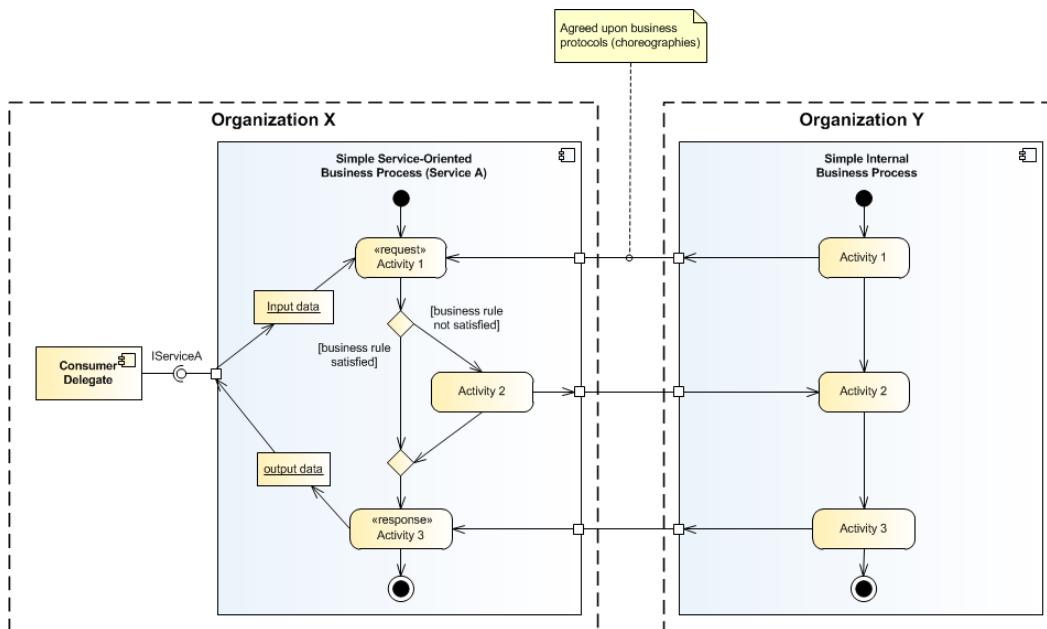
2273 Whereas a service can execute according to a predefined business process determined by one  
2274 organization, service composition can also be accomplished as a cooperation, or business collaboration,  
2275 between actors in different organizations and systems.

2276 In a service-oriented business collaboration, multiple participants interact in a peer-style communication  
2277 as part of some larger business transaction by exchanging messages with trading partners and external  
2278 organizations (e.g., suppliers) [NEWCOMER/LOMOW]. Participants do not necessarily expose the  
2279 entirety of their respective capabilities but rather use service-based interactions to access those  
2280 capabilities needed to fulfill the collaboration.

2281 Service-orientation as applied to a business collaboration includes:

- 2282 - ability of participants to individually provide and commit to what is required during an interaction for a  
2283 collaboration to be successfully realized, including acceptance of preconditions and expected  
2284 outcome;
- 2285 - availability of service functionality sufficient to realize the effects expected from the business  
2286 collaboration;
- 2287 - willingness of participants to engage in interactions that are required as part of the collaboration;
- 2288 - availability of shared state and notifications to all participants who require them, such that they can  
2289 fulfill their respective parts of the collaboration.

2290 Any service contributing to such a service-oriented business collaboration participates “as is”, without  
2291 modification, and consistent with its own service description. Each contributing service is only an  
2292 instrument in the collaboration and is not typically “aware” of its own contribution except as would be  
2293 conveyed through inputs, access to shared states, or event notifications that are generally available to the  
2294 service.



2295  
2296 *Figure 32 - Abstract example of a more complex composition that relies on collaboration*

2297 *Figure 32, which is a variant of the example illustrated earlier (in Figure 31), includes trust boundaries*  
2298 *between two organizations; namely, Organization X and Organization Y. It is assumed that these two*  
2299 *organizations are peer entities that have an interest in a business collaboration, for example,*



2300 Organization X and Organization Y could be trading partners. Organization X retains the service-oriented  
2301 business process Service A, which is exposed to internal consumers via its provided service interface,  
2302 IServiceA. Organization Y also has a business process that is involved in the business collaboration; in  
2303 this example, it is an internal business process but it could also be exposed to potential consumers either  
2304 within or outside its organizational boundary if it is designed as a reusable service in accordance with  
2305 SOA design principles.

2306 In *Figure 32*, the communications between Organization X and Organization Y are shown through ports  
2307 where there are “agreed-upon business protocols” that also cover the order in which activities are carried  
2308 out. These ports do not explicitly show service interfaces in order to emphasize that in the example these  
2309 are not intended to be generally available to any actor in the SOA ecosystem; however, the interfaces  
2310 should adhere to the principles involved in the composition of services.

2311 The message exchanges that are used need to specify how and when to initiate activity by the other  
2312 trading partner, i.e., communication between Organization X and Organization Y. Defining the business  
2313 protocols used in the business collaboration involves precisely specifying the visible message exchange  
2314 behavior and order of each of the parties involved in the protocol, without revealing internal  
2315 implementation details [NEWCOMER/LOMOW]. This is consistent with the Information and Behavior  
2316 Models discussed in the Reference Model and as part of service description in section 4.1.

2317 Business processes and collaboration are thus both facets of SOA service composition. The degree to  
2318 which one predominates over the other (and the mix of the two that emerges) will be a reflection of many  
2319 factors including the relative autonomy of participants and actors, the desired flexibility of a system, the  
2320 extent of trust involved and the assessment of risk, among others.

#### 2321 4.3.6 Architectural Implications of Interacting with Services

2322 Interacting with Services has the following architectural implications on mechanisms that facilitate service  
2323 interaction:

- 2324 • A well-defined service Information Model **MUST** be provided that:
    - 2325 ○ describes the syntax and semantics of the messages used to denote actions and events;
2326 ○ describes the syntax and semantics of the data payload(s) contained within messages;
2327 ○ documents exception conditions in the event of faults due to network outages, improper  
2328 message/data formats, etc.;2329 ○ is both human readable and machine processable;2330 ○ is referenceable from the Service Description artifact.
- 2331 • A well-defined service Behavior Model (as defined in the SOA-RM) **MUST** be provided that:
  - 2332 ○ characterizes the knowledge of the actions invoked against the service and events that  
2333 report real world effects as a result of those actions;
2334 ○ characterizes the temporal relationships and temporal properties of actions and events  
2335 associated in a service interaction;
- 2336 ○ describe activities involved in a workflow activity that represents a unit of work;2337 ○ describes the role (s) performed in a service-oriented business process or service-
- 
- 2338 oriented business collaboration;2339 ○ is both human readable and machine processable;2340 ○ is referenceable from the Service Description artifact.
- 2341 • Mechanisms **MUST** be included to support composition of service-oriented business processes and  
2342 service-oriented business collaborations such as:
  - 2343 ○ Declarative and programmatic compositional languages;
2344 ○ Orchestration and/or choreography engines that support multi-step processes as part of a  
2345 short-lived or long-lived business transaction;
- 2346 ○ Orchestration and/or choreography engines that support compensating transactions in
- 
- 2347 the presences of exception and fault conditions.
- 2348 • Infrastructure **MUST** be specified that provides mechanisms to support service interaction, including  
2349 but not limited to:
  - 2350 ○ mediation within service interactions based on shared semantics;
2351 ○ translation and transformation of multiple application-level protocols to standard network  
2352 transport protocols;



- 2353                   o auditing and logging that provide a data store and mechanism to record information  
2354                   related to service interaction activity such as message traffic patterns, security violations,  
2355                   and service contract and policy violations  
2356                   o security that provides authorization and authentication support, etc., which provide  
2357                   protection against common security threats in a SOA ecosystem;  
2358                   o monitoring such as hardware and software mechanisms that both monitor the  
2359                   performance of systems that host services and network traffic during service interaction,  
2360                   and are capable of generating regular monitoring reports.  
2361                   • In a service-oriented business collaboration, any language used **MUST** be capable of describing the  
2362                   coordination required of those service-oriented business processes that cross organizational  
2363                   boundaries. This **SHOULD** provide for contingencies, in case of an upset or when automation fails,  
2364                   including any necessary human intervention.

## 2365 4.4 Policies and Contracts Model

2366 A common phenomenon of many machines and systems is that the scope of potential behavior is much  
2367 broader than is actually needed for a particular circumstance. This is especially true of a system as  
2368 powerful as a SOA ecosystem. As a result, the behavior and performance of the system tend to be under-  
2369 constrained by the implementation; instead, the actual behavior is expressed by means of policies of  
2370 some form. Policies define the choices that stakeholders make; these choices are used to guide the  
2371 actual behavior of the system to the desired behavior and performance.

2372 As noted in Section 3.2.5.2, a policy is an expression of constraints that is promulgated by a stakeholder  
2373 who has the responsibility of ensuring that the constraint is enforceable. In contrast, contracts are  
2374 **agreements** between participants.

2375 While responsibility for enforcement may differ, both contracts and policies share a common characteristic  
2376 – there is a constraint that must be enforced. In both cases, the mechanisms needed to enforce  
2377 constraints are likely to be identical; in this model, we focus on the issues involved in representing  
2378 policies and contracts and on some of the principles behind their enforcement.

### 2379 4.4.1 Policy and Contract Representation

2380 A policy constraint is a specific kind of constraint: the ontology of policies and contracts includes the core  
2381 concepts of permission, obligation, owner, and subject. In addition, it may be necessary to be able to  
2382 combine policy constraints and to be able to resolve policy conflicts.

#### 2383 Policy Framework

2384 A policy framework is a language in which **policy constraints** may be expressed.

2385 A policy framework combines syntax for expressing policy constraints together with a decision procedure  
2386 for determining if a policy constraint is satisfied.

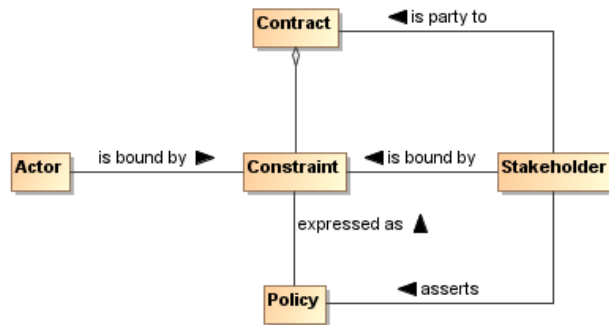


Figure 33 - Policies and Contracts

2387  
2388

2389 We can characterize a policy framework in terms of a **logical framework** and an ontology of policies. The  
2390 **policy ontology** details specific kinds of policy constraints that can be expressed; and the logical  
2391 framework is a 'glue' that allows us to express combinations of policies.

2392 **Logical Framework**

2393 A linguistic framework consisting of a syntax – a way of writing expressions – and a semantics –  
2394 a way of interpreting the expressions.

2395 **Policy Ontology**

2396 A formalization of a set of concepts that are relevant to forming policy expressions.

2397 For example, a policy ontology that allows identification of simple constraints – such as the existence of a  
2398 property, or that a value of a property should be compared to a fixed value – is often enough to express  
2399 many basic constraints.

2400 Included in many policy ontologies are the basic signals of permissions and obligations. Some policy  
2401 frameworks are sufficiently constrained that there is no possibility of representing an obligation; in which  
2402 case there is often no need to 'call out' the distinction between permissions and obligations.

2403 The logical framework is also a strong determiner of the expressivity of the policy framework: the richer  
2404 the logical framework, the richer the set of policy constraints that can be expressed. However, there is a  
2405 strong inverse correlation such that increasing expressivity yields less ease and greater inefficiency of  
2406 implementation.

2407 In the discussion that follows we assume the following basic policy ontology:

2408 **Policy Owner**

2409 A **stakeholder** that asserts and enforces the **policy**.

2410 **Policy Subject**

2411 An **actor** whose action, or a **resource** whose maintenance or use, is constrained by a **policy**.

2412 **Policy Constraint**

2413 A measurable and enforceable assertion found within a **policy**.

2414 **Policy Object**

2415 An identifiable **state, action** or **resource** that is potentially constrained by the **policy**.

2416 **4.4.2 Policy and Contract Enforcement**

2417 The enforcement of policy constraints has to address two core problems: how to enforce the atomic policy  
2418 constraints, and how to enforce combinations of policy constraints. In addition, it is necessary to address  
2419 the resolution of policy conflicts. Contracts are the documented agreement between two or more parties  
2420 but otherwise have the same enforcement requirements as policies.

#### 2421 4.4.2.1 Enforcing Simple Policy Constraints

2422 The two primary kinds of policy constraint – permission and obligation – naturally lead to different styles  
2423 of enforcement. A permission constraint must typically be enforced prior to the policy subject invoking the  
2424 policy object. On the other hand, an obligation constraint must typically be enforced after the fact through  
2425 some form of auditing process and remedial action.

2426 For example, if a communications policy required that all communication be encrypted, this is enforceable  
2427 at the point of communication: any attempt to communicate a message that is not encrypted can be  
2428 blocked.

2429 Similarly, an obligation to pay for services rendered is enforced by ensuring that payment arrives within a  
2430 reasonable period of time. Invoices are monitored for prompt (or lack of) payment.

2431 The key concepts in enforcing both forms of policy constraint are the policy decision and the policy  
2432 enforcement.

##### 2433 Policy Decision

2434 A determination as to whether a given **policy constraint** is satisfied.

2435 A policy decision is effectively a measurement of some state – typically a portion of the SOA ecosystem's  
2436 **shared state**. This implies a certain *timeliness* in the measuring: a measurement that is too early or is too  
2437 late does not actually help in determining if the policy constraint is satisfied appropriately.

##### 2438 Policy Enforcement

2439 A mechanism that limits the behavior and/or **state of policy subjects** to comply with a **policy**  
2440 **decision**.

2441 A policy enforcement implies the use of some mechanism to ensure compliance with a policy decision.

2442 The range of mechanisms is completely dependent on the kinds of atomic policy constraints that the  
2443 policy framework may support. ~~As noted above, the two primary styles of constraint – permission and  
2444 obligation – lead to different styles of enforcement.~~

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#### 2445 4.4.2.2 Conflict Resolution

2446 Whenever it is possible that more than one policy constraint applies in a given situation, there is the  
2447 potential that the policy constraints themselves are not mutually consistent. For example, a policy  
2448 constraint that requires communication to be encrypted and a policy constraint that requires an  
2449 administrator to read every communication conflict with each other – the two policy constraints cannot  
2450 both be satisfied concurrently.

2451 In general, with sufficiently rich policy frameworks, it is not possible to always resolve policy conflicts  
2452 automatically. However, a reasonable approach is to augment the policy decision process with simple  
2453 policy conflict resolution rules; with the potential for *escalating* a policy conflict to human adjudication.

##### 2454 Policy Conflict

2455 A state in a **policy decision** process in which the satisfaction of one or more **policy constraints**  
2456 leads directly to the violation of one or more other policy constraints.

##### 2457 Policy Conflict Resolution

2458 A **rule** determining which **policy constraint(s)** should prevail if a **policy conflict** occurs.

2459 The inevitable consequence of policy conflicts is that it is not possible to guarantee that all policy  
2460 constraints are satisfied at all times. This, in turn, implies certain *flexibility* in the application of policy  
2461 constraints: each individual constraint may not always be honored.

#### 2462 4.4.3 Architectural Implications

2463 The key choices that must be made in a system of policies center on the policy framework, policy  
2464 enforcement, and conflict resolution:

- 2465 • There **SHOULD** be a standard policy framework that is adopted across ownership domains within the  
2466 SOA ecosystem:

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- 2467 ○ This framework **MUST** permit the expression of simple policy constraints
- 2468 ○ The framework **MAY** allow (to a varying extent) the combination of policy constraints,
- 2469 including:
  - 2470 • Both positive and negative constraints
  - 2471 • Conjunctions and disjunctions of constraints
  - 2472 • The quantification of constraints
- 2473 ○ The framework **MUST** at least allow the policy subject and the policy object to be identified as
- 2474 well as the policy constraint.
- 2475 ○ The framework **MAY** allow further structuring of policies into modules, inheritance between
- 2476 policies and so on.
- 2477 • There **SHOULD** be mechanisms that facilitate the application of policies:
  - 2478 ○ There **SHOULD** be mechanisms that allow policy decisions to be made, consistent with the
  - 2479 policy frameworks.
  - 2480 ○ There **SHOULD** be mechanisms to enforce policy decisions:
    - 2481 • There **SHOULD** be mechanisms to support the measurement of whether certain
    - 2482 policy constraints are satisfied, or to what degree they are satisfied.
    - 2483 • Such enforcement mechanisms **MAY** include support for both permission-style
    - 2484 constraints and obligation-style constraints.
    - 2485 • Enforcement mechanisms **MAY** support the simultaneous enforcement of multiple
    - 2486 policy constraints across multiple points in the SOA ecosystem.
  - 2487 ○ There **SHOULD** be mechanisms to resolve policy conflicts:
    - 2488 • This **MAY** involve escalating policy conflicts to human adjudication.
  - 2489 ○ There **SHOULD** be mechanisms that support the management and promulgation of policies.

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2490 **5 Ownership in a SOA Ecosystem View**

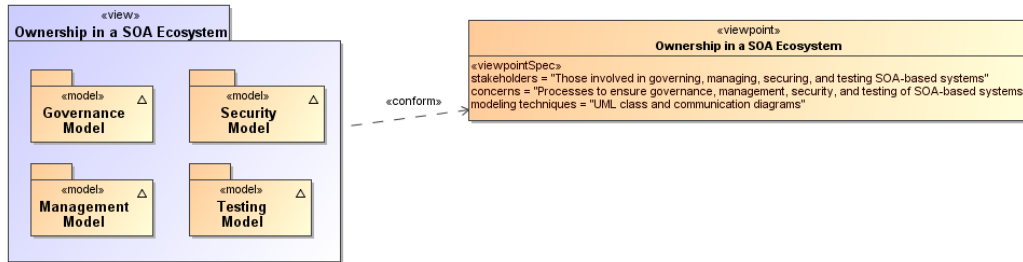
2491 *Governments are instituted among Men,*  
2492 *deriving their just power from the consent of the governed*  
2493 *American Declaration of Independence*

2494  
2495 The *Ownership in a SOA Ecosystem View* focuses on the issues, requirements and responsibilities  
2496 involved in owning a SOA-based system.

2497 Ownership of a SOA-based system in a SOA ecosystem raises significantly different challenges to  
2498 owning other complex systems – such as Enterprise suites – because there are strong limits on the  
2499 control and authority of any one party when a system spans multiple ownership domains.

2500 Even when a SOA-based system is deployed internally within an organization, there are multiple internal  
2501 stakeholders involved and there may not be a simple hierarchy of control and management. Thus, an  
2502 early consideration of how multiple boundaries affect SOA-based systems provides a firm foundation for  
2503 dealing with them in whatever form they are found rather than debating whether the boundaries should  
2504 exist.

2505 This view focuses on the governance and management of SOA-based systems, on the security  
2506 challenges involved in running a SOA-based system, and testing challenges.



