SAUM Personal Service goes Remote

Typical SOA Systems

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1 Introduction

Several flaws and the long queues in the personal service of the SAUM services at the Universidade do Minho has taken students, teachers, and employees (lets refer to them as clients of the system) to manifest their complaints against those in charge.

The decision to improve the system with new features and a new *business* model was supported by those in charge. This improvement also take advantages of the decision of moving all UM systems into `SOA` and integrate them as one single and uniform system.

2 The SAUM *Remote* Personal Service

In the following paragraphs are the requirements the features and some workflows that the new remote system should encompass after the shift proposed.

The most relevant change in the *modus operandi* of this service is that a big part of the tasks can now be performed via an internet portal. The physical contact *modus* remains unchanged.

In the internet, the placard with the ticket numbers from the several services and desks has its counterpart as a virtual entity. This way, clients may be at their work place (producing) while waiting for their turn in the rather few chairs of the SAUM room. This of course allows the clients to pick a ticket online by providing the system a unique personal identifier number for later identification in the service desk.

The system has the ability to notify the clients when their ticket number is about to be served. The notification service takes advantage of map features to compute walking distances from the place where the clients are (as marked by them on a map visualisation feature) to the SAUM room.

This is important if the client really needs to meet the employee at the SAUM desk. If not, it may either use the telephone contact to ask their questions or the online service to request several tasks from the SAUM without human intervention.

The remote service request sets such requests into a queue and shifts it into request handlers which are distributed in threads. Then, the request handlers may (i) deliver the results or decide (ii) if the client should be forwarded either to the service desk or (iii) to a phone call for further instructions.

In case (ii), the system should automatically communicate with the tickets service to provide a ticket for the clients (if they are interested in do it at that moment).

In case (iii), the system should get the contact of one available SAUM employee. For this, the system takes into account an customised ERP service of the global University infrastructure.

In case (i), payments may be processed. When it is the case, the client should perform such payment by using MasterCard, Visa or Online Banking services. If the payment is to be performed in cash, the process in (ii) should be performed.