

Case Study:

Java Center of Excellence



CDI leads knowledge management effort for client's Java Center of Excellence.

Client Description:

A global automotive manufacturer and distributor, which also provides financial services through their financing entity.

Background:

Our client's Java Center of Excellence (JCOE) had a staff of experienced developers and architects that were available for application development and project consultation. A portal was developed in an effort to encourage internal teams using Java technology to engage the JCOE group. The portal would provide content that explained various services, engagement models, best practices and repeatable frameworks that were available to internal project teams and line-of-business management.

The JCOE was involved in a variety of engagements ranging from small projects to extremely large programs. They had the knowledge and experience of architecting and developing applications within the environment to help make applications successful. As a result, they offered the following services to the various business units:

- Use Case Based Estimation of Projects
- Architecture Assessment
- Architecture Development
- Design Specification
- Design/Code Review
- Application Development
- Application Deployment

Business Issue:

To be successful, information regarding the newly formed JCOE had to be collected, assimilated and published in a manner that was easily accessible and readily available for consumption by the line-of-business managers as well as project managers. Since information regarding items like the proper application of use case based estimation

or architecture reviews and design assessment resided in disparate locations or simply on someone's desktop, our client had no way of publishing the information in an efficient manner.

As a preferred service provider, CDI was engaged to lead this effort due to our intimate knowledge of the various components of the JCOE as well as their knowledge management capability.

CDI Solution:

CDI led the knowledge management effort to create consistent expectations for the aforementioned service portfolio by maintaining the JCOE portal with data, information and frameworks documentation. This effort created a corporate community through education and promotion of a single-point of contact for Java-based solutions for our client worldwide. As part of this effort, CDI worked closely with the JCOE team to develop, publish, maintain and manage version control for all of the content that is published on the internal JCOE SharePoint portal.

CDI combined our internal Java domain knowledge with our experience with the our client's SharePoint portal strategy to help promote the JCOE services and make customer searches for Java Consulting and Development services easier and more effective through our knowledge management approach.

The CDI team helped build a custom search query page that can interpret a customer's intent and direct the search to the appropriate content by clicking the hyperlink.

Results:

The JCOE Portal contains a series of established architecture frameworks, methods and technology tools. CDI maintains the knowledge management and ongoing sight content in adherence to our client's JCOE guiding principles.



Our client continues to utilize the JCOE portal to help internal customers and line-of-business managers respond quickly to Java application and project requirements. The CDI team continues to maintain content and drive search optimization to help the internal Java Community to:

- Promote a consistent architectural, analytical, developmental and delivery framework for enterprise Java development requirements.
- Continue to develop a Java-based community within our client organization that shares best practices, re-usable libraries and development tools.
- Promote case studies of successful projects and applications.
- Develop user communities and networking opportunities for users, developers and architects worldwide.