2507  
2508 *Figure 34 - Model Elements Described in the Ownership in a SOA Ecosystem View*

2509 The following subsections present models of these functions.

2510 **5.1 Governance Model**

2511 The Reference Model defines Service Oriented Architecture as an architectural paradigm for organizing  
2512 and utilizing distributed capabilities that may be under the control of different ownership domains [SOA-  
2513 RM]. Consequently, it is important that organizations that plan to engage in service interactions adopt  
2514 governance policies and procedures sufficient to ensure that there is standardization across both internal  
2515 and external organizational boundaries to promote the effective creation and use of SOA-based services.

2516 **5.1.1 Understanding Governance**

2517 **5.1.1.1 Terminology**

2518 Governance is about making decisions that are aligned with the overall organizational strategy and  
2519 culture of the enterprise. **[HOTLE]** It specifies the decision rights and accountability framework to  
2520 encourage desirable behaviors **[WEILL]** towards realizing the strategy and defines incentives (positive or  
2521 negative) towards that end. It is less about overt control and strict adherence to rules, and more about  
2522 guidance and effective and equitable usage of resources to ensure sustainability of an organization's  
2523 strategic objectives. **[TOGAF v9]**

2524 To accomplish this, governance requires organizational structure and processes and must identify who  
2525 has authority to define and carry out its mandates. It must address the following questions:

- 2526 1. what decisions must be made to ensure effective management and use?,
- 2527 2. who should make these decisions?,
- 2528 3. how will these decisions be made and monitored? , and
- 2529 4. how will these decisions be communicated?

2530 The intent is to achieve goals, add value, and reduce risk.

2531 Within a single ownership domain such as an enterprise, generally there is a hierarchy of governance  
2532 structures. Some of the more common enterprise governance structures include corporate governance,  
2533 technology governance, IT governance, and architecture governance [TOGAF v9]. These governance  
2534 structures can exist at multiple levels (global, regional, and local) within the overall enterprise.

2535 It is often asserted that SOA governance is a specialization of IT governance as there is a natural  
2536 hierarchy of these types of governance structures; however, the focus of SOA governance is less on  
2537 decisions to ensure effective management and use of IT as it is to ensure effective management and use  
2538 of SOA-based systems. Certainly, SOA governance must still answer the basic questions also associated  
2539 with IT governance, i.e., who should make the decisions, and how these decisions will be made and  
2540 monitored.

#### 2541 **5.1.1.2 Relationship to Management**

2542 There is often confusion centered on the relationship between governance and management. As  
2543 described earlier, governance is concerned with decision making. Management, on the other hand, is  
2544 concerned with execution. Put another way, governance describes the world as **leadership** wants it to  
2545 be; management executes activities that intend to make the leadership's desired world a reality. Where  
2546 governance determines who has the authority and responsibility for making decisions and the  
2547 establishment of guidelines for how those decisions should be made, management is the actual process  
2548 of making, implementing, and measuring the impact of those decisions. Consequently, governance and  
2549 management work in concert to ensure a well-balanced and functioning organization as well as an  
2550 ecosystem of inter-related organizations. In the sections that follow, we elaborate further on the  
2551 relationship between governance and management in terms of setting and enforcing service policies,  
2552 contracts, and standards as well as addressing issues surrounding regulatory compliance.

#### 2553 **5.1.1.3 Why is SOA Governance Important?**

2554 One of the hallmarks of SOA that distinguishes it from other architectural paradigms for distributed  
2555 computing is the ability to provide a uniform means to offer, discover, interact with and use capabilities  
2556 (as well the ability to compose new capabilities from existing ones) all in an environment that transcends  
2557 domains of ownership. Consequently, ownership, and issues surrounding it, such as obtaining acceptable  
2558 terms and conditions (T&Cs) in a contract, is one of the primary topics for SOA governance. Generally, IT  
2559 governance does not include T&Cs, for example, as a condition of use as its primary concern.

2560 Just as other architectural paradigms, technologies, and approaches to IT are subject to change and  
2561 evolution, so too is SOA. Setting policies that allow change management and evolution, establishing  
2562 strategies for change, resolving disputes that arise, and ensuring that SOA-based systems continue to  
2563 fulfill the goals of the business are all reasons why governance is important to SOA.

#### 2564 **5.1.1.4 Governance Stakeholders and Concerns**

2565 As noted in Section 3.2.1 the participants in a service interaction include the service provider, the service  
2566 consumer, and other interested or unintentional third parties. Depending on the circumstances, it may  
2567 also include the owners of the underlying capabilities that the SOA services access. Governance must  
2568 establish the policies and rules under which duties and responsibilities are defined and the expectations  
2569 of participants are grounded. The expectations include transparency in aspects where transparency is  
2570 mandated; trust in the impartial and consistent application of governance; and assurance of reliable and  
2571 robust behavior throughout the SOA ecosystem.

2572 **5.1.2 A Generic Model for Governance**

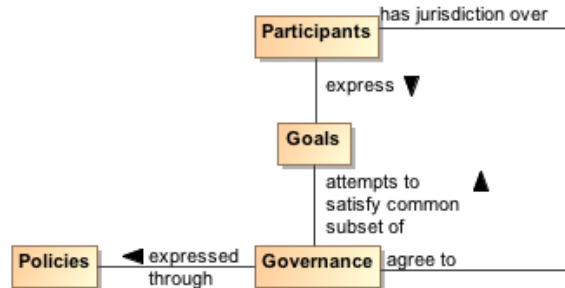
2573 **Governance**

2574 The prescription of conditions and constraints consistent with satisfying common goals and the  
2575 structures and processes needed to define and respond to actions taken towards realizing those  
2576 goals.

2577 The following is a generic model of governance represented by segmented models that begin with  
2578 motivation and proceed through measuring compliance. It is not all-encompassing but a focused subset  
2579 that captures the aspects necessary to describe governance for SOA. It does not imply that practical  
2580 application of governance is a single, isolated instance of these models; in reality, there may be  
2581 hierarchical and parallel chains of governance that deal with different aspects or focus on different goals.  
2582 This is discussed further in section 5.1.2.5. The defined models are simultaneously applicable to each of  
2583 the overlapping instances.

2584 A given enterprise may already have portions of these models in place. To a large extent, the models  
2585 shown here are not specific to SOA; discussions on direct applicability begin in section 5.1.3.

2586 **5.1.2.1 Motivating Governance**



2587  
2588 *Figure 35 - Motivating Governance*

2589 An organizational domain such as an enterprise is made up of participants who may be individuals or  
2590 groups of individuals forming smaller organizational units within the enterprise. The overall business  
2591 strategy should be consistent with the goals of the participants; otherwise, the business strategy would  
2592 not provide value to the participants and governance towards those ends becomes difficult if not  
2593 impossible. This is not to say that an instance of governance simultaneously satisfies all the goals of all  
2594 the participants; rather, the goals of any governance instance must sufficiently satisfy a useful subset of  
2595 each participant's goals so as to provide value and ensure the cooperation of all the participants.

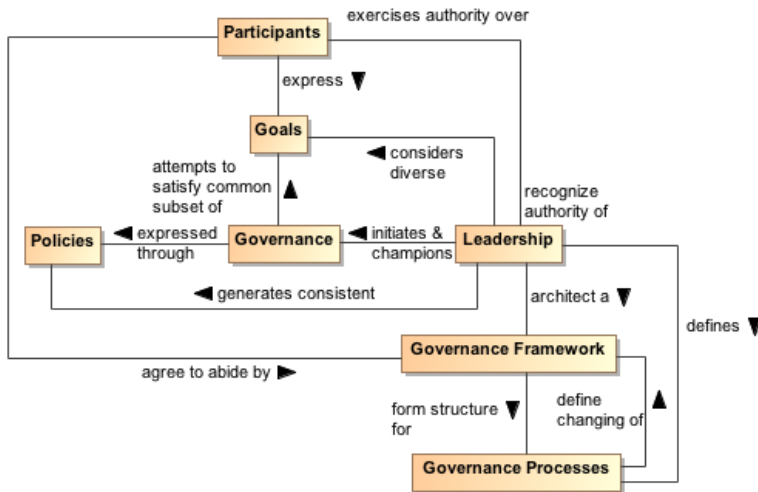
2596 A policy is the formal characterization of the conditions and constraints that governance deems as  
2597 necessary to realize the goals which it is attempting to satisfy. Policy may identify required conditions or  
2598 actions or may prescribe limitations or other constraints on permitted conditions or actions. For example,  
2599 a policy may prescribe that safeguards must be in place to prevent unauthorized access to sensitive  
2600 material. It may also prohibit use of computers for activities unrelated to the specified work assignment.  
2601 Policy is made operational through the promulgation and implementation of Rules and Regulations (as  
2602 defined in section 5.1.2.3).

2603 As noted in section 4.4.2, policy may be asserted by any participant or on behalf of the participant by its  
2604 organization. Part of the purpose of governance is to arbitrate among diverse goals of participants and  
2605 the diverse policies articulated to realize those goals. The intent is to form a consistent whole that allows  
2606 governance to minimize ambiguity about its purpose. While resolving all ambiguity would be an ideal, it is  
2607 unlikely that all inconsistencies will be identified and resolved before governance becomes operational.

2608 For governance to have effective jurisdiction over participants, there must be some degree of agreement  
2609 by all participants that they will abide by the governance mandates. A minimal degree of agreement often  
2610 presages participants who 'slow-roll' if not actively rejecting compliance with policies that express the  
2611 specifics of governance.



2612 **5.1.2.2 Setting Up Governance**



2613 *Figure 36 - Setting Up Governance*

2614 **Leadership**

2615 The entity having the **responsibility** and **authority** to generate consistent **policies** through which  
 2616 the goals of **governance** can be expressed and to define and champion the structures and  
 2617 processes through which governance is realized.  
 2618

2619 **Governance Framework**

2620 The set of organizational structures that enable **governance** to be consistently defined, clarified,  
 2621 and as needed, modified to respond to changes in its domain of concern.

2622 **Governance Process**

2623 The defined set of activities performed within the **Governance Framework** to enable the  
 2624 consistent definition, application, and as needed, modification of **rules** that organize and regulate  
 2625 the activities of **participants** for the fulfillment of expressed **policies**.

2626 See section 5.1.2.3 for elaboration on the relationship of Governance Processes and Rules.

2627 As noted earlier, governance requires an appropriate organizational structure and identification of who  
 2628 has authority to make governance decisions. In *Figure 36*, the entity with governance authority is  
 2629 designated the Leadership. This is someone, possibly one or more of the participants, which participants  
 2630 recognize as having authority for a given purpose or over a given set of issues or concerns.

2631 The leadership is responsible for prescribing or delegating a working group to prescribe the governance  
 2632 framework that forms the structure for governance processes that define how governance is to be carried  
 2633 out. This does not itself define the specifics of how governance is to be applied, but it does provide an  
 2634 unambiguous set of procedures that should ensure consistent actions which participants agree are fair  
 2635 and account for sufficient input on the subjects to which governance is applied.

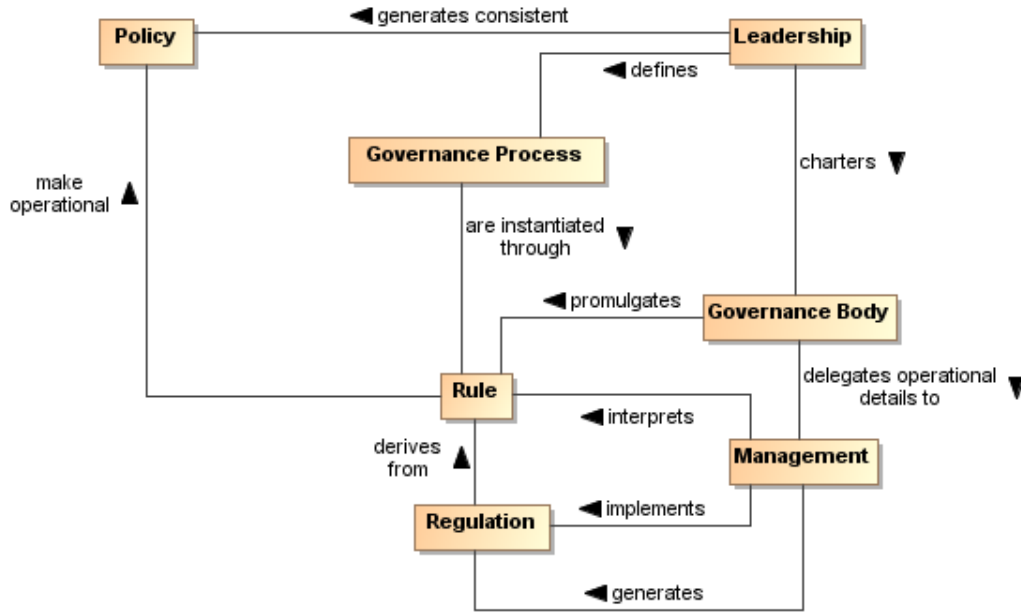
2636 The participants may be part of the working group that codifies the governance framework and  
 2637 processes. When complete, the participants must acknowledge and agree to abide by the products  
 2638 generated through application of this structure.

2639 The governance framework and processes are often documented in the constitution or charter of a body  
 2640 created or designated to oversee governance. This is discussed further in the next section. Note that the  
 2641 governance processes should also include those necessary to modify the governance framework itself.

2642 An important function of leadership is not only to initiate but also be the consistent champion of  
 2643 governance. Those responsible for carrying out governance mandates must have leadership who make it

2644 clear to participants that expressed policies are seen as a means to realizing established goals and that  
 2645 compliance with governance is required.

2646 **5.1.2.3 Carrying Out Governance**



2647  
 2648 *Figure 37 - Carrying Out Governance*

2649 **Rule**

2650 A prescribed guide for carrying out activities and processes leading to desired results, e.g. the  
 2651 operational realization of **policies**.

2652 **Regulation**

2653 A mandated process or the specific details that derive from the interpretation of **rules** and lead to  
 2654 measureable quantities against which compliance can be measured.

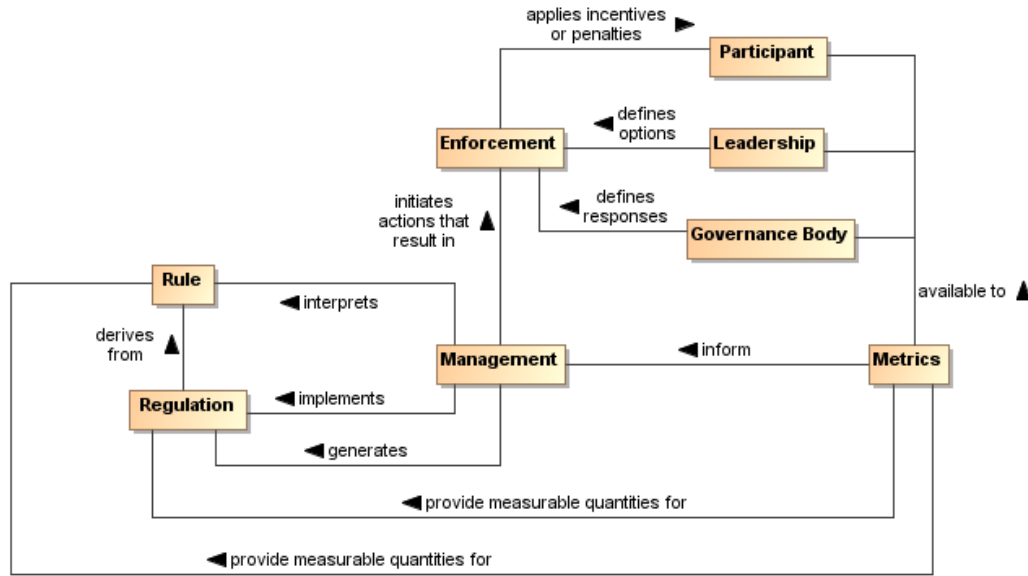
2655 To carry out governance, leadership charts a governance body to promulgate the rules needed to make  
 2656 the policies operational. The governance body acts in line with governance processes for its rule-making  
 2657 process and other functions. Whereas governance is the setting of policies and defining the rules that  
 2658 provide an operational context for policies, governance body may delegate the operational details of  
 2659 governance to management. Management generates regulations that specify details for rules and other  
 2660 procedures to implement both rules and regulations. For example, leadership could set a policy that all  
 2661 authorized parties should have access to data, the governance body would promulgate a rule that PKI  
 2662 certificates are required to establish identity of authorized parties, and management can specify a  
 2663 regulation of who it deems to be a recognized PKI issuing body. In summary, policy is a predicate to be  
 2664 satisfied and rules prescribe the activities by which that satisfying occurs. A number of rules may be  
 2665 required to satisfy a given policy; the carrying out of a rule may contribute to several policies being  
 2666 realized.

2667 Whereas the governance framework and processes are fundamental for having participants acknowledge  
 2668 and commit to compliance with governance, the rules and regulations provide operational constraints that  
 2669 may require resource commitments or other levies on the participants. It is important for participants to  
 2670 consider the framework and processes to be fair, unambiguous, and capable of being carried out in a  
 2671 consistent manner and to have an opportunity to formally accept or ratify this situation. **rules-Rules** and  
 2672 regulations, however, do not require individual acceptance by any given participant although some level

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2673 of community comment may be part of the governance processes. Having agreed to governance, the  
 2674 participants are bound to comply or be subject to prescribed mechanisms for enforcement.

2675 **5.1.2.4 Ensuring Governance Compliance**



2676  
 2677 *Figure 38 - Ensuring Governance Compliance*

2678 Setting rules and regulations does not ensure effective governance unless compliance can be measured  
 2679 and rules and regulations can be enforced. Metrics are those conditions and quantities that can be  
 2680 measured to characterize actions and results. Rules and regulations must be based on collected metrics,  
 2681 or there is no means for management to assess compliance. The metrics are available to the participants,  
 2682 the leadership, and the governance body so what is measured and the results of measurement are clear  
 2683 to everyone.

2684 The leadership in its relationship with participants has certain options that can be used for enforcement. A  
 2685 common option may be to affect future funding. The governance body defines specific enforcement  
 2686 responses, such as what degree of compliance is necessary for full funding to be restored. It is up to  
 2687 management to identify compliance shortfalls and to initiate the enforcement process.

2688 Note, enforcement does not strictly need to be negative consequences. Management can use metrics to  
 2689 identify exemplars of compliance and leadership can provide options for rewarding the participants. The  
 2690 governance body defines awards or other incentives.

2691 **5.1.2.5 Considerations for Multiple Governance Chains**

2692 As noted in section 5.1.2, instances of the governance model often occur as a tiered arrangement, with  
 2693 governance at some level delegating specific authority and responsibility to accomplish a focused portion  
 2694 of the original level's mandate. For example, a corporation may encompass several lines of business and  
 2695 each line of business governs its own affairs in a manner that is consistent with and contributes to the  
 2696 goals of the parent organization. Within the line of business, an IT group may be given the mandate to  
 2697 provide and maintain IT resources, giving rise to IT governance.

2698 In addition to tiered governance, there may be multiple governance chains working in parallel. For  
 2699 example, a company making widgets has policies intended to ensure they make high quality widgets and  
 2700 make an impressive profit for their shareholders. On the other hand, Sarbanes-Oxley is a parallel  
 2701 governance chain in the United States that specifies how the management must handle its accounting

2702 and information that must be given to its shareholders. The parallel chains may just be additive or may be  
2703 in conflict and require some harmonization.

2704 Being distributed and representing different ownership domains, a SOA participant falls under the  
2705 jurisdiction of multiple governance domains simultaneously and may individually need to resolve  
2706 consequent conflicts. The governance domains may specify precedence for governance conformance or  
2707 it may fall to the discretion of the participant to decide on the course of actions they believe appropriate.

