Grab some coffee and enjoy the pre-show banter before the top of the hour!
Deep Dive
Host: Eric Kavanagh | CEO, The Bloor Group

Dr. Geoffrey Malafsky | CEO, Phasic Systems, Inc.

Dr. Robin Bloor | Chief Analyst, The Bloor Group
COMPUTERS DON’T LIE
Logs remember everything.
WE DON’T FULLY UNDERSTAND COMPUTERS
Hence, SYSTEMS MANAGEMENT and OPERATIONAL INTELLIGENCE
The Operational Intelligence Marketplace at InsideAnalysis.com
HealthCare.Gov Issues

Community Awareness and Suggestions to Aid Recovery Effort
(Be Nice To Taxpayers)
What We Know

• Site is experiencing serious problems with handling capacity

• Site is experiencing serious problems with data aggregation and accuracy

• Program has had a lot of time to design, build, and implement

• Program has spent and is continuing to spend a very large amount of money
Lessons Learned From Others

• Very large capital investment required for backend and network
• Intricate interactions among many interface points and software components is nearly impossible to forward engineer so must be continuously tested and monitored
• Human decision making is the most vulnerable and error prone part of the architecture
This is the simple picture created for Congress so real architecture is many times more complicated. Note all the interaction points = points of vulnerability per transaction. Any one blockage will stymie transaction.

Questions:
1) Why this architecture?
   - Authoritative sources?
   - Partnerships?
   - Cost reduction?
   - Management?

2) Other strategies:
   a) simple web broker feed to other systems who handle sign up as part of their existing web based client interactions
   b) rent backend
   c) .....
Govt Never Learns

• 10 secs of Govt debacles (10B in 1 breath)
  – FBI Trilogy
  – NGA GeoScout
  – DOD DIMHRS
  – FAA

• Devil in details
  – Business logic CANNOT be articulated with linear requirements process
  – Technical issues WILL continuously arise regardless of GANTT project plan
A Few of Many Gotchas

• Interacting time outs. Every software component in the chain has 1 or more timeouts
  – Any timeout expiration kills transaction to user
  – Some are easy: web server, app server
  – Some are opaque: DB concurrency, trigger
  – Some are unreliable: authentication
How to Solve 1

• Break the quagmire of misinformed decision making, naïve technical approaches, irrationally exuberant architectures
• Money does not grow on trees it comes out of your wallet (i.e. 1000 teenagers per adult instead of 1 or 2)
PSI-KORS: Sense Making from People to Execution Technical Architecture
THANK YOU!

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