## 2708 **5.1.3 Governance Applied to SOA**

### 2709 **5.1.3.1 Where SOA Governance is Different**

2710 SOA governance is often discussed in terms of IT governance, but rather than a parent-child relationship,  
2711 *Figure 39* shows the two as siblings within the general governance described in section 5.1.2. There are  
2712 obvious dependencies and a need for coordination between the two, but the idea of aligning IT with  
2713 business already demonstrates that resource providers and resource consumers must be working  
2714 towards common goals if they are to be productive and efficient. While SOA governance is shown to be  
2715 active in the area of infrastructure, it is a specialized concern for having a dependable platform to support  
2716 service interaction; a range of traditional IT issues is therefore out of scope of this document. A SOA  
2717 governance plan for an enterprise will not of itself resolve shortcomings with the enterprise's IT  
2718 governance.

2719 Governance in the context of SOA is that organization of services: that promotes their visibility; that  
2720 facilitates interaction among service participants; and that directs that the results of service interactions  
2721 are those real world effects as described within the service description and constrained by policies and  
2722 contracts as assembled in the execution context.

2723 SOA governance must specifically account for control across different ownership domains, i.e. all the  
2724 participants may not be under the jurisdiction of a single governance authority. However, for governance  
2725 to be effective, the participants must agree to recognize the authority of the governance body and must  
2726 operate within the Governance Framework and through the Governance Processes so defined.

2727 SOA governance must account for interactions across ownership boundaries, which may also imply  
2728 across enterprise governance boundaries. For such situations, governance emphasizes the need for  
2729 agreement that some governance framework and governance processes have jurisdiction, and the  
2730 governance defined must satisfy the goals of the participants for cooperation to continue. A standards  
2731 development organization such as OASIS is an example of voluntary agreement to governance over a  
2732 limited domain to satisfy common goals.

2733 The specifics discussed in the figures in the previous sections are equally applicable to governance  
2734 across ownership boundaries as it is within a single boundary. There is a charter agreed to when  
2735 participants become members of the organization, and this charter sets up the structures and processes  
2736 to be followed. Leadership may be shared by the leadership of the overall organization and the leadership  
2737 of individual groups themselves chartered per the governance processes. There are rules and regulations  
2738 specific to individual efforts for which participants agree to local goals, and enforcement can be loss of  
2739 voting rights or under extreme circumstances, expulsion from the group.

2740 Thus, the major difference for SOA governance is an appreciation for the cooperative nature of the  
2741 enterprise and its reliance on furthering common goals if productive participation is to continue.

### 2742 **5.1.3.2 What Must be Governed**

2743 An expected benefit of employing SOA principles is the ability to quickly bring resources to bear to deal  
2744 with unexpected and evolving situations. This requires a great deal of confidence in the underlying  
2745 capabilities that can be accessed and in the services that enable the access. It also requires considerable  
2746 flexibility in the ways these resources can be employed. Thus, SOA governance requires establishing  
2747 confidence and trust (see Section 3.2.5.1) while instituting a solid framework that enables flexibility,  
2748 indicating a combination of strict control over a limited set of foundational aspects but minimum  
2749 constraints beyond those bounds.

2750

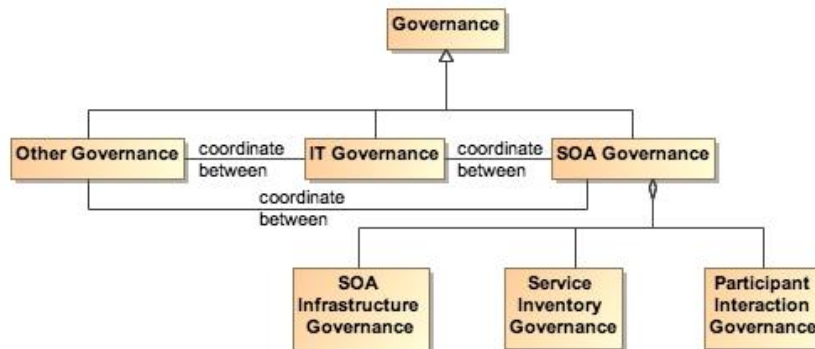


Figure 39 - Relationship Among Types of Governance

2751  
2752  
2753 SOA governance applies to three aspects of service definition and use:

- 2754 • SOA infrastructure – the ‘plumbing’ that provides utility functions that enable and support the use
- 2755 of the service
- 2756 • Service inventory – the requirements on a service to permit it to be accessed within the
- 2757 infrastructure
- 2758 • Participant interaction – the consistent expectations with which all participants are expected to
- 2759 comply

#### 2760 5.1.3.2.1 Governance of SOA Infrastructure

2761 The SOA infrastructure is likely composed of several families of SOA services that provide access to  
2762 fundamental computing business services. These include, among many others, services such as  
2763 messaging, security, storage, discovery, and mediation. The provisioning of an infrastructure on which  
2764 these services may be accessed and the general realm of those contributing as utility functions of the  
2765 infrastructure are a traditional IT governance concern. In contrast, the focus of SOA governance is how  
2766 the existence and use of the services enables the SOA ecosystem.

2767 By characterizing the environment as containing families of SOA services, the assumption is that there  
2768 may be multiple approaches to providing the business services or variations in the actual business  
2769 services provided. For example, discovery could be based on text search, on metadata search, on  
2770 approximate matches when exact matches are not available, and numerous other variations. The  
2771 underlying implementation of search algorithms are not the purview of SOA governance, but the access  
2772 to the resulting service infrastructure enabling discovery must be stable, reliable, and extremely robust to  
2773 all operating conditions. Such access enables other specialized SOA services to use the infrastructure in  
2774 dependable and predictable ways, and is where governance is important.

#### 2775 5.1.3.2.2 Governance of the Service Inventory

2776 Given an infrastructure in which other SOA services can operate, a key governance issue is which SOA  
2777 services to allow in the ecosystem. The major concern should be a definition of well-behaved services,  
2778 where the required behavior will inherit their characteristics from experiences with distributed computing  
2779 but also evolve with SOA experience. A major need for ensuring well-behaved services is collecting  
2780 sufficient metrics to know how the service affects the SOA infrastructure and whether it complies with  
2781 established infrastructure policies.

2782 Another common concern of service approval is whether there is a possibility of duplication of function by  
2783 multiple services. Some governance models talk to a tightly controlled environment where a primary  
2784 concern is to avoid any service duplication. Other governance models talk to a market of services where  
2785 the consumers have wide choices. For the latter, it is anticipated that the better services will emerge from  
2786 market consensus and the availability of alternatives will drive innovation.

2787 Some combination of control and openness will emerge, possibly with a different appropriate balance for  
2788 different categories of use. For SOA governance, the issue is less which services are approved but rather  
2789 ensuring that sufficient description is available to support informed decisions for appropriate use. Thus,  
2790 SOA governance should concentrate on identifying the required attributes to adequately describe a  
2791 service, the required target values of the attributes, and the standards for defining the meaning of the  
2792 attributes and their target values. Governance may also specify the processes by which the attribute  
2793 values are measured and the corresponding certification that some realized attribute set may imply.

2794 For example, unlimited access for using a service may require a degree of life cycle maturity that has  
2795 demonstrated sufficient testing over a certain size community. Alternately, the policy may specify that a  
2796 service in an earlier phase of its life cycle may be made available to a smaller, more technically  
2797 sophisticated group in order to collect the metrics that would eventually allow the service to advance its  
2798 life cycle status.

2799 This aspect of governance is tightly connected to description because, given a well-behaved set of  
2800 services, it is the responsibility of the consumer (or policies promulgated by the consumer's organization)  
2801 to decide whether a service is sufficient for that consumer's intended use. The goal is to avoid global  
2802 governance specifying criteria that are too restrictive or too lax for local needs of which global governance  
2803 has little insight.

2804 Such an approach to specifying governance allows independent domains to describe services in local  
2805 terms while still having the services available for informed use across domains. In addition, changes to  
2806 the attribute sets within a domain can be similarly described, thus supporting the use of newly described  
2807 resources with the existing ones without having to update the description of the entire legacy content.

#### 2808 **5.1.3.2.3 Governance of Participant Interaction**

2809 Finally, given a reliable services infrastructure and a predictable set of services, the third aspect of  
2810 governance is prescribing what is required during a service interaction.

2811 Governance would specify adherence to service interface and service reachability parameters and would  
2812 require that the result of an interaction correspond to the real world effects as contained in the service  
2813 description. Governance would ensure preconditions for service use are satisfied, in particular those  
2814 related to security aspects such as user authentication, authorization, and non-repudiation. If conflicts  
2815 arise, governance would specify resolution processes to ensure appropriate agreements, policies, and  
2816 conditions are met.

2817 It would also rely on sufficient monitoring by the SOA infrastructure to ensure services remain well-  
2818 behaved during interactions, e.g. do not use excessive resources or exhibit other prohibited behavior.  
2819 Governance would also require that policy agreements as documented in the execution context for the  
2820 interaction are observed and that the results and any after effects are consistent with the agreed policies.  
2821 Here, governance focuses more on contractual and legal aspects rather than the precursor descriptive  
2822 aspects. SOA governance may prescribe the processes by which SOA-specific policies are allowed to  
2823 change, but there are probably more business-specific policies that will be governed by processes  
2824 outside SOA governance.

#### 2825 **5.1.3.3 Overarching Governance Concerns**

2826 There are numerous governance related concerns whose effects span the three areas just discussed.  
2827 One is the area of standards, how these are mandated, and how the mandates may change. The Web  
2828 Services standards stack is an example of relevant standards where a significant number are still under  
2829 development. In addition, while there are notional scenarios that guide what standards are being  
2830 developed, the fact that many of these standards do not yet exist precludes operational testing of their  
2831 adequacy or effectiveness as a necessary and sufficient set.

2832 That said, standards are critical to creating a SOA ecosystem where SOA services can be introduced,  
2833 used singularly, and combined with other services to deliver complex business functionality. As with other  
2834 aspects of SOA governance, the governance body should identify the minimum set felt to be needed and  
2835 rigorously enforce that that set be used where appropriate. The governance body takes care to expand  
2836 and evolve the mandated standards in a predictable manner and with sufficient technical guidance that  
2837 new services are able to coexist as much as possible with the old, and changes to standards do not  
2838 cause major disruptions.



2839 Another area that may see increasing activity as SOA expands is additional regulation by governments  
2840 and associated legal institutions. New laws may deal with transactions that are service based, possibly  
2841 including taxes on the transactions. Disclosure laws may mandate certain elements of description so both  
2842 the consumer and provider act in a predictable environment and are protected from ambiguity in intent or  
2843 action. Such laws spawn rules and regulations that will influence the metrics collected for evaluation of  
2844 compliance.

#### 2845 5.1.3.4 Considerations for SOA Governance

2846 The Reference Architecture definition of a loosely coupled system is one in which the constraints on the  
2847 interactions between components are minimal ~~yet~~ sufficient to permit interoperation without additional  
2848 constraints that may be an artifact of implementation technology. While governance experience for  
2849 standalone systems provides useful guides, we must be careful not to apply constraints that would  
2850 preclude the flexibility, agility, and adaptability we expect to realize from a SOA ecosystem.

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2851 One of the strengths of the SOA paradigm is it can make effective use of diversity rather than requiring  
2852 monolithic solutions. Heterogeneous organizations can interact without requiring each conforms to  
2853 uniform tools, representation, and processes. However, with this diversity comes the need to adequately  
2854 define those elements necessary for consistent interaction among systems and participants, such as  
2855 which communication protocol, what level of security, which vocabulary for payload content of messages.  
2856 The solution is not always to lock down these choices but to standardize alternatives and standardize the  
2857 representations through which an unambiguous identification of the alternative chosen can be conveyed.  
2858 For example, the URI standard specifies the URI string, including what protocol is being used, what is the  
2859 target of the message, and how parameters may be attached. It does not limit the available protocols, the  
2860 semantics of the target address, or the parameters that can be transferred. Thus, as with our definition of  
2861 loose coupling, it provides absolute constraints but minimizes which constraints it imposes.

2862 There is not a one-size-fits-all governance but a need to understand the types of things governance is  
2863 called upon to do in the context of the goals of the SOA paradigm. Some communities may initially desire  
2864 and require very stringent governance policies and procedures while others see need for very little. Over  
2865 time, best practices will evolve, resulting in some consensus on a sensible minimum and, except in  
2866 extreme cases where it is demonstrated to be necessary, a loosening of strict governance toward the  
2867 best practice mean.

2868 A question of how much governance may center on how much time governance activities require versus  
2869 how quickly is the system being governed expected to respond to changing conditions. For large single  
2870 systems that take years to develop, the governance process could move slowly without having a serious  
2871 negative impact. For example, if something takes two years to develop and the steps involved in  
2872 governance take two months to navigate, then the governance can go along in parallel and may not have  
2873 a significant impact on system response to changes. Situations where it takes as long to navigate  
2874 governance requirements as it does to develop a response are examples where governance may need to  
2875 be reevaluated as to whether it facilitates or inhibits the desired results. Thus, the speed at which services  
2876 are expected to appear and evolve must be considered when deciding the processes for control. The  
2877 added weight of governance should be appropriate for overall goals of the application domain and the  
2878 service environment.

2879 Governance, as with other aspects of any SOA implementation, should start small and be conceptualized  
2880 in a way that keeps it flexible, scalable, and realistic. A set of useful guidelines would include:

- 2881 • Do not hardwire things that will inevitably change. For example, develop a system that uses the  
2882 representation of policies rather than code the policies into the implementations.
- 2883 • Avoid setting up processes that demo well for three services without considering how they may  
2884 work for 300. Similarly, consider whether the display of status and activity for a small number of  
2885 services will also be effective for an operator in a crisis situation looking at dozens of services,  
2886 each with numerous, sometimes overlapping and sometimes differing activities.
- 2887 • Maintain consistency and realism. A service solution responding to a natural disaster cannot be  
2888 expected to complete a 6-week review cycle but be effective in a matter of hours.



## 2889 5.1.4 Architectural Implications of SOA Governance

2890 The description of SOA governance indicates numerous architectural requirements on the SOA  
2891 ecosystem:

- 2892 • Governance is expressed through policies and assumes multiple use of focused policy modules  
2893 that can be employed across many common circumstances. The following are thus **REQUIRED**:  
2894 ○ descriptions to enable the policy modules to be visible, where the description **SHOULD**  
2895 include a unique identifier for the policy as well as a sufficient, and preferably machine  
2896 process-able, representation of the meaning of terms used to describe the policy, its  
2897 functions, and its effects;  
2898 ○ one or more discovery mechanisms that enable searching for policies that best meet the  
2899 search criteria specified by a participant; where the discovery mechanism will have  
2900 access to the individual policy descriptions, possibly through some repository  
2901 mechanism;  
2902 ○ accessible storage of policies and policy descriptions, so participants can access,  
2903 examine, and use the policies as defined.
- 2904 • Governance requires that the participants understand the intent of governance, the structures  
2905 created to define and implement governance, and the processes to be followed to make  
2906 governance operational. This **REQUIRES**:  
2907 ○ an information collection site, such as a Web page or portal, where governance  
2908 information is stored and from which the information is always available for access;  
2909 ○ a mechanism to inform participants of significant governance events, such as changes in  
2910 policies, rules, or regulations;  
2911 ○ accessible storage of the specifics of Governance Processes;  
2912 ○ SOA services to access automated implementations of the Governance Processes
- 2913 • Governance policies are made operational through rules and regulations. This **REQUIRES**:  
2914 ○ descriptions to enable the rules and regulations to be visible, where the description  
2915 **SHOULD** include a unique identifier and a sufficient, and preferably a machine process-  
2916 able, representation of the meaning of terms used to describe the rules and regulations;  
2917 ○ one or more discovery mechanisms that enable searching for rules and regulations that  
2918 may apply to situations corresponding to the search criteria specified by a participant;  
2919 where the discovery mechanism will have access to the individual descriptions of rules  
2920 and regulations, possibly through some repository mechanism;  
2921 ○ accessible storage of rules and regulations and their respective descriptions, so  
2922 participants can understand and prepare for compliance, as defined.  
2923 ○ SOA services to access automated implementations of the Governance Processes.
- 2924 • Governance implies management to define and enforce rules and regulations. Management  
2925 is discussed more specifically in section 5.3, but in a parallel to governance, management  
2926 **REQUIRES**:  
2927 ○ an information collection site, such as a Web page or portal, where management  
2928 information is stored and from which the information is always available for access;  
2929 ○ a mechanism to inform participants of significant management events, such as changes  
2930 in rules or regulations;  
2931 ○ accessible storage of the specifics of processes followed by management.
- 2932 • Governance relies on metrics to define and measure compliance. This **REQUIRES**:  
2933 ○ the infrastructure monitoring and reporting information on SOA resources;  
2934 ○ possible interface requirements to make accessible metrics information generated or  
2935 most easily accessed by the service itself.

## 2936 5.2 Security Model

2937 Security is one aspect of confidence – the confidence in the integrity, reliability, and confidentiality of the  
2938 system. In particular, security in a SOA ecosystem focuses on those aspects of assurance that involve  
2939 the accidental or malicious intent of other people to damage, compromise trust, or hinder the availability  
2940 of SOA-based systems to perform desired capability.

## 2941 Security

2942 The set of mechanisms for ensuring and enhancing **trust** and confidence in the **SOA ecosystem**.

2943 Although many of the same principles apply equally to SOA as they do to other systems, implementing  
2944 security for a SOA ecosystem is somewhat different than for other contexts. The distributed nature of  
2945 SOA brings challenges related to the protection of resources against inappropriate access, and because  
2946 SOA embraces the crossing of ownership boundaries, the security issues associated with the movement  
2947 of data and access to functionality become more apparent in a SOA ecosystem.

2948 From a people perspective, Any comprehensive security solution for a SOA-based system must take into  
2949 account that people are effectively managing, maintaining, and utilizing the system appropriately. The  
2950 roles and responsibilities of the **usersactors**, and the relationships between them must also be explicitly  
2951 understood and incorporated into a solution: any security assertions that may be associated with  
2952 particular interactions originate in the people that are behind the interaction.

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2953 We analyze security in terms of the social structures that define the legitimate permissions, obligations  
2954 and roles of people in relation to the system, and mechanisms that must be put into place to realize a  
2955 secure system. The former are typically captured in a series of security policy statements; the latter in  
2956 terms of security guards that ensure that policies are enforced.

2957 How and when to apply these derived security policy mechanisms is directly associated with the  
2958 assessment of the *threat model* and a *security response model*. The threat model identifies the kinds of  
2959 threats that directly impact the messages, services, and/or the application of constraints. The response  
2960 model is the proposed mitigation to those threats. Properly implemented, the result can be an acceptable  
2961 level of risk to the safety and integrity within the SOA ecosystem.

## 2962 5.2.1 Secure Interaction Concepts

2963 We can characterize secure interactions in terms of key security concepts **[ISO/IEC 27002]**:  
2964 confidentiality, integrity, authentication, authorization, non-repudiation, and availability. The concepts for  
2965 secure interactions are well -defined in several other standards and publications. The security concepts  
2966 are therefore not explicitly defined here, but are discussed related to the SOA ecosystem perspective of  
2967 the SOA-RAF.

2968 Related to the security goals in this section, there may be significant security policy differences between  
2969 participants in different ownership domains. It is therefore important that these security policies and  
2970 security parameters are negotiated at the start of the relationship between systems of differing ownership  
2971 domains, and also when policies change between these domains. As with other policy conflicts, this is not  
2972 to say that every policy negotiation is a custom, point-to-point interaction. Rather, common mechanisms  
2973 and policies should be well known and appropriately accessible so the negotiation can be efficient and  
2974 lead to predictable conclusions. Unnecessary complexity does not lead to effective security.

### 2975 5.2.1.1 Confidentiality

2976 Confidentiality is concerned with the protection of privacy of participants in their interactions.  
2977 Confidentiality refers to the assurance that unauthorized entities are not able to read messages or parts  
2978 of messages that are transmitted, and is typically implemented by using encryption. Confidentiality has  
2979 degrees: in a completely confidential exchange, third parties would not even be aware that a confidential  
2980 exchange has occurred. In some cases, the identities of the participants may be known but the content of  
2981 the exchange obscured. In other cases, only portions of sensitive data in the exchange are encrypted.  
2982 Different ownership domains may have policies related to encryption mechanisms between consumers  
2983 and providers, and such policies need to be negotiated and understood prior to any interaction.

### 2984 5.2.1.2 Integrity

2985 Integrity refers to the assurance that information has not been altered in transit, and is concerned with the  
2986 protection of information that is exchanged – either from inadvertent or intentional corruption. Section  
2987 5.2.4 describes common computing techniques for providing both confidentiality and integrity during  
2988 message exchanges.

2989 **5.2.1.3 Authentication**

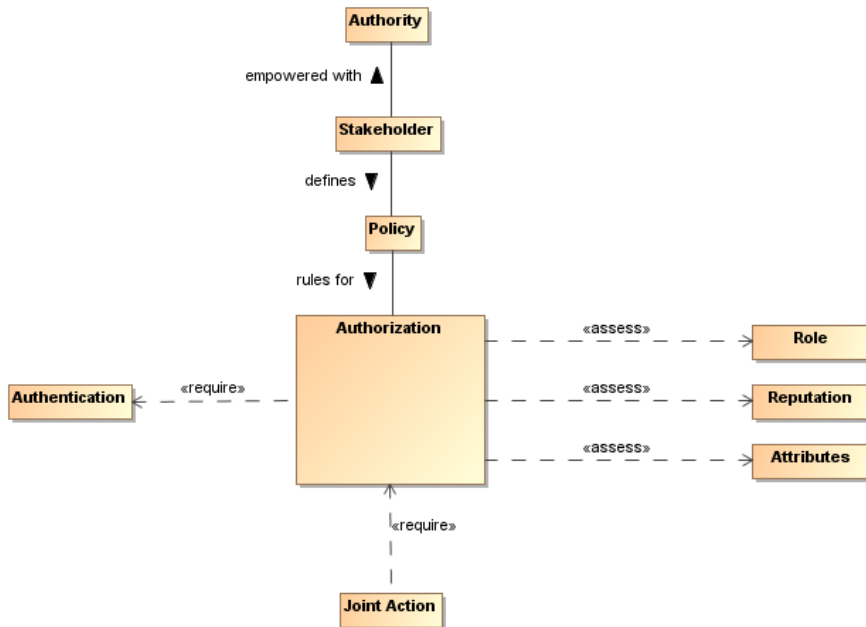
2990 Authentication is concerned with adequately identifying actors in a potential interaction or joint action.  
2991 Various mechanisms and protocols can be used to achieve this goal. A combination of **identifiers** (as  
2992 discussed in section 3.2.4.1) and other attributes of an actor is typically used to achieve this. The set of  
2993 attribute values that claim to identify a specific actor are matched against the set of reference values  
2994 expected for that actor and that are maintained by some trusted authority. If the comparison results in a  
2995 sufficient match, authentication has been achieved. Which specific set of attributes is considered an  
2996 adequate basis for comparison will be context-dependent and specifying such sets is not within the scope  
2997 of the SOA-RAF.

2998 In addition to the concern of adequately identifying each actor involved in the interaction, there may also  
2999 be a need to provide authentication information related to the subject that initiated an interaction involving  
3000 the combination of intermediary actors in a service orchestration scenario. In such a case, consumers  
3001 and services work *on behalf of* the initiator of the interaction, and there may need to be mechanisms in  
3002 place to identify the interaction initiator. This concern is covered later in section 5.2.5.

3003 Authentication merely provides an assertion that an actor is the person or agent that it claims to be. Of  
3004 itself, it does not provide a 'green light' to proceed with the interaction – this is rather the concern of  
3005 **authorization**, covered below.

3006 **5.2.1.4 Authorization**

3007 Authorization concerns the legitimacy of the interaction, providing assurance that the actors have  
3008 permission to participate in the interaction. Authorization refers to the means by which a stakeholder may  
3009 be assured that the information and actions that are exchanged are either explicitly or implicitly approved.



3010  
3011 *Figure 40 - Authorization*

3012 The role of access control policy for security is to permit stakeholders to express their choices. In *Figure*  
3013 *40*, such a policy is a written constraint and the role, reputation, and attribute assertions of actors are  
3014 evaluated according to the constraints in the authorization policy. A combination of security mechanisms  
3015 and their control via explicit policies can form the basis of an authorization solution.

3016 The roles and attributes which provide a participant's credentials are expanded to include reputation.  
3017 Reputation often helps determine willingness to interact; for example, reviews of a service provider will

3018 influence the decision to interact with the service provider. The roles, reputation, and attributes are  
3019 represented as assertions measured by authorization decision points.

#### 3020 **5.2.1.5 Non-repudiation**

3021 Non-repudiation concerns the accountability of participants. To foster trust in the performance of a system  
3022 used to conduct shared activities, it is important that the participants are not able to later deny their  
3023 actions: to repudiate them. Non-repudiation refers to the means by which a participant may not, at a later  
3024 time, successfully deny having participated in the interaction or having performed the actions as reported  
3025 by other participants.

#### 3026 **5.2.1.6 Availability**

3027 Availability concerns the ability of systems to use and offer the services for which they were designed. An  
3028 example of threats against availability is a Denial Of Service (DoS) attack in which attackers attempt to  
3029 prevent legitimate access to service or set of services by flooding them with bogus requests. As  
3030 functionality is distributed into services in a SOA ecosystem, availability protection is paramount.

### 3031 **5.2.2 Where SOA Security is Different**

3032 The distributed nature of the SOA ecosystem brings challenges related to the protection of resources  
3033 against inappropriate access, and because the SOA paradigm embraces the crossing of ownership  
3034 boundaries, providing security in such an environment provides unique challenges. The evolution of  
3035 sharing information within a SOA ecosystem requires the flexibility to dynamically secure computing  
3036 interactions where the owning social groups, roles, and authority are constantly changing as described in  
3037 section 5.1.3.1.

3038 Standards for security, as is the case with all aspects of SOA implementation and use, play a large role in  
3039 flexible security on a global scale. SOA security may also involve greater auditing and reporting to adhere  
3040 to regulatory compliance established by governance structures.

### 3041 **5.2.3 Security Threats**

3042 There are a number of ways in which an attacker may attempt to compromise the security within a SOA  
3043 ecosystem, primarily as attacks on the security concerns listed in section 5.2.1. The two primary sources  
3044 of attack are (1) third parties attempting to subvert interactions between legitimate participants; and (2)  
3045 entities that are participating but attempting to subvert other participants.

3046 In a SOA ecosystem where there may be multiple ownership boundaries and trust boundaries, it is  
3047 important to understand these threats and protections that must be effective. Each technology choice in  
3048 the realization of a SOA-based system can potentially have many threats to consider. Although these  
3049 threats are not unique to SOA and can be mitigated by applying cryptographic techniques (digital  
3050 signatures, encryption, and various cryptographic protocols) and security technologies, it is important that  
3051 such threats are understood in order to provide solutions for thwarting such attacks and minimizing risk.

#### 3052 **5.2.3.1 Message alteration**

3053 If an attacker is able to modify the content (or even the order) of messages that are exchanged without  
3054 the legitimate participants being aware of it then the attacker has successfully compromised the security  
3055 of the system. In effect, the participants may unwittingly serve the needs of the attacker rather than their  
3056 own. Cryptographic mechanisms (hash codes, digital signatures, and cryptographic protocols) can be  
3057 used as a protection mechanism against alteration.

#### 3058 **5.2.3.2 Message interception**

3059 If an attacker is able to intercept and understand messages exchanged between participants, then the  
3060 attacker may be able to gain advantage. Cryptographic protocols can be used as a protection against  
3061 interception.

3062 **5.2.3.3 Man in the middle**

3063 In a man-in-the-middle attack, the legitimate participants believe that they are interacting with each other;  
3064 but are in fact interacting with an attacker. The attacker attempts to convince each participant that he is  
3065 their correspondent; whereas in fact he is not.

3066 In a successful man-in-the-middle attack, legitimate participants do not have an accurate understanding  
3067 of the state of the other participants. The attacker can use this to subvert the intentions of the participants.

3068 **5.2.3.4 Spoofing**

3069 In a spoofing attack, the attacker convinces a participant that he is another party.

3070 **5.2.3.5 Denial of service attack**

3071 A Denial of Service (DoS) attack is an attack on the availability and performance of a service or set of  
3072 services. In a DoS attack, the attacker attempts to prevent legitimate users from making use of the  
3073 service. A DoS attack is easy to mount and can cause considerable harm by preventing legitimate  
3074 interactions in a SOA ecosystem, or by slowing them down enough, the attacker may be able to  
3075 simultaneously prevent legitimate access to a service and to attack the service by another means. One of  
3076 the features of a DoS attack is that it does not require valid interactions to be effective: responding to  
3077 invalid messages also takes resources and that may be sufficient to cripple the target. A variation of the  
3078 DoS attack is the Distributed Denial of Service (DDoS) attack, where an attacker uses multiple agents to  
3079 ~~the~~ attack the target.

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3080 **5.2.3.6 Replay attack**

3081 In a replay attack, the attacker captures the message traffic during a legitimate interaction and then  
3082 replays part of it to the target. The target is persuaded that an interaction similar to the previous one is  
3083 being repeated and it responds as though it were a legitimate interaction.

3084 **5.2.3.7 False repudiation**

3085 In false repudiation, ~~a user completes~~ a normal interaction ~~is completed but an actor and then~~ later  
3086 attempts to deny that the interaction occurred.

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3087 **5.2.4 Security Responses**

3088 Security goals are never absolute: it is not possible to guarantee 100% confidentiality, non-repudiation,  
3089 etc. However, a well-designed and implemented security response model can reduce security risk to  
3090 acceptable levels. For example, using a well-designed cipher to encrypt messages may make the cost of  
3091 breaking communications so great and so lengthy that the information obtained is valueless.

3092 Performing threat assessments, devising mitigation strategies, and determining acceptable levels of risk  
3093 are the foundation for an effective process to mitigating threats in a cost-effective way.<sup>10</sup> Architectural  
3094 choices, as well as choices in hardware and software to realize a SOA implementation will be used as the  
3095 basis for threat assessments and mitigation strategies.

3096 **5.2.4.1 Privacy Enforcement**

3097 The most efficient mechanism to assure confidentiality is the encryption of information. Encryption is  
3098 particularly important when messages must cross trust boundaries; especially over the Internet. Note that

---

<sup>10</sup> In practice, there are perceptions of security from all participants regardless of ownership boundaries. Satisfying security policy often requires asserting sensitive information about the message initiator. The perceptions of this participant about information privacy may be more important than actual security enforcement within the SOA ecosystem for this stakeholder.

3099 encryption need not be limited to the content of messages: it is possible to obscure even the existence of  
3100 messages themselves through encryption and 'white noise' generation in the communications channel.  
3101 The specifics of encryption are beyond the scope of this Reference Architecture Framework. However, we  
3102 are concerned about how the connection between privacy-related policies and their enforcement is made.  
3103 Service contracts may express confidentiality security policies and the cryptographic mechanisms  
3104 required (e.g. ciphers, cryptographic protocols). Between ownership boundaries, there may also be  
3105 similar security policies that define requirements for privacy between them. Between such boundaries,  
3106 there may be a Policy Enforcement Point (PEP) for enforcing such requirements which may, for example,  
3107 automatically encrypt messages as they leave a trust boundary; or perhaps simply ensuring that such  
3108 messages are suitably encrypted in such a way as to comply with the policy.

#### 3109 **5.2.4.2 Integrity Protection**

3110 To protect against message tampering or inadvertent message alteration, messages may be  
3111 accompanied by the digital signature of the hash code of a message. Any alteration of the message or  
3112 signature would result in a failed signature validation, indicating an integrity compromise. Digital  
3113 signatures therefore provide a mechanism for integrity protection.  
3114 A digital signature also provides non-repudiation, which is an assurance of proof that a subject signed a  
3115 message. Utilizing a digital signature algorithm based on public key cryptography, a digital signature  
3116 cryptographically binds the signer of the message to its contents, ensuring that the signer cannot  
3117 successfully deny sending the message.  
3118 The use of a Public Key Infrastructure (PKI) provides the support and infrastructure for digital signature  
3119 capabilities, and there may also be security policies related to digital signatures between organizational  
3120 boundaries, as well as trust relationships between multiple Certificate Authorities (CAs) across the  
3121 boundaries.

#### 3122 **5.2.4.3 Message Replay Protection**

3123 To protect against replay attacks, messages may also contain information that can be used to detect  
3124 replayed messages. A common approach involves the use of a message ID, a timestamp, and the  
3125 message's intended destination, signed along with the message itself. A message recipient may be able  
3126 to thwart a message replay attack by

- 3127 • checking to ensure that it has previously not processed the message ID
- 3128 • validating that the timestamp is within a certain time threshold to ensure message freshness
- 3129 • ensuring that the recipient is indeed the intended destination
- 3130 • validating the digital signature, which provides non-repudiation of the message sender and  
3131 checks the integrity of the message ID, timestamp, the destination, and the message itself,  
3132 proving that none of the information was altered

3133 Cryptographic protocols between participants can also be used to thwart replay attacks.

#### 3134 **5.2.4.4 Auditing and Logging**

3135 False repudiation involves a participant denying that it authorized a previous interaction. In addition to the  
3136 use of digital signatures, an effective strategy for responding to such a denial involves logging of  
3137 interactions and the ability to audit the resulting logs. The more detailed and comprehensive an audit trail  
3138 is, the less likely it is that a false repudiation would be successful.  
3139 Given the distributed nature of the SOA ecosystem, one challenge revolves around the location of the  
3140 audit logs of services. It would be very difficult, for example, to do cross-log analysis of services that write  
3141 logs to their own file system. For this reason, a common approach revolves around the use of auditing  
3142 services, where services may stream auditing information to a common auditing component which can  
3143 then be used to provide interaction analysis and a common view.



#### 3144 **5.2.4.5 Graduated engagement**

3145 Although many DoS attacks can typically be thwarted by intrusion detection systems, they are sometimes  
3146 difficult to detect because requests to services seem to be legitimate. It is therefore prudent to be careful  
3147 in the use of resources when responding to requests. If a known consumer tries to interact via a public  
3148 interface that is not specified in the service contract, a service is not obliged to notice such an interaction  
3149 request. In order to avoid vulnerability to DoS attacks, a service provider should be careful not to commit  
3150 resources beyond those implied by the current state of interactions; this permits a graduation in  
3151 commitment by the service provider that mirrors any commitment on the part of service consumers and  
3152 attackers alike. A successful approach, however, cannot be implemented at the service-level alone – it  
3153 involves a defense-in-depth strategy, coupling the use of intrusion detection systems, routers, firewalls,  
3154 and providing the protections discussed in this section.

#### 3155 **5.2.5 Access Control**

##### 3156 **5.2.5.1 Conveying Authentication and Authorization Information**

3157 When an actor initiates an interaction with a service, that service may call other services or be part of a  
3158 chain of service interactions as it carries out its functionality. Any service provider is aware of the  
3159 immediate service consumer but, in some cases, for example, to provide proper access control to its data,  
3160 a service provider may want information on who besides the immediate consumer is expected to see the  
3161 data that is being requested. A significant question is whether trust of the immediate consumer should  
3162 include trust that the immediate consumer will ensure proper data handling by its immediate consumer  
3163 and back through any chain of service interactions. If this is not sufficient, conveying authentication and  
3164 authorization information becomes a necessity, and the challenge becomes one of creating a conveyance  
3165 process that gives more assurance than merely trust of the immediate consumer. This is a challenge both  
3166 within and between ownership domains.

3167 The security concerns related to conveying authentication and authorization information throughout  
3168 intermediaries introduce significant complexity. Although an actor may directly authenticate to a service  
3169 provider, that service provider may interact with other service providers in order to carry out its  
3170 functionality, possibly without the knowledge of the initiator. There may therefore be privacy and  
3171 confidentiality concerns related to conveying security information about the initiating actor. There may  
3172 also be issues related to authorization, in that the initiating actor may need to explicitly delegate consent  
3173 for intermediate services to act on the initiator's behalf.

3174 The following sections cover two approaches for conveying authentication and authorization information  
3175 in a SOA ecosystem. These approaches involves conveying sufficient attributes, as discussed in section  
3176 5.2.1.3, which may be a single unique identifier or a set of identifiers that can be used in access control  
3177 decisions.

3178 In the first approach, the service consumer creates and passes an assertion about the initiating actor. In  
3179 the second approach, a service is trusted to issue assertions about subjects. Each has specific  
3180 implications for a SOA ecosystem.

##### 3181 **5.2.5.1.1 Sender-Vouches Approaches**

3182 In a "sender vouches" approach, a service consumer creates an assertion, *vouching* for certain security  
3183 information about the initiator of the interaction, and possible about other actors in a series (chain) of  
3184 service interactions. This assertion contains sufficient attributes that can be used in access control  
3185 decisions, and is sent, or propagated, to the service provider. Trust of such an assertion is therefore  
3186 based on the provider's trust of the consumer, and also there needs to be an understanding of such  
3187 assertions between ownership boundaries. In a SOA ecosystem, such trust must be established at the  
3188 beginning of each relationship.



3189 When such assertions are reused in service orchestration scenarios beyond the initial consumer-provider  
3190 interaction, there can be significant security risks<sup>11</sup>.

- 3191 • *Trust of Message Senders*. Because the trust of the assertion is based on the trust of the  
3192 message senders, the more intermediaries there are, trust can degrade as the distance between  
3193 the initiator and the service being called becomes greater. Trust may, therefore, be dependent on  
3194 the trust of every sender in the chain to properly pass the claim.
- 3195 • *Risk of Vulnerabilities in Intermediaries*. Because the trust of the assertion relies on the trust of  
3196 each participant in the interaction, a risk is that intermediary services may become compromised  
3197 and may inaccurately send false claims. Depending on the exact messaging syntax, an  
3198 intermediary service could potentially manipulate the assertion or substitute another assertion.  
3199 There could also be impersonation of the intermediary services, affecting the reliability of the  
3200 interaction.

3201 Approaches for mitigating risks in sender-vouches approaches involve a careful combination of SOA  
3202 security governance, limiting the re-use of assertions beyond a certain number of points, establishing  
3203 conditions of use for propagated assertions, keeping track of the history of the assertion in the interaction,  
3204 and the use of digital signatures by an asserting party.

3205 Between ownership domains, such an approach is even more challenging, as different ownership  
3206 domains may recognize different authentication authorities and may not recognize identities from other  
3207 organizations. Security policies that relate to the conveying of security information across boundaries  
3208 must occur at the start of the relationship, with many solutions involving reciprocity of trust between  
3209 authentication and authorization authorities from each domain.

#### 3210 **5.2.5.1.2 Token Service-based Approaches**

3211 This approach revolves around use of a *token service* or a set of token services trusted to vouch for  
3212 security information about authenticated actors in the interaction. In this approach, a token service issues  
3213 a token which is an assertion that contains sufficient attributes that can be used in access control  
3214 decisions. The service consumer passes this token, along with a request, to a service provider.

3215 After the original consumer passes the issued token to the service, the recipient service later acting as a  
3216 consumer may then choose to propagate the token to other service providers. Much like the risks  
3217 associated with the reuse of assertions in sender-vouches approaches, there are risks associated with  
3218 the reuse of tokens issued by the token service beyond the initial consumer-provider interaction. Most  
3219 token service protocols and specifications, therefore, provide the capability for “refreshing” tokens for  
3220 reuse in such situations. In this case, each actor retrieving a token may request that the token service  
3221 issue a “refresh token” that can be propagated for a subsequent service interaction. Utilizing refresh  
3222 tokens removes the risks associated with reuse.

3223 This approach differs from the sender-vouches model in that trust of the token is not based on the  
3224 message sender, but is based on the trust of the token service that issued it. In interactions between  
3225 ownership domains, the establishment of the trust of the token services must be agreed to at the start of  
3226 the relationship, and there must be an understanding of the policies associated with processing the  
3227 tokens. To facilitate this, token services in one domain can often be used to “translate” tokens from other  
3228 domains, issuing new tokens that are understood by services and consumers in its domain.

3229 Unlike sender-vouches approaches, the token service approach revolves around a trusted token service  
3230 or a set of trusted token services, and there may be architectural implications related to performance and  
3231 availability. It is therefore advised that solutions that provide elastic scalability be used to ensure that  
3232 token services are readily available to respond to requests.

#### 3233 **5.2.5.2 Access Control Approaches**

3234 Access control revolves around security policy. If access control policy can be discovered and processed,  
3235 and if authorization credentials of actors can be retrieved, access control can be successfully enforced.

---

<sup>11</sup> Such risks and others are documented in [SMITH]

3236 Architectural flexibility for authorization is achieved by logically separating duties into Policy Decision  
3237 Points (PDPs) and Policy Enforcement Points (PEPs). A PDP is the point at which access control  
3238 decisions are made, based on an expressed access control policy and an actor's authorization  
3239 credentials. The enforcement of the decision is delegated to a PEP. Some standards, such as XACML  
3240 (the eXtensible Access Control Markup Language), decompose the policy model further into Policy  
3241 Administration Points (PAPs) that create policy and the Policy Information Points (PIPs) that query  
3242 attributes for actors requesting access to resources. There are many strategies for how PDPs and PEPs  
3243 can work together, each with architectural implications that have an impact on security, performance, and  
3244 scalability.

3245 As access control policy may vary between ownership domains, the negotiation of access control policies  
3246 between such domains must occur at the start of the relationship, regardless of the underlying  
3247 architectural approaches.

3248 Different security services implementations may dictate different architectural approaches and have  
3249 different implications. This section provides a brief overview of such approaches.

#### 3250 **5.2.5.2.1 Centralized Access Control Approaches**

3251 A centralized approach uses a policy server (or a set of policy servers) to act as a PDP, and utilizes the  
3252 current access control policy to make an access control decision for an actor requesting access to a  
3253 resource. A positive aspect of this approach can be information hiding because services may not need to  
3254 know the authorization credentials of the actor or the specific policy being enforced. The centralized  
3255 model protects that information in cases where this information may be sensitive or confidential. Another  
3256 positive aspect of this approach is that the policy services can provide access control decisions  
3257 consistently, and any change to access control policy can be changed in one place.

3258 However, negative aspects of this model are those common with any type of centralized architecture,  
3259 including performance and availability. Given performance, availability, and scalability concerns, any  
3260 centralized solution should be coupled with alternative approaches for greater flexibility.

#### 3261 **5.2.5.2.2 Decentralized Access Control Approaches**

3262 In a decentralized approach, the service consumer propagates a token related to its identity (and possibly  
3263 other identities in a service chain), and this is assessed by a "local" PDP and PEP. The service PDP  
3264 refers to locally expressed policy, and therefore, its PDP can inspect the policy and the security  
3265 credentials propagated in order to make an access control decision. If only identity information about the  
3266 initiator is propagated into the service, the service may retrieve additional authorization credentials from  
3267 an Attribute Service lookup based on the identity.

3268 The decentralized model alleviates the performance concerns of the purely central model, as it does not  
3269 require access to a set of centralized servers used to make access control decisions. Because the policy  
3270 is locally expressed, the service may enforce its own policy, expressed in its service contract with service  
3271 consumers.

3272 There are two potential concerns with this model. One concern is that there is no information hiding. If an  
3273 assertion about the initiator is propagated into the service, the service may need security credentials of  
3274 the consumer in order to execute access control policy, and these credentials may be sensitive or  
3275 confidential. A second concern revolves around access control policy management. As this decentralized  
3276 model is based on making "local" (not centralized) access control decisions at the service level, there is a  
3277 possibility that

- 3278 • Access control policies may not be consistently enforced throughout the SOA ecosystem
  - 3279 • Changing organizational access control policies require policy changes throughout the SOA  
3280 ecosystem (vs. in a central location) and may be therefore difficult to immediately enforce.
- 3281 Therefore, there is a danger that access control policies may be out-of-date and inconsistent.  
3282 It is therefore prudent that in using such an approach, that these concerns be addressed.

#### 3283 **5.2.5.2.3 Hybrid Access Control Approaches**

3284 A purely centralized approach has significant weaknesses related to performance, availability, and  
3285 scalability; a purely decentralized approach does not support a requirement to have centralized control of

3286 access control policy. In response, hybrid approaches have emerged to provide a “happy medium”  
3287 between local control of policy (where services express all policy) and central control of policy (where a  
3288 central policy server expresses all policy). In hybrid models, each service can both express local policy  
3289 and leverage global organizational policy (which can be periodically downloaded or syndicated to the  
3290 local services) in order to make decisions. The balance between the models will depend on the context in  
3291 which the hybrid is applied.

## 3292 5.2.6 Architectural Implications of SOA Security

3293 Providing SOA security in an ecosystem of governed services has the following implications on the policy  
3294 support and the distributed nature of mechanisms used to assure SOA security:

- 3295 • Security expressed through security messaging policies **SHOULD** follow the same architectural  
3296 implications as described in Section 4.4.3 for policies and contracts architectural implications.
- 3297 • Security policies **MUST** have mechanisms to support security description administration, storage,  
3298 and distribution.
- 3299 • Service descriptions **SHOULD** include a sufficiently rich meta-structure to unambiguously indicate  
3300 which security policies are required and where policy options are possible.
- 3301 • The mechanisms that make-up the execution context in secure SOA-based systems **SHOULD**:
  - 3302 ○ provide protection of the confidentiality and integrity of message exchanges;
  - 3303 ○ be distributed so as to provide available policy-based identification, authentication, and  
3304 authorization;
  - 3305 ○ ensure service availability to consumers;
  - 3306 ○ be able to scale to support security for a growing ecosystem of services;
  - 3307 ○ be able to support security between different communication means or channels;
  - 3308 ○ have a framework for resolving conflicts between security policies.
- 3309 • Common security services **SHOULD** include the ability for:
  - 3310 ○ authentication and establishing/validating credentials
  - 3311 ○ retrieval of authorization credentials (attribute services);
  - 3312 ○ enforcing access control policies;
  - 3313 ○ intrusion detection and prevention;
  - 3314 ○ auditing and logging interactions and security violations.

## 3315 5.3 Management Model

### 3316 5.3.1 Management

3317 Management is a process of controlling resources in accordance with the policies and principles defined  
3318 by Governance.

3319 There are three separate but linked domains of interest within the management of a SOA ecosystem:

- 3320 1. the management and support of the resources that are involved in any complex structures – of  
3321 which SOA ecosystems are excellent examples;
- 3322 2. the promulgation and enforcement of the policies and service contracts agreed to by the  
3323 stakeholders in the SOA ecosystem;
- 3324 3. the management of the relationships of the participants – both to each other and to the services  
3325 that they use and offer.

3326 There are many artifacts related to management. Historically, systems management capabilities have  
3327 been organized by the FCAPS functions (based on ITU-T Rec. M.3400 (02/2000), *TMN Management*  
3328 *Functions*):

- 3329 • fault management,
- 3330 • configuration management,
- 3331 • account management,
- 3332 • performance and security management.

3333 The primary task of the functional groups is to concentrate on maintaining systems in a trusted, active,  
3334 and accessible state.

3335 In the context of the SOA ecosystem, we see many possible resources that may require management  
3336 such as services, service descriptions, service contracts, policies, roles, relationships, security, people  
3337 and systems that implement services and infrastructure elements. In addition, given the ecosystem  
3338 nature, it is also potentially necessary to manage the business relationships between participants.

3339 Successful operation of a SOA ecosystem requires trust among the stakeholders and between them and  
3340 the SOA-based system elements. In contrast, regular systems in technology are not necessarily operated  
3341 or used in an environment requiring trust before the stakeholders make use of the system. Indeed, many  
3342 of these systems exist in hierarchical management structures, within which use may be mandated by  
3343 legal requirement, executive decision, or good business practice in furthering the business' strategy. The  
3344 pre-condition of trust in the SOA ecosystem is rooted both in the principles of service orientation and in  
3345 the distributed, authoritative ownership of independent services. Even for hierarchical management  
3346 structures applied to a SOA ecosystem, the service in use should have a contractual basis rather than  
3347 solely being mandated.

3348 Trust may be established through agreements/contracts, policies, or implicitly through observation of  
3349 repeated interactions with others. Explicit trust is usually accompanied by formalized documents suitable  
3350 for management. Implicit trust adds fragility to the management of a SOA ecosystem because failure to  
3351 maintain consistent and predictable interactions will undermine the trust between participants and within  
3352 the ecosystem as a whole.

3353 Management in a SOA ecosystem is thus concerned with management taking actions that will establish  
3354 the condition of trust that must be present before engaging in service interactions. These concerns should  
3355 largely be handled within the governance of the ecosystem. The policies, agreements, and practices  
3356 defined through governance provide the boundaries within which management operates and for which  
3357 management must provide enforcement and feedback. However, governance alone cannot foresee all  
3358 circumstances but must offer sufficient guidance where agreement between all stakeholders cannot be  
3359 reached. Management in these cases must be flexible and adaptable to handle unanticipated conditions  
3360 without unnecessarily breaking trust relationships.

3361 Service management is the process – manual, automated, or a combination – of proactively monitoring  
3362 and controlling the behavior of a service or a set of services. Service management operates under  
3363 constraints attributed to the business and social context. Specific policies may be used to govern cross-  
3364 boundary relationships. Managing solutions based on such policies (and that may be used across  
3365 ownership boundaries) raises issues that are not typically present when managing a service within a  
3366 single ownership domain. Care is therefore required in managing a service when the owner of the  
3367 service, the provider of the service, the host of the service and mediators to the service may all belong to  
3368 different stakeholders.

3369 Cross-boundary service management takes place in, at least, the following situations:

- 3370 • using combinations of services that belong to different ownership domains
- 3371 • using of services that mediate between ownership domains
- 3372 • sharing monitoring and reporting means and results.

3373 These situations are particularly important in ecosystems that are highly decentralized, in which the  
3374 participants interact as peers as well as in the 'master-servant' mode.

3375 The management model shown in *Figure 41* conveys how the SOA paradigm applies to managing  
3376 services. Services management operates via service metadata, such as properties associated with  
3377 service lifecycles and with service use, which are typically collected in or accessed through the service  
3378 description.

3379

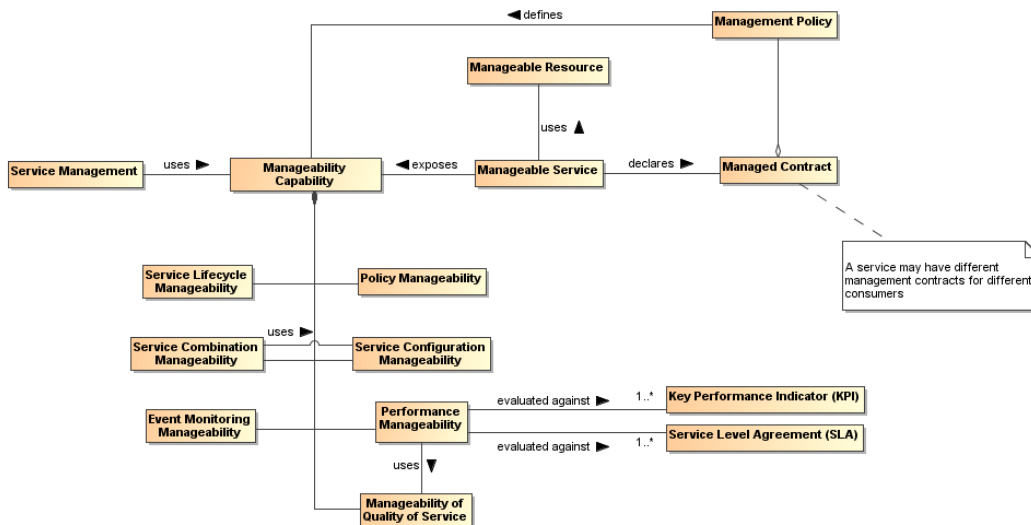


Figure 41 - Management model in SOA ecosystem

3380  
3381

3382 The service metadata of interest is that set of service properties that is manageable. These manageability  
3383 properties are generally identifiable for any service consumed or supplied within the ecosystem. The  
3384 necessary existence of these properties within the SOA ecosystem motivates the following definitions:

3385 **Manageability**

3386 A capability that allows a **resource** to be controlled, monitored, and reported on with respect to  
3387 some properties.

3388 **Manageability property**

3389 A property used in the **manageability** of a **resource**. The fundamental unit of management in  
3390 systems management.

3391 Note that manageability is not necessarily a part of the managed entities themselves and are generally  
3392 considered to be external to the managed entities.

3393 Each resource may be managed through a number of aspects of management, and the resources may  
3394 be grouped based on similar aspects. For example, resources may be grouped according to the aspect  
3395 referred to as 'Configuration Manageability' for the collection of services. Some resources may not be  
3396 managed under a particular capability if there are no manageability aspects with a clear meaning or use.  
3397 As an example, all resources within a SOA ecosystem have a lifecycle that is meaningful within the  
3398 ecosystem. Thus, all resources are manageable under Lifecycle Manageability. In contrast, not all  
3399 resources report or handle events. Thus, Event Manageability is only concerned with those resources for  
3400 which events are meaningful.

3401 **Life-cycle Manageability** of a service typically refers to how the service is created, how it is retired and  
3402 how service versions must be managed. This manageability is a feature of the SOA ecosystem because  
3403 the service cannot manage its own life cycle. Related properties may include the necessary state of the  
3404 ecosystem for the creation and retirement of the service and the state of the ecosystem following the  
3405 retirement of the service. The SOA ecosystem distinguishes between service composition and service  
3406 aggregation: retiring of service composition leads to retiring of all services comprising the composition  
3407 while retiring of service aggregation assumes that comprising services have their own life-cycle and can  
3408 be used in another aggregation.

3409 Another important consideration is that services may have resource requirements, such as concurrent  
3410 connectivity to a data source, which must be established at various points in the services' life cycles.  
3411 However, actual providers of these resources may not be known at the time of the service creation and,  
3412 thus, have to be managed at service run-time.

3413 **Combination Manageability** of a service addresses management of service characteristics that allow for  
3414 creating and changing combinations in which the service participates or that the service combines itself.  
3415 Known models of such combinations are aggregations and compositions. Examples of patterns of  
3416 combinations are choreography and orchestration. In cases of business collaboration, combination of  
3417 services appears as cooperation of services. Combination Manageability drives implementation of the  
3418 Service Composability Principle of service orientation.

3419 Service combination manageability resonates with the methodology of process management.  
3420 Combination Manageability may be applied at different phases of service creation and execution and, in  
3421 some cases, can utilize Configuration Manageability.

3422 Service combinations typically contribute the most in delivering business values to the stakeholders.  
3423 Managing service combinations is ~~the~~ one of the most important tasks and features of the SOA  
3424 ecosystem.

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3425 **Configuration Manageability** of a service allows managing the identity of and the interactions among  
3426 internal elements of the service, for example, a use of data encryption for internal inter-component  
3427 communication in particular deployment conditions. Also, Configuration Manageability correlates with the  
3428 management of service versions and configuration of the deployment of new services into the ecosystem.  
3429 Configuration Management differs from the Combination Manageability in the scope and scale of  
3430 manageability, and addresses lower level concerns than the architectural combination of services.

3431 **Event Monitoring Manageability** allows managing the categories of events of interest related to services  
3432 and reporting recognized events to the interested stakeholders. Such events may be the ones that trigger  
3433 service invocations as well as execution of particular functionality provided by the service. For example,  
3434 an execution of a set of financial market risk services, which implements a choreography pattern, may be  
3435 started if a certain financial event occurs in a stock exchange.

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3436 Event Monitoring Manageability is a key lower-level manageability aspect, in which the service provider  
3437 and associated stakeholders are interested. Monitored events may be internal or external to the SOA  
3438 ecosystem. For example, a disaster in the oil industry, which is outside the SOA ecosystem of the Insurer,  
3439 can trigger the service's functionality that is responsible for immediate or constant monitoring of oil prices  
3440 in the oil trading exchanges and, respectively, modify the premium paid by the insured oil companies.

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3441 **Performance Manageability** of a service allows controlling the service results, shared and sharable real  
3442 world effects against the business goals and objectives of the service. This manageability assumes  
3443 monitoring of the business performance as well as the management of this monitoring itself. Performance  
3444 Manageability includes business and technical performance manageability through a performance criteria  
3445 set, such as business key performance indicators (KPI) and service-level agreements (SLA).

3446 The performance business- and technical-level characteristics of the service should be known from the  
3447 service contract. The service provider and consumer must be able to monitor and measure these  
3448 characteristics or be informed about the results measured by a third party. An example of such monitoring  
3449 would be when the comparison of service performance results against an SLA is not satisfactory to the  
3450 consumer, and as a consequence, the consumer may replace the service by a service from a competitor.

3451 Performance Manageability is the instrument for providing compliance of the service with its service  
3452 contracts. Performance Manageability utilizes Manageability of Quality of Service.

3453 **Manageability of Quality of Service** deals with management of service non-functional characteristics  
3454 that may be of significant value to the service consumers and other stakeholders in the SOA ecosystem.

3455 A classic example of this is managing bandwidth offerings associated with a service.

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3456 Manageability of quality of service assumes that the properties associated with service qualities are  
3457 monitored during the service execution. Results of monitoring may be compared against an SLA or a KPI,  
3458 which results in the continuous validation of how the service contract is preserved by the service provider.

3459 **Policy Manageability** allows additions, changes and replacements of the policies associated with a  
3460 resource in the SOA ecosystem. The ability to manage those policies (such as promulgating policies,  
3461 retiring policies and ensuring that policy decision points and enforcement points are current) enables the  
3462 ecosystem to apply policies and *evaluate* the results.

3463 The ability to manage, i.e. use a particular manageability, requires policies from governance to be  
3464 translated into detailed rules and regulations which are measured and monitored providing corresponding  
3465 feedback for enforcement. At the same time, the execution of a management capability must adhere to

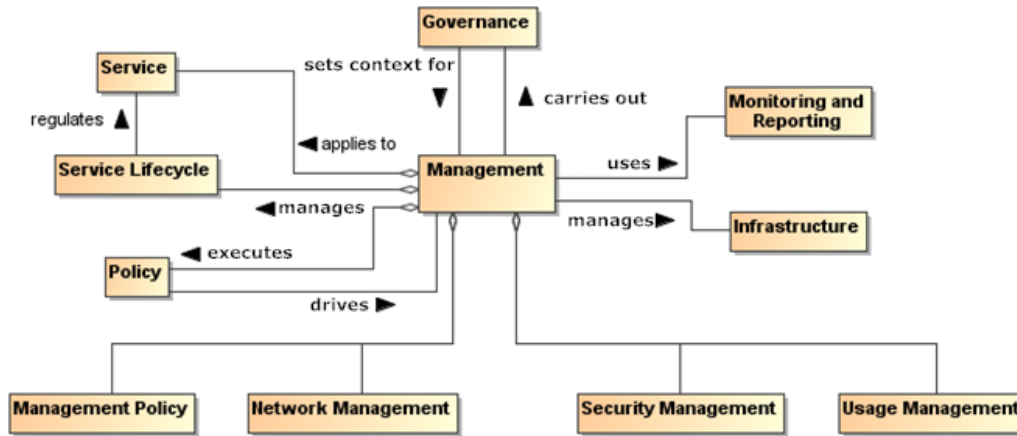


3466 certain policies governing the management itself. For example, a management has to enforce and control  
3467 policies of compliance with particular industry regulation while the management is obliged by another  
3468 policy to report on the compliance status periodically.

3469 Management of SOA ecosystem recognizes the manageability challenge and requires manageability  
3470 properties to be considered for all aforementioned manageability cases. In the following subsections, we  
3471 describe how these properties are used in the management as well as some relationships between  
3472 management and other components of SOA ecosystem.

### 3473 5.3.2 Management Means and Relationships

3474 A minimal set of management issues for the SOA ecosystem is shown in *Figure 42* and elaborated in the  
3475 following sections.



3476  
3477 *Figure 42 - Management Means and Relationships in a SOA ecosystem*

#### 3478 5.3.2.1 Management Policy

3479 The management of resources within the SOA ecosystem may be governed by management policies. In  
3480 a deployed SOA-based solution, it may well be that different aspects of the management of a given  
3481 service are managed by different management services. For example, the life-cycle management of  
3482 services often involves managing service versions. Managing quality of service is often very specific to  
3483 the service itself; for example, quality of service attributes for a video streaming service are quite different  
3484 to those for a banking system.

#### 3485 5.3.2.2 Network Management

3486 Network management deals with the maintenance and administration of large scale physical networks  
3487 such as computer networks and telecommunication networks. Specifics of the networks may affect  
3488 service interactions from performance and operational perspectives.

3489 Network and related system management execute a set of functions required for controlling, planning,  
3490 deploying, coordinating, and monitoring the distributed services in the SOA ecosystem. However, while  
3491 recognizing their importance, the specifics of systems management or network management are out of  
3492 scope for this Reference Architecture Foundation.

#### 3493 5.3.2.3 Security Management

3494 Security Management includes identification of roles, permissions, access rights, and policy attributes  
3495 defining security boundaries and events that may trigger a security response.

3496 Security management within a SOA ecosystem is essential to maintaining the trust relationships between  
3497 participants residing in different ownership domains. Security management must consider not just the



3498 internal properties related to interactions between participants but ecosystem properties that preserve the  
3499 integrity of the ecosystem from external threats.

#### 3500 **5.3.2.4 Usage Management**

3501 Usage Management is concerned with how resources are used, including:

- 3502 • how the resource is accessed, who is using the resource, and the state of the resource (access  
3503 properties);
  - 3504 • controlling or shaping demand for resources to optimize the overall operation of the ecosystem  
3505 (demand properties);
  - 3506 • assigning costs to the use of resources and distributing those cost assignments to the  
3507 participants in an appropriate manner (financial properties).
- 3508

### 3509 **5.3.3 Management and Governance**

3510 The primary role of governance in the context of a SOA ecosystem is to foster an atmosphere of  
3511 predictability, trust, and efficiency, and it accomplishes this by allowing the stakeholders to negotiate and  
3512 set the key policies that govern the running of the SOA-based solution. Recall that in an ecosystem  
3513 perspective, the goal of governance is less to have complete fine-grained control but more to enable the  
3514 individual participants to work together.

3515 Policies for a SOA ecosystem will tend to focus on the rules of engagement between participants; for  
3516 example, what kinds of interactions are permissible, how disputes are resolved, etc. While governance  
3517 may primarily focus on setting policies, management will focus on the realization and enforcement of  
3518 policies. Effective management in the SOA ecosystem requires an ability for governance to understand  
3519 the consequences of its policies, guidelines, and principles, and to adjust those as needed when  
3520 inconsistencies or ambiguity become evident from the operation of the management functions. This  
3521 understanding and adjustment must be facilitated by the results of management and so the mechanisms  
3522 for providing feedback from management into governance must exist.

3523 Governance operates via specialized activities and, thus, should be managed itself. Governance policies  
3524 are included in the Governance Framework and Processes, and driven by the enterprise business model,  
3525 business objectives and strategies. Where corporate management policies exist, these are usually guided  
3526 and directed by the corporate executives. In peer relationships, governance policies are set by either an  
3527 external entity and accepted by the peers or by the peers themselves. This creates the appropriate  
3528 authoritative level for the policies used for the management of the Governance Framework and  
3529 Processes. Management to operationalize governance controls the life-cycle of the governing policies,  
3530 including procedures and processes, for modifying the Governance Framework and Processes.

### 3531 **5.3.4 Management and Contracts**

#### 3532 **5.3.4.1 Management for Contracts and Policies**

3533 As we noted above, management can often be viewed as the application of contracts and individual  
3534 policies to ensure the smooth running of the SOA ecosystem. Policies and service contracts specify the  
3535 service characteristics that have to be monitored, analyzed and managed. These also play an important  
3536 role as the guiding constraints for management, as well as being artifacts (e.g., policy and contractual  
3537 documents) that also need to be managed.

#### 3538 **5.3.4.2 Contracts**

3539 As described in sections *Participation in a SOA Ecosystem* view and *Realization of a SOA*  
3540 *Ecosystem* view, there are several types of contractual information in the SOA ecosystem. From the  
3541 management perspective, three basic types of the contractual information relate to:

- 3542 • relationship between service provider and consumer;
- 3543 • communication with the service;
- 3544 • control of the quality of the service execution.

3545 When a consumer prepares to interact with a service, the consumer and the service provider must come  
 3546 to an agreement on the service features and characteristics that will be provided by the service and made  
 3547 available to the consumer. This agreement is known as a service contract.

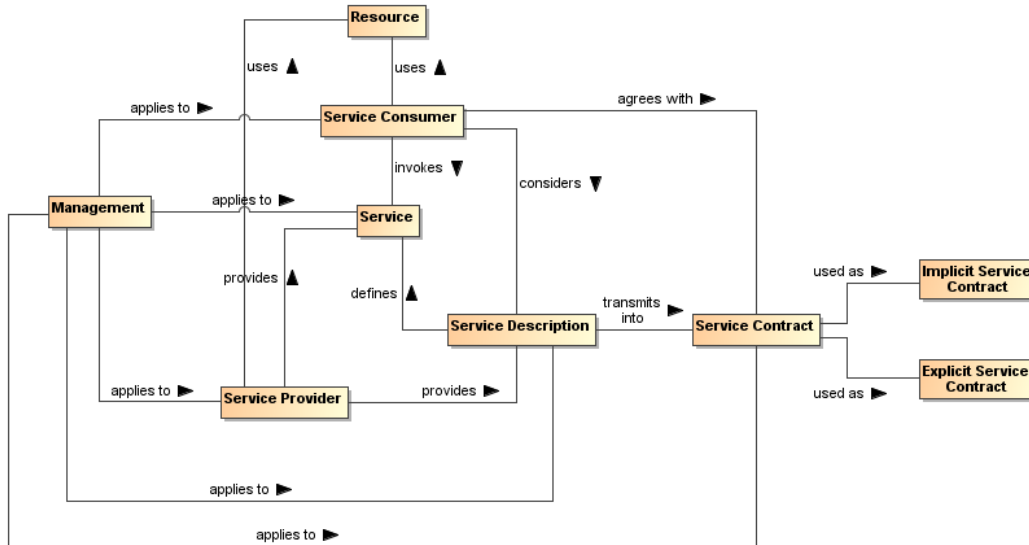
3548 **Service Contract**

3549 An implicit or explicit documented agreement between the service **consumer** and service  
 3550 **provider** about the use of the service based on  
 3551 • the commitment by a service provider to provide service functionality and results consistent  
 3552 with identified **real world effects** and  
 3553 • the commitment by a service **consumer** to interact with the service per specific means and  
 3554 per specified **policies**,  
 3555 where both consumer and provider actions are in the manner described in the service description.

3556 The service description provides the basis for the service contract and, in some situations, may be used  
 3557 as an implicit default service contract. In addition, the service description may set mandatory aspects of a  
 3558 service contract, e.g. for security services, or may specify acceptable alternatives. As an example of  
 3559 alternatives, the service description may identify which versions of a vocabulary will be recognized, and  
 3560 the specifics of the contract are satisfied when the consumer uses one of the alternatives. Another  
 3561 alternative could have a consumer identify a policy they require be satisfied, e.g. a standard privacy policy  
 3562 on handling personal information, and a provider that is prepared to accept a policy request would  
 3563 indicate acceptance as part of the service contract by continuing with the interaction. In each of these  
 3564 cases, the actions of the participants are consistent with an implicit service contract without the existence  
 3565 of a formal agreement between the participants.

3566 In the case of business services, it is anticipated that the service contract may take an explicit form and  
 3567 the agreement between business consumer and business service provider is formalized. Formalization  
 3568 requires up-front interactions between service consumer and service provider. In many business  
 3569 interactions, especially between business organizations within or across corporate boundaries, a  
 3570 consumer must have a contractual assurance from the provider or wants to explicitly indicate choices  
 3571 among alternatives, e.g., only use a subset of the business functionality offered by the service and pay a  
 3572 prorated cost.

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 – 35 (paragraph reformatted)



3573 Figure 43 - Management of the service interaction  
 3574

3575 Consequently, an implicit service contract is an agreement (1) on the consumer side with the terms,  
 3576 conditions, features and interaction means specified in the service description "as is" or (2) a selection  
 3577 from alternatives that are made available through mechanisms included in the service description, and  
 3578 neither of these require any a priori interactions between the service consumer and the service provider.

3579 For example, a browser interface may display a checked box indicating the consumer agrees to accept  
3580 future advertisement; the consumer can uncheck the box to indicate advertisements should not be sent.

3581 An explicit service contract always requires a form of interaction between the service consumer and the  
3582 service provider prior to the service invocation. This interaction may regard the choice or selection of the  
3583 subset of the elements of the service description or other alternatives introduced through the formal  
3584 agreement process that would be applicable to the interaction with the service and affect related joint  
3585 action.

3586 Any form of explicit contract couples the service consumer and provider. While explicit contracts may be  
3587 necessary or desirable in some cases, such as in supply chain management, commerce often uses a mix  
3588 of implicit and explicit contracts, and a service provider may offer (via service description) a conditional  
3589 shift from implicit to explicit contract. For example, Twitter offers an implicit contract on the use of its APIs  
3590 to any application with the limit on the amount of service invocations; if the application has to use more  
3591 invocations, one has to enter into the explicit fee-based contract with the provider. A case where an  
3592 implicit contract transforms into an explicit contract may be illustrated when one buys a new computer and  
3593 it does not work. The buyer returns the computer for repair under the manufacturer's warranty as stated  
3594 by an implicit purchase contract. However, if the repair does not fix the problem and the seller offers an  
3595 upgraded model in replacement, the buyer may agree to an explicit contract that limits the rights of the  
3596 buyer to make the explicit agreement public.

3597 Control of the quality of the service execution, often represented as a service level agreement (SLA), is  
3598 performed by service monitoring systems and includes both technical and operational business controls.  
3599 SLA is a part of the service contract and, because of the individual nature of such contracts, may vary  
3600 from one service contract to another, even for the same consumer. Typically, a particular SLA in the  
3601 service contract is a concrete instance of the SLA declared in the service description.

3602 Management of the service contracts is based on management policies that may be mentioned in the  
3603 service description and in the service contracts. Management of the service contracts is mandatory for  
3604 consumer relationship management. In the case of explicit service contracts, the contracts have to be  
3605 created, stored, maintained, reviewed/controlled and archived/destroyed as needed. All the activities are  
3606 management concerns. Explicit service contracts may be stored in specialized repositories that provide  
3607 appropriate levels of security.

3608 Management of the service interfaces is based on several management policies that regulate

- 3609 • availability of interfaces specified in the service contracts,
- 3610 • accessibility of interfaces,
- 3611 • procedures for interface changes,
- 3612 • interface versions as well as the versions of all parts of the interfaces,
- 3613 • traceability of the interfaces and their versions back to the service description document.

3614 Management of the SLA is integral to the management of service monitoring and operational service  
3615 behavior at run-time. An SLA usually enumerates service characteristics and expected performances of  
3616 the service. Since an SLA carries the connotation of a 'promise', monitoring is needed to know if the  
3617 promise is being kept. Existence of an SLA itself does not guarantee that the consumer will be provided  
3618 with the service level specified in the service contract.

3619 The use of an SLA in a SOA ecosystem can be wider than just an agreement on technical performances.  
3620 An SLA may contain remedies for situations where the promised service cannot be maintained, or the  
3621 real world effect cannot be achieved due to developments subsequent to the agreement. A service  
3622 consumer that acts accordingly to realize the real world effect may be compensated for the breach of the  
3623 SLA if the effect is not realized.

3624 Management of the SLA includes, among others, policies to change, update, and replace the SLA. This  
3625 aspect concerns service Execution Context because the business logic associated with a defined  
3626 interface may differ in different Execution Contexts and affect the overall performance of the service.

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### 3627 5.3.4.3 Policies

3628 "Although provision of management capabilities enables a service to become manageable, the extent and  
3629 degree of permissible management are defined in management policies that are associated with the  
3630 services. Management policies are used to define the obligations for, and permissions to, managing the

3631 service" [WSA]. Management policies, in essence, are the realization of governing rules and regulations.  
3632 As such, some management policies may target services while other policies may target the management  
3633 of the services.

3634 In practice, a policy without any means of enforcing it is vacuous. In the case of management policy, we  
3635 rely on a management infrastructure to realize and enforce management policy.

#### 3636 **5.3.4.4 Service Description and Management**

3637 The service description identifies several management objects such as a set of service interfaces and  
3638 related set of SLAs. Service behavioral characteristics and performances specified in the SLA depend on  
3639 the interface type and its Execution Context. In the service description, a service consumer can find  
3640 references to management policies, SLA metrics, and the means of accessing measured values that  
3641 together increase assurance in the service quality. At the same time, service description is an artifact that  
3642 must be managed.

3643 In the SOA ecosystem, the service description is the assembled information that describes the service but  
3644 it may be reported or displayed in different presentations. While each separate version of the service has  
3645 one and only one service description, different categories of service consumers may focus their interests  
3646 on different aspects of the service description. Thus, the same service description may be displayed not  
3647 only in different languages but also with different cultural and professional accents in the content.

3648 New service description may be issued to reflect changes and update in the service. If the change in the  
3649 service does not affect its service description, the new service version may have the same service  
3650 description as the previous version except for the updated version identifier. For example, a service  
3651 description may stay the same if bugs were fixed in the service. However, if a change in the service  
3652 influences any aspects of the service quality that can affect the real world effect resulting from  
3653 interactions with the service, the service description must reflect this change even if there are no changes  
3654 to the service interface.

3655 Management of the service description as well as of the explicit service contracts is essential for delivery  
3656 of the service to the consumer satisfaction. This management can also prevent business problems rooted  
3657 in poor communication between the service consumers and the service providers.

3658 Thus, management of service description contains, among others, management of the service description  
3659 presentations, the life-cycles of the service descriptions, service description distribution practices and  
3660 storage of the service descriptions and related service contracts. Collections of service descriptions in the  
3661 enterprise may manifest a need for specialized registries and/or repositories. Depending on the enterprise  
3662 policies, an allocation of purposes and duties of registries and repositories may vary but this topic is  
3663 beyond the current scope.

#### 3664 **5.3.5 Management for Monitoring and Reporting**

3665 The successful application of management relies on the monitoring and reporting aspects of management  
3666 to enable the control aspect. Monitoring in the context of management consists of measuring values of  
3667 managed aspects and evaluating that measurement in relationship to some expectation. Monitoring in a  
3668 SOA ecosystem is enabled through the use of mechanisms by resources for exposing managed aspects.  
3669 In the SOA framework, this mechanism may be a service for obtaining the measurement. Alternatively,  
3670 the measurement may be monitored by means of event generation containing updated values of the  
3671 managed aspect.

3672 Approaches to monitoring may use a polling strategy in which the measurements are requested from  
3673 resources in periodic intervals, in a pull strategy in which the measurements are requested from  
3674 resources at random times, or in a push strategy in which the measurements are supplied by the resource  
3675 without request. The push strategy can be used in a periodic update approach or in an 'update on  
3676 change' approach. Management services must be capable of handling these different approaches to  
3677 monitoring.

3678 Reporting is the complement to monitoring. Where monitoring is responsible for obtaining measurements,  
3679 reporting is responsible for distributing those measurements to interested stakeholders. The separation  
3680 between monitoring and reporting is made to include the possibility that data obtained through monitoring  
3681 might not be used until an event impacting the ecosystem occurs or the measurement requires further

3682 processing to be useful. In the SOA framework, reporting is provided using services for requesting  
3683 measurement reports. These reports may consist of raw measurement data, formatted collections of data,  
3684 or the results of analysis performed on measurement data from collections of different managed aspects.  
3685 Reporting is also used to support logging and auditing capabilities, where the reporting mechanisms  
3686 create log or audit entries.

### 3687 5.3.6 Management for Infrastructure

3688 All of the properties, policies, interactions, resources, and management are only possible if a SOA  
3689 ecosystem infrastructure provides support for managed capabilities. Each managed capability imposes  
3690 different requirements on the capabilities supplied by the infrastructure in a SOA ecosystem and requires  
3691 that those capabilities be usable as services or at the very least be interoperable.

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3692 While not providing a full list of infrastructural elements of a SOA ecosystem, we list some examples here:

- 3693 1. Registries and repositories for services, policies, and related descriptions and contracts
- 3694 2. Synchronous and asynchronous communication channels for service interactions (e.g., network,  
3695 e-mail, message routing with ability of mediating transport protocols, etc.)
- 3696 3. Recovery capabilities
- 3697 4. Security controls

3698 A SOA ecosystem infrastructure, enabling service management, should also support:

- 3699 1. Management enforcement and control means
- 3700 2. Monitoring and SLA validation controls
- 3701 3. Testing and Reporting capabilities

3702 The combination of manageability properties, related capabilities and infrastructure elements constitutes  
3703 a certain level of SOA management maturity. While several maturity models exist, this topic is out of the  
3704 scope of the current document.

### 3705 5.3.7 Architectural Implication of the SOA Management

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3706 SOA Management is one of the fundamental elements of the SOA ecosystem; it impacts all aspects of a  
3707 service life-cycle, service activities and actions, and a service usage. The key choices that must be made  
3708 center on management means, methods and manageability properties:

- 3709 • Every resource of the SOA ecosystem and, particularly, services **MUST** provide manageability  
3710 properties:
  - 3711 ○ The set of manageability properties **SHOULD** include as minimum such properties as life-  
3712 cycle, combination, configuration, event monitoring, performance, quality of services, and  
3713 policy manageability.
  - 3714 ○ Combinations of manageability properties **MAY** be used in different management  
3715 methods and tools.
- 3716 • Manageability properties and applicable policies **SHOULD** be appropriately described in the  
3717 service's description and contracts.
- 3718 • Management processes **SHOULD** operate (control, enforce and provide a feedback to the  
3719 governance) via policies, agreements/contracts, and practices defined through governance.
- 3720 • Management functions and information **MAY** be realized as services and, thus, **MUST** be  
3721 managed itself.
- 3722 • Management in the cases where sufficient guidance is unavailable or for which agreement  
3723 between all stakeholders cannot be reached **MUST** be flexible and adaptable to handle  
3724 unanticipated conditions without unnecessarily breaking trust relationships.
- 3725 • Management **SHOULD** engage a monitoring mechanism to enable manageability. Monitoring  
3726 **MUST** include:
  - 3727 ○ Access mechanisms to collected SLA metrics.
  - 3728 ○ Assessment mechanisms to compare metrics against policies and contracts.
- 3729 • Results of monitoring and reporting **MUST** be made accessible to participants in different  
3730 ownership domains.

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## 5.4 SOA Testing Model

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Testing for SOA combines the typical challenges of software testing and certification with the addition of accommodating the distributed nature and independence of the **resources**, the greater access of a more unbounded consumer population, and the desired flexibility to create new solutions from existing components over which the solution developer has little if any control. The **purpose** of testing is to demonstrate a required level of reliability, correctness, and effectiveness that enable prospective consumers to have adequate confidence in using a service. Adequacy is defined by the consumer based on the consumer's needs and context of use. Absolute correctness and completeness cannot be proven by testing; however, for SOA, it is critical for the prospective consumer to know what testing has been performed, how it has been performed, and what were the results.

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### 5.4.1 Traditional Software Testing as Basis for SOA Testing

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SOA services are largely software artifacts and can leverage the body of experience that has evolved around software testing. **[IEEE 829]** specifies the basic set of software test documents while allowing flexibility for tailored use. Many testing frameworks are available but the SOA-RAF does not prescribe the use of any one in particular and choice will be driven by a framework that offers the right amount and level of testing. As such, IEEE-829 can provide guidance to SOA testing and a point of reference for additional test concerns introduced by a SOA approach.

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IEEE-829 covers test specification and test reporting through use of several document types, including test plans; test design, test case, and test procedure specifications; and documents to identify, log, and report on test occurrences and artifacts. In summary, IEEE-829 captures (1) what was tested, (2) how it was tested, e.g. the test procedure used, and (3) the results of the test. While the SOA-RAF does not require IEEE-829 artifacts, those with responsibilities for testing should consider how aspects of IEEE-829 apply.

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#### 5.4.1.1 Types of Testing

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There are numerous aspects of testing that, in total, work to establish that an entity is (1) built as required per policies and related specifications prescribed by the entity's owner, and (2) delivers the functionality required by its intended **usersconsumers**. This is often referred to as verification and validation.

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In Section 4.4, Policies are described that can be related to testing. These policies may prescribe but are not limited to the business processes to be followed. Policies may also prescribe the standards with which an implementation must comply, as well as the **qualifications** of and restrictions on the **usersactors**. In addition to the functional requirements prescribing what an entity does, there may also be non-functional performance and/or quality metrics that state how well the entity performs. The relation of these policies to SOA testing is discussed further below.

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The identification of policies is the purview of governance (section 5.1) and the assuring of compliance (including response to noncompliance) with policies is a matter for management (section 5.3).

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#### 5.4.1.2 Range of Test Conditions

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Test conditions and expected responses are detailed in the test case specification. The test conditions should be designed to cover the areas for which the entity's response must be documented and may include:

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- nominal conditions;
- boundaries and extremes of expected conditions;
- breaking point where the entity has degraded below a certain level or has otherwise ceased effective functioning;
- random conditions to investigate unidentified dependencies among combinations of conditions
- error conditions to test error handling.

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The specification of how each of these conditions should be tested for SOA resources, including the infrastructure elements of the SOA ecosystem, is beyond the scope of this document but is an area that evolves along with operational SOA experience.

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## 3779 5.4.2 Testing and the SOA Ecosystem

3780 Testing of SOA artifacts for use in the SOA ecosystem differs from traditional software testing for several  
3781 reasons. These include a difference in what constitutes the consumer community and what constitutes  
3782 the evolving environment that comprises the SOA ecosystem. In response, testing must include  
3783 considerations for making a service testable throughout its lifetime.

### 3784 5.4.2.1 Testing and the Consumer Communities

3785 A highly touted benefit of SOA is to enable unanticipated consumers to make use of services for  
3786 unanticipated purposes. Examples of this could include the consumer using a service for a result that  
3787 was not considered the primary one by the provider or the service may be used in combination with other  
3788 services in a scenario that is different from the one considered when designing for the initial target  
3789 consumer community. It is unlikely that a new consumer will push the services back to anything  
3790 resembling the initial test phase to test the new use, and thus additional paradigms for testing are  
3791 necessary. The potential [responsibilities](#) related to such "consumer testing" are discussed further below.

3792 In addition to consumers who interact with a service to realize the described [real world effects](#), the  
3793 developer community is also intended to be a consumer. In the SOA vision of reuse, the developer  
3794 composes new solutions using existing services, where the existing services provide desired [real world](#)  
3795 [effects](#) that are needed by the new solution. The composed solution must be tested for its intended  
3796 functionality, and the component service may need particular attention if its use is different from its typical  
3797 use as a separate offering. Note, the composition developer is not expected to own a private copy of a  
3798 component service, and testing may be dependent on test interfaces provided by the component service.

### 3799 5.4.2.2 Testing and the Evolving SOA Ecosystem

3800 The distributed, unbounded nature of the SOA ecosystem makes it unlikely to have an isolated test  
3801 environment that duplicates the operational environment. A traditional testing approach often makes use  
3802 of a test system that is identical to the eventual operational system but isolated for testing. After testing is  
3803 successfully completed, the tested entity would be migrated to the operational environment, or the test  
3804 environment may be delivered as part of the system to become operational. This is not feasible for the  
3805 SOA ecosystem as a whole.

3806 SOA services must be testable in the environment and under the conditions that can be encountered in  
3807 the operational SOA ecosystem. As the ecosystem is in constant change, so some level of testing is  
3808 continuous through the lifetime of the service, leveraging utility services used by the ecosystem  
3809 infrastructure to monitor its own health and respond to situations that could lead to degraded  
3810 performance. This implies the test resources must incorporate aspects of the SOA paradigm, and a  
3811 category of services may be created to specifically support and enable effective monitoring and  
3812 continuous testing for [resources](#) participating in the SOA ecosystem.

3813 While SOA within an enterprise may represent a more constrained and predictable operational  
3814 environment, the composability and unanticipated use aspects are highly touted within the enterprise.  
3815 The expanded perspective on testing may not be as demanding within an enterprise but fuller  
3816 consideration of the ecosystem enables the enterprise to be more responsive should conditions change.

## 3817 5.4.3 Elements of SOA Testing

3818 IEEE-829 emphasizes identifying what is to be tested, how it is to be tested, and by whom the testing is to  
3819 be done. This is equally applicable to SOA testing.

### 3820 5.4.3.1 What is to be Tested

3821 The focus of this discussion is the SOA service. It is recognized that the infrastructure components of  
3822 any SOA environment are likely to also be SOA services and, as such, falls under the same testing  
3823 guidance. Other resources that contribute to a SOA environment may not be SOA services, but are  
3824 expected to satisfy the intent if not the letter of guidance presented here.

3825 The following discussion often focuses on a singular SOA service but it is implicit that any service may be  
3826 a composite of other services. As such, testing the functionality of a composite service may effectively be



3827 testing an end-to-end business process that is being provided by the composite service. If new versions  
3828 are available for the component services, appropriate end-to-end testing of the composite may be  
3829 required in order to verify that the composite functionality is still adequately provided. The level of  
3830 required testing of an updated composite service depends on policies of those providing the service,  
3831 policies of those using the service, and mission criticality of those depending on the service results.

3832 The Service Description model (*Figure 16*) elaborates on described aspects of a service:

- 3833 • the service functionality and technical assumptions that underlie the functionality;
- 3834 • the policies that describe conditions of use;
- 3835 • the service interface that defines information exchange with the service;
- 3836 • service reachability that identifies how and where message exchange is to occur; and
- 3837 • metrics access for any [participant](#) to have information on how a service is performing.

3838 The aspects represent joint concerns of all the stakeholders, and service testing must provide adequate  
3839 assurance that each of these aspects is operational as defined. In particular:

- 3840 • Service functionality is an early and ongoing focus of testing to ensure the service accurately  
3841 reflects the described functionality and the described functionality accurately addresses the  
3842 consumer needs.
- 3843 • Policies constraining service development, such as coding standards and best practices, require  
3844 appropriate testing and auditing during development to ensure compliance. Policies that define  
3845 conditions of use are initially tested during service development and are continuously monitored  
3846 during the operational lifetime of the service.
- 3847 • At any point where the interface is modified or exposes a new [resource](#), the message exchange  
3848 should be monitored both to ensure the message reaches its intended destination and it is parsed  
3849 correctly once received.
- 3850 • The service interface is also tested when the service endpoint changes. Functioning of a service  
3851 endpoint at one time does not guarantee it is functioning at another time, e.g. the server with the  
3852 endpoint address may be down, making testing of service reachability a continual monitoring  
3853 function through the life of the service's use of the endpoint.
- 3854 • Metrics are a key indicator for consumers to decide if a service is adequate for their needs. For  
3855 instance, the average response time or the recent availability can be determining factors even if  
3856 there are no rules or regulations promulgated through the governance process against which  
3857 these metrics are assessed. Testing will ensure that the metrics access indicated in the service  
3858 description is accurate.

3859 The individual test requirements highlight aspects of the service that testing must consider but testing  
3860 must establish more than isolated behavior. The emphasis is the holistic results of interacting with the  
3861 service in the SOA environment. Recall that the execution context is the set of agreements between a  
3862 consumer and a provider that define the conditions under which service interaction occurs. Variations in  
3863 the execution context require monitoring to ensure that different combinations of conditions perform  
3864 together as desired. For example, if a new privacy policy takes additional [resources](#) to apply, this may  
3865 affect quality of service and propagate other effects. These could not be tested during the original testing  
3866 if the alternate policy did not exist at that time.

### 3867 **5.4.3.2 How Testing is to be Done**

3868 Testing should follow well-defined methodologies and, if possible, should reuse test artifacts that have  
3869 proven generally useful for past testing. For example, IEEE-829 notes that test cases are separated from  
3870 test designs to allow for use in more than one design and to allow for reuse in other situations. As with  
3871 description of a service in the SOA ecosystem, description of testing artifacts enables awareness of the  
3872 artifact and describes how the artifact may be accessed or used.

3873 As with traditional testing, the specific test procedures and test case inputs are important so the tests are  
3874 unambiguously defined and entities can be retested in the future. Automated testing and regression  
3875 testing may be more important in the SOA ecosystem in order to re-verify a service is still acceptable  
3876 when incorporated in a new use. For example, if a new use requires the services to deal with input  
3877 parameters outside the range of initial testing, the tests could be rerun with the new parameters. If the  
3878 testing resources (e.g. services that support re-executing test cases) are available to consumers within  
3879 the SOA ecosystem, the testing as designed by test professionals could be consumed through a service

3880 accessed by consumers, and their results could augment those already in place. This is discussed  
3881 further in the next section.

### 3882 5.4.3.3 Who Performs the Testing

3883 As with any software, the first line of testing is unit testing done by software developers. It is likely that  
3884 initial testing will be done by those developing the software but may also be done independently by other  
3885 developers. For SOA development, unit testing is likely confined to a development sandbox isolated from  
3886 the SOA ecosystem.

3887 SOA testing will differ from traditional software testing in that testing beyond the development sandbox  
3888 must incorporate aspects of the SOA ecosystem, and those doing the testing must be familiar with both  
3889 the characteristics and responses of the ecosystem and the tools, especially those available as services,  
3890 to facilitate and standardize testing. Test professionals will know what level of assurance must be  
3891 established as the exposure of the service to the ecosystem and ecosystem to the service increases  
3892 towards operational status. These test professionals may be internal resources to an organization or may  
3893 evolve as a separate discipline provided through external contracting.

3894 As noted above, it is unlikely that a complete duplicate of the SOA ecosystem will be available for isolated  
3895 testing, and thus use of ecosystem **resources** will manifest as a transition process rather than a step  
3896 change from a test environment to an operational one. This is especially true for new composite services  
3897 that incorporate existing operational services to achieve the new functionality. The test professionals will  
3898 need to understand the available resources and the ramifications of this transition.

3899 As with current software development, a stage beyond work by test professionals will make use of a  
3900 select group of typical **users-customers** (commonly referred to as beta testers) to report on service  
3901 response during typical intended use. This establishes fitness by the consumers, providing final  
3902 validation of previously verified processes, requirements, and final implementation.

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3903 In traditional software development, beta testing is the end of testing for a given version of the software.  
3904 However, although the initial test phase can establish an appropriate level of confidence consistent with  
3905 the designed use for the initial target consumer community, the operational service will exist in an  
3906 evolving ecosystem, and later conditions of use may differ from those thought to be sufficient during the  
3907 initial testing. Thus, operational monitoring becomes an extension of testing through the service lifetime.  
3908 This continuous testing will attempt to ensure that a service does not consume an inordinate amount of  
3909 ecosystem resources or display other behavior that degrades the ecosystem, but it will not uncover  
3910 functional errors that may surface over time.

3911 As with any software, it is the responsibility of the consumers to consider the reasonableness of solutions  
3912 in order to spot errors in either the software or the way the software is being used. This is especially  
3913 important for consumers with unanticipated uses that may go beyond the original test conditions. It is  
3914 unlikely the consumers will initiate a new round of formal testing unless the new use requires a  
3915 significantly higher level of confidence in the service. Rather the consumer becomes a new extension to  
3916 the testing regiment. Obvious testing would include a sanity check of results during the new use.  
3917 However, if the details of legacy testing are associated with the service through the service description  
3918 and if testing resources are available through automated testing services, then the new consumers can  
3919 rerun and extend previous testing to include the extended test conditions. If the test results are  
3920 acceptable, these can be added to the documentation of previous results and become the extended basis  
3921 for future decisions by prospective consumers on the appropriateness of the service. If the results are not  
3922 acceptable or in some way questionable, the responsible party for the service or testing professionals can  
3923 be brought in to decide if remedial action is necessary.

### 3924 5.4.3.4 How Testing Results are Reported

3925 For any SOA service, an accurate reporting of the testing a service has undergone and the results of the  
3926 testing is vital to consumers deciding whether a service is appropriate for intended use. Appropriateness  
3927 may be defined by a consumer organization and require specific test regiments culminating in a  
3928 certification; appropriateness could be established by accepting testing and certifications that have been  
3929 conferred by others.

3930 The testing and certification information should be identified in the service description. Referring to the  
3931 general description model of *Figure 14*, tests conducted by or under a request from the service owner (see  
3932 [ownership](#) in section 3.2.4) would be captured under Annotations from Owners. Testing done by others  
3933 (such as consumers with unanticipated uses) could be associated through Annotations from 3rd Parties.  
3934 Consumer testing and the reporting of results raise additional issues. While stating who did the testing is  
3935 mandatory, there may be formal requirements for authentication of the tester to ensure traceability of the  
3936 testing claims. In some circumstances, persons or organizations would not be allowed to state testing  
3937 claims unless the tester was an approved entity. In other cases, ensuring the tester had a valid email  
3938 may be sufficient. In either case, it would be at the discretion of the potential consumer to decide what  
3939 level of authentication was acceptable and which testers are considered authoritative in the context of  
3940 their anticipated use.  
3941 Finally, in a world of openly shared information, we would see an ever-expanding set of testing  
3942 information as new uses and new consumers interact with a service. In reality, these new uses may  
3943 represent proprietary processes or classified use that should only be available to authorized parties.  
3944 Testing information, as with other elements of description, may require special access controls to ensure  
3945 appropriate access and use.

#### 3946 **5.4.4 Testing SOA Services**

3947 Testing of SOA services should be consistent with the SOA paradigm. In particular, testing resources  
3948 and artifacts should be visible in support of service interaction between providers and consumers, where  
3949 here the interaction is between the testing resource and the tester. In addition, the idea of opacity of the  
3950 implementation should limit the details that need to be available for effective use of the test resources.  
3951 Software testing is a gradual exercise going from micro inspection to testing macro effects. A typical  
3952 testing process is likely to begin with the traditional code reviews. SOA considerations would account for  
3953 the distributed nature of SOA, including issues of distributed security and best practices to ensure secure  
3954 resources.  
3955 Code review is likely followed by unit testing in a development sandbox isolated from the operational  
3956 environment. The unit testing is done with full knowledge of the service internal structure and knowledge  
3957 of resources representing underlying capabilities. Some aspects of testing may require external  
3958 dependencies be satisfied, and this is often done using substitutes that mimic some aspects of the  
3959 performance of an operational service without committing to the [real world effects](#) that the operational  
3960 service would produce. Unit testing includes tests of the service interface to ensure exchanged messages  
3961 are as specified in the service description and the messages can be parsed and interpreted as intended.  
3962 Unit testing also verifies intended functionality and that the software has dealt correctly with internal  
3963 dependencies, such as access to other dedicated resources.  
3964 After unit testing has demonstrated an adequate level of confidence in the service, the testing must  
3965 transition from the tightly controlled environment of the development sandbox to an environment that  
3966 more closely resembles the operational SOA ecosystem or, at a minimum, the intended enterprise. While  
3967 sandbox testing will substitute for some interactions with the SOA environment, such as an interface to a  
3968 security service without the security service functionality, the dynamic nature of SOA makes a full  
3969 simulation infeasible to create or maintain. This is especially true when a new composite service makes  
3970 use of operational services provided by others. Thus, at some point before testing is complete, the  
3971 service will need to demonstrate its functionality by using resources and dealing with conditions that only  
3972 exist in the full ecosystem or the intended enterprise. Some of these resources may still provide test  
3973 interfaces but the interfaces will be accessible using the SOA environment and not just implemented for  
3974 the sandbox.  
3975 At this stage, the opacity of the service becomes important as the details of interacting with the service  
3976 now rely on correct use of the service interface and not knowledge of the service internals. The workings  
3977 of the service will only be observable through the [real world effects](#) realized through service interactions  
3978 and external indications that conditions of use, such as user authentication, are satisfied. Monitoring the  
3979 behavior of the service will depend on service interfaces that expose internal monitoring or provide  
3980 required information to the SOA infrastructure monitoring function. The monitoring required to test a new  
3981 service is likely to have significant overlap with the monitoring the SOA infrastructure includes to monitor  
3982 its own health and to identify and isolate behavior outside of acceptable bounds. This is exactly what is

3983 needed as part of service testing, and it is reasonable to assume that the ecosystem transition includes  
3984 use of operational monitoring rather than solely dedicated monitoring for each service being tested. Use  
3985 of SOA monitoring resources during the explicit testing phase sets the stage for monitoring and a level of  
3986 continual testing throughout the service lifetime.

3987 In summary, consider the example of a new composite service that combines the [real world effects](#) and  
3988 complies with the conditions of use of five existing operational services. The developer of the composite  
3989 service does not own any of the component services and has limited, if any, ability to get the distributed  
3990 owners to do any customization. The developer also is limited by the principle of opacity to information  
3991 comprising the service description, and does not know internal details of the component services. The  
3992 developer of the composite service must use the component services as they exist as part of the SOA  
3993 environment, including what is provided to support testing by new [userscustomers](#).

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#### 3994 5.4.5 Architectural Implications for SOA Testing

3995 The discussion of SOA Testing indicates numerous architectural implications that **MUST** be considered  
3996 for testing of resources and interactions within the SOA ecosystem:

- 3997 • SOA services **MUST** be testable in the environment and under the conditions that can be  
3998 encountered in the operational SOA ecosystem.
- 3999 • The distributed, boundary-less nature of the SOA ecosystem makes it infeasible to create and  
4000 maintain a single testing substitute of the entire ecosystem to support testing activities. Test  
4001 protocols **MUST** recognize and accommodate for changes to and activities within the ecosystem.
- 4002 • A standard suite of monitoring services **SHOULD** be defined, developed, and maintained. This  
4003 **SHOULD** be done in a manner consistent with the evolving nature of the ecosystem.
- 4004 • Services **SHOULD** provide interfaces that support access in a test mode.
- 4005 • Testing resources **MUST** be described and their descriptions **MUST** be catalogued in a manner  
4006 that enables their discovery and access.
- 4007 • Guidelines for testing and ecosystem access **MUST** be established and the ecosystem **MUST** be  
4008 able to enforce those guidelines asserted as policies.
- 4009 • Services **SHOULD** be available to support automated testing and regression testing.
- 4010 • Services **SHOULD** be available to facilitate updating service description by authorized  
4011 participants who has performed testing of a service.

---

## 4012 6 Conformance

### 4013 6.1 Conformance Targets

4014 This Reference Architecture Foundation is an abstract architectural description of Service Oriented  
4015 Architecture. As such, tests of conformance to the RAF should be concerned primarily with adherence to  
4016 principles rather than technical details such as prescribed syntax or coding conventions. Relevant  
4017 principles are set out in the RAF through

- 4018 - the modeling of concepts and relationships (defining what it means to realize, own, and use SOA-  
4019 based systems and have such systems participate in a SOA ecosystem); and
- 4020 - a series of Architectural Implications.

4021 The discussion of concepts and relationships that elaborate the SOA principles in each of the main  
4022 sections above culminates in an 'Architectural Implications' section (sections 3.4, 4.1.4, 4.2.3, 4.3.6,  
4023 4.4.3, 5.1.4, 5.2.5, 5.3.7, and 5.4.5), where these sections contain formal conformance requirements  
4024 ("MAY", "MUST", "SHOULD") in accordance with [RFC 2119].

4025 In discussing conformance, we use the term **SOA-RAF Target Architecture** to identify the (typically  
4026 concrete) architecture that may be considered as conforming to the abstract principles outlined in this  
4027 document.

#### 4028 **SOA-RAF Target Architecture**

4029 An architectural description of a system that is intended to be viewed as conforming to the  
4030 SOA-RAF

4031 While we cannot guarantee interoperability between target architectures (or more specifically between  
4032 applications and systems residing within the ecosystems of those target architectures), the likelihood of  
4033 interoperability between target architectures is increased by conformance to this Reference Architecture  
4034 Framework as it facilitates semantic engagement between the different ecosystems.

### 4035 6.2 Conformance and Architectural Implications

4036 The SOA-RAF focuses on concepts, and the relationships between them, that are needed to enable  
4037 SOA-based systems to be realized, owned, and used. The Architectural Implications reflect specific  
4038 elements that will be reflected in a more concrete architecture based on the SOA-RAF.

4039 Conformance can therefore be measured both in terms of how a SOA-RAF Target Architecture uses the  
4040 concepts and models outlined in the SOA-RAF; and how the various Architectural Implications have been  
4041 addressed.

### 4042 6.3 Conformance Summary

4043 Concepts described in the RAF **SHOULD** be expressed and used in the target architecture. If used, such  
4044 expression **MUST** reflect the relationships identified within this document.

4045 Terminology within the target architecture **SHOULD** be identical to that in the RAF and the terms used  
4046 refer to the same concepts; and any graph of concepts and relationships between them that *are* used  
4047 **MUST** be consistent with the RAF.

4048 The SOA-RAF Target Architecture **MUST** take account of the Architectural Implications in the sections  
4049 listed above.

---

4050 **Appendix A. Acknowledgements**

4051 The following individuals have participated in the work of the technical committee responsible for creation  
4052 of this specification and are gratefully acknowledged:

4053 **Participants:**

- 4054 Chris Bashioum, MITRE Corporation
- 4055 Rex Brooks, Individual Member
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- 4064 Ken Laskey, MITRE Corporation
- 4065 Boris Lublinsky, Nokia Corporation
- 4066 Francis G. McCabe, Individual Member
- 4067 Christopher McDaniels, USSTRATCOM
- 4068 Tom Merkle, Lockheed Martin Corporation
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- 4076 Timothy Vibbert, Lockheed Martin Corporation
- 4077 Robert Vitello, New York Dept. of Labor

4078 The committee would particularly like to underline the significant writing and conceptualization  
4079 contributions made by Chris Bashioum, Rex Brooks, Peter Brown, Dave Ellis, Jeff Estefan, Ken Laskey,  
4080 Boris Lublinsky, Frank McCabe, Michael Poulin, Kevin Smith and Danny Thornton

4081

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## Appendix C. Relationship to other SOA Open Standards

4085 Numerous efforts have been working in the space of defining standards for SOA and its applications. The  
4086 OASIS SOA-RM Technical Committee and its SOA-RA Sub-Committee has established communications  
4087 with several of these efforts in an attempt to coordinate and facilitate among the efforts. This appendix  
4088 notes some of these efforts.

### 4089 C.1 Navigating the SOA Open Standards Landscape Around 4090 Architecture

4091 The white paper *Navigating the SOA Open Standards Landscape Around Architecture* issued jointly by  
4092 OASIS, OMG, and The Open Group **[SOA NAV]** was written to help the SOA community at large  
4093 navigate the myriad of overlapping technical products produced by these organizations with specific  
4094 emphasis on the 'A' in SOA, i.e., Architecture.

4095 The white paper explains and positions standards for SOA reference models, ontologies, reference  
4096 architectures, maturity models, modeling languages, and standards work on SOA governance. It outlines  
4097 where the works are similar, highlights the strengths of each body of work, and touches on how the work  
4098 can be used together in complementary ways. It is also meant as a guide to **users-implementers** for  
4099 selecting those specifications most appropriate for their needs.

4100 While the understanding of SOA and SOA Governance concepts provided by these works is similar, the  
4101 evolving standards are written from different perspectives. Each specification supports a similar range of  
4102 opportunity, but has provided different depths of detail for the perspectives on which they focus. Although  
4103 the definitions and expressions may differ, there is agreement on the fundamental concepts of SOA and  
4104 SOA Governance.

4105 The following is a summary taken from **[SOA NAV]** of the positioning and guidance on the specifications:

- 4106 • The OASIS Reference Model for SOA (SOA RM) is, by design, the most abstract of the  
4107 specifications positioned. It is used for understanding core SOA concepts
- 4108 • The Open Group SOA Ontology extends, refines, and formalizes some of the core concepts of  
4109 the SOA RM. It is used for understanding core SOA concepts and facilitates a model-driven  
4110 approach to SOA development.
- 4111 • The OASIS Reference Architecture Foundation for SOA (this document) is an abstract,  
4112 foundational reference architecture addressing a broader ecosystem viewpoint for building and  
4113 interacting within the SOA paradigm. It is used for understanding different elements of SOA, the  
4114 completeness of SOA architectures and implementations, and considerations for reaching across  
4115 ownership boundaries where there is no single authoritative entity for SOA and SOA governance.
- 4116 • The Open Group SOA Reference Architecture is a layered architecture from consumer and  
4117 provider perspective with cross cutting concerns describing these architectural building blocks  
4118 and principles that support the realizations of SOA. It is used for understanding the different  
4119 elements of SOA, deployment of SOA in enterprise, basis for an industry or organizational  
4120 reference architecture, implication of architectural decisions, and positioning of vendor products in  
4121 a SOA context.
- 4122 • The Open Group SOA Governance Framework is a governance domain reference model and  
4123 method. It is for understanding SOA governance in organizations. The OASIS Reference  
4124 Architecture for SOA Foundation contains an abstract discussion of governance principles as  
4125 applied to SOA across boundaries
- 4126 • The Open Group SOA Integration Maturity Model (OSIMM) is a means to assess an  
4127 organization's maturity within a broad SOA spectrum and define a roadmap for incremental  
4128 adoption. It is used for understanding the level of SOA maturity in an organization
- 4129 • The Object Management Group SoaML Specification supports services modeling UML  
4130 extensions. It can be seen as an instantiation of a subset of the Open Group RA used for  
4131 representing SOA artifacts in UML.

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4132 Fortunately, there is a great deal of agreement on the foundational core concepts across the many  
 4133 independent specifications and standards for SOA. This can be best explained by broad and common  
 4134 experience of users-implementers of SOA and its maturity in the marketplace. It also provides assurance  
 4135 that investing in SOA-based business and IT transformation initiatives that incorporate and use these  
 4136 specifications and standards helps to mitigate risks that might compromise a successful SOA solution.

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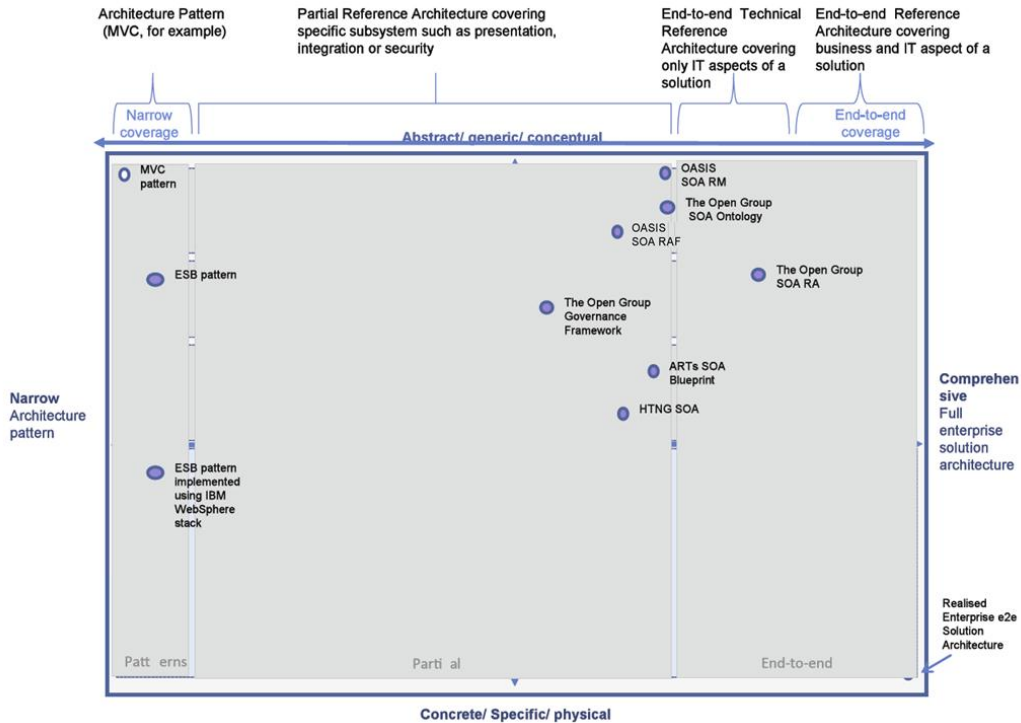


Figure 44 - SOA Reference Architecture Positioning (from 'Navigating the SOA Open Standards Landscape Around Architecture', © OASIS, OMG, The Open Group)

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## 4140 C.2 The Service-Aware Interoperability Framework: Canonical

4141 Readers of the RAF are strongly encouraged to review a document recently published by the Health  
 4142 Level Seven (HL7) Architecture Board (ArB) entitled *The Service-Aware Interoperability Framework:  
 4143 Canonical*. The document was developed over the past four years, and represents a substantive,  
 4144 industry-specific effort (i.e. the large but vertical healthcare industry) to surface, define, and discuss in  
 4145 detail various aspects of a number of critical success factors involved in implementing large-scale (i.e.  
 4146 enterprises-level) architectures with a focus on achieving both intra- and inter-enterprise technical  
 4147 interoperability irrespective of the particular exchange mechanism involved, e.g. service interface,  
 4148 messages, or structure documents.

4149 In addition to providing an independent validation for the both the general focus as well as some of the  
 4150 specifics of the RAF (especially those involving the importance of governance in achieving large-scale  
 4151 interoperability), the HL7 document underscores several important aspects of the RAF including:

- 4152 1. A validation of one of the RAF's primary claims, i.e. the need to specifically focus on intra- and inter-  
 4153 enterprise interoperability as a first-class citizen in any enterprise (or cross-enterprise) architecture  
 4154 discussion irrespective of the particular choice of enterprise architecture approach, framework, or  
 4155 implementation technology, e.g. TOGAF, Zachman, ODP, SOA, etc. In addition, the HL7 document  
 4156 clearly articulates – as the RAF does as well – the difficulties involved in achieving that focus in such

- 4157 a manner that it can be manifest in operationally effective and manageable processes and  
4158 deliverables.
- 4159 2. An agreement as to the critical importance of governance as the root of any successful effort to  
4160 implement large-scale, cross-boundary interoperability aimed at achieving a collective shared mission  
4161 or goal. In particular, both documents share the notion that 'technical-level' governance – e.g. service  
4162 – or message-level technical interchange specifications – must itself be a manifestation of a higher-  
4163 level, cross-jurisdictional agreement on desired goals, responsibilities, accountabilities, and  
4164 deliverables.
- 4165 3. A validation of the importance of core SOA constructs as constructs useful in expressing many of the  
4166 central aspects of interoperability irrespective of whether a particular interoperability scenario is  
4167 actually 'realized' using SOA-compatible technologies. (NOTE: Although it might at first appear that  
4168 the OASIS document is more 'service-focused' than the 'service-aware' document from HL7, there  
4169 are considerably more similarities than differences in these slightly different foci secondary to the fact  
4170 that both documents are intent on describing principles and framework concepts rather than delving  
4171 into technical details. There are, however, certain instances where content of the OASIS document  
4172 would be likely to find its analogue in SAIF Implementation Guides rather than in the SAIF Canonical  
4173 Definition document.)
- 4174 4. The need for specific, explicit statements of those aspects of a given component that affects its ability  
4175 to participate in a reliable, predictable manner in a variety of interoperability scenarios. In particular,  
4176 component characteristics must be explicitly expressed in both design-time and run-time contexts as  
4177 implicit assumptions are the root of most failures to achieve successfully cross-boundary  
4178 interoperability irrespective of the chosen technical details of a particular interoperability instance.

4179 In summary, although the two documents are clearly not identical in their specifics, e.g. there are  
4180 differences in the language used to name various concepts, constructs, and relationships; there are some  
4181 differences in levels of abstraction regarding certain topics, etc.; and although the OASIS RAF is more  
4182 directly focused on services as a final implementation architecture than the HL7 SAIF CD, the  
4183 commonalities of purpose, content, and approach present in the two documents – documents which were  
4184 developed by each organization without any knowledge of the others' work in what clearly are areas of  
4185 common interest and concern – far outweighs their differences. As such, the HL7 ArB and the OASIS  
4186 RAF Task Force have agreed to work together going forward to obtain the highest degree of alignment  
4187 and harmonization possible between the two documents including the possible development of a joint  
4188 document under the auspices of one of the ISO software engineering threads.

4189 The current version of the HL7 document – as well as all future versions – is available at:  
4190 <http://www.hl7.org/permalink/?SAIFCDR1PUBLIC>

### 4191 **C.3 IEEE Reference Architecture**

4192 As the RAF has been finalized, a new initiative has appeared from the Institute of Electrical and  
4193 Electronics Engineers (IEEE) to develop a SOA Reference Architecture. Encouragingly, the working  
4194 group established decided not to start from scratch but instead take account of existing work. Its initial  
4195 phase of work is currently ongoing (Summer 2012) and is concentrating on assessing both the current  
4196 RAF and The Open Group's SOA Reference Architecture. The desire at this stage is to endorse these  
4197 two works rather than to create a new one.

### 4198 **C.4 RM-ODP**

4199 The Reference Model for Open Distributed Processing (the RM-ODP) is an international standard  
4200 developed by the ISO and ITU-T standardization organizations [ISO/IEC 10746]. It provides a set of  
4201 concepts and structuring rules for describing and building open distributed systems, structured in terms of  
4202 five viewpoints, representing concerns of different stakeholders.

4203 From an architectural point of view, there is no significant difference between service-oriented  
4204 architectures (SOA) and the architectural framework defined in ODP. Some argue that current service-  
4205 oriented approaches can be understood as a subset of the more general ODP approach [LININGTON].  
4206 Many of the concepts and principles in the RAF and the RM-ODP are indeed closely aligned.

4207 In common with the RAF, RM-ODP uses the Viewpoint construct of **[ISO/IEC 42010]** in order to articulate  
4208 the work, context and concepts.

4209 There is a danger of over-simplifying the comparison and losing some of the important mapping between  
4210 the concepts in the two works but a high-level comparison follows.

4211 The **enterprise viewpoint** and the **information viewpoint** share many aspects in common with the  
4212 RAF's SOA Ecosystem view and its associated models and are mainly concerned with: understanding,  
4213 defining and modeling organizational context in which a distributed system is to be built and operated;  
4214 defines how sets of participants should behave in order to achieve specific objectives; roles played;  
4215 processes and interactions involved; enterprise policies (obligations, permissions, prohibitions,  
4216 authorizations) that constrain behavior in different roles; and descriptions of behavior expressing  
4217 functionality or capability provided by one party to others who can use the service to satisfy their own  
4218 business needs, resulting in an added value to them.

4219 The **computational viewpoint** maps closely to the RAF Service Model and is concerned with describing  
4220 basic functionality of the processes and applications supporting enterprise activities. They are both  
4221 concerned with interactions at interfaces between and across organizational or ownership boundaries.

4222 The RM-ODP standard also provides a well-defined **conformance framework**, providing links between  
4223 specifications and implementations and thus supporting testing and which corresponds to the RAF's  
4224 Architectural Implications sections.

4225 | The ODP viewpoint languages are defined in **an** abstract way and can be supported by several notations.  
4226 The use of UML notation in expressing ODP viewpoint languages is defined in a separate ISO standard,  
4227 *Use of UML for ODP system specification* ('UML4ODP' for short) **[ISO/IEC IS 19793]**.

Comment [PFB75]: Issue #313