



# Developing Agility

*A Quarterly Newsletter for  
Unisys EAE and AB Suite Customers*

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## Unisys Optimizes Resources for Agile Business Suite

In early December 2007, Unisys initiated activities to move many of the Agile Business Suite (AB Suite) support and development responsibilities to Bangalore, India. (Support for Enterprise Application Environment (EAE) was successfully moved to India in 2007.) Our core team of architects, senior engineers, and managers has been maintained in Australia to coordinate the evolution and direct future development efforts. What's more, AB Suite remains a significant and strategic program for Unisys and continues to be viewed as an industry-leading technology.

Developing *Agility* recently spoke with Mike Heggen, EAE/AB Suite Project Management, Curt Leong, EAE/AB Suite Engineering, and Diane McGonigle, Senior Marketing Manager, to get their take on the migration and ask some of the questions we think our readers may have about the change.

**Developing Agility:** Who do customers call now for support? How will this change impact turnaround for responses? Will escalation procedures work the same way and what re-course do customers have if unsatisfied?

**Mike Heggen:** Support channels remain the same – customers should still contact their existing Unisys field support person who will then communicate with the Engineering team via the existing mechanisms. We do not expect that customers or Unisys field people will experience any discernible differences in the Support process because of this change in the geographic location of the Engineering team.

**Curt Leong:** Similarly, escalation procedures remain the same. The Unisys-wide processes will continue to apply and, once the transition period is complete, customers can expect a return to the previous level of service.

**Diane McGonigle:** If you follow the standard processes and are dissatisfied with the results, please let me know. My email is [Diane.McGonigle@unisys.com](mailto:Diane.McGonigle@unisys.com).

**Developing Agility:** What measures has Unisys put in place to ensure support quality remains at current levels after the transition to Bangalore?

**Mike Heggen:** The Engineering teams in Bangalore are undergoing intense face-to-face training on the product and processes to enable them to deliver high levels of support. Our customers should know that the ACUS core team remains as the prime interface between Unisys field personnel and the Engineering teams in India.

**Curt Leong:** In addition, we've established a rigorous program to police performance against service goals. The ACUS team is chartered with conducting on-going reviews with the Engineering teams to ensure compliance with the support process and continued improvements in performance. In fact, the service-level goals we have now established are more stringent than previous ones.

**Developing Agility:** Why move AB Suite development now?

**Curt Leong:** AB Suite is at a point in its lifecycle where Unisys can optimize its investment in on-going development and support. The product architecture is in place and initial development is complete. We concluded the time was right to take greater advantage of the skills that we have been gradually building up in Bangalore.

**Mike Heggen:** People shouldn't overlook the fact that our global sourcing partner – Keane – has been closely involved in the development and support of AB Suite for the last three to four years. So, we're not building a team from scratch and many of the engineers aren't coming into this cold. As a side note, migrating from Australia to Bangalore presents significant time zone advantages, especially for customers in Europe, the Middle East, and Africa. There's even an increase in time zone overlap for the east coast of the United States. >>

**Diane McGonigle:** What Unisys is doing with AB Suite is no different than what many other technology companies are doing. Our customers have told me that they understand why we are doing this from a business perspective. Having said that, they will be watching closely to make sure it's done right.

**Developing Agility:** A good percentage of EAE shops are still planning their move to AB Suite. What does this change mean to those who are not yet migrated to AB Suite?

**Mike Heggen:** Customers should not vary or delay their migration plans because of this change. The keys to a successful migration to AB Suite are:

- Creating a solid project plan that details all the transition steps
- Allowing adequate time for testing
- Coordinating the migration schedule with Unisys published IC schedule

**Curt Leong:** Well-established milestones and checkpoints ensure that any issues with migration are quickly identified for corrective action. We do ask that our customers work closely with their Unisys field personnel and communicate their migration plan well in advance. You'll get the best service and support possible when you plan and test early and often!

**Developing Agility:** Many organizations are depending on Unisys people to support their transition to AB Suite and quickly resolve any problems or questions that may come up. Will this change with the transition to India?

**Mike Heggen:** As I mentioned earlier, the core team in Australia will continue to be the interface into AB Suite engineering in India. The fact that EAE support is already completely handled by Unisys Global Technology Center in Bangalore should give our customers confidence that the transition for AB Suite will be a smooth one. And, Unisys has many trained field resources around the world who are ready to assist customers with their migration plans and projects.

**Developing Agility:** What's the impact of this change on the schedule for new AB Suite capabilities and updates?

**Curt Leong:** There was an initial "hiccup" during the early stages of the transition period and the initial Interim Corrections (ICs) were delayed. We have since re-stated the 2008 IC schedule, which is published on the AB Suite support website, and delivered IC 1475 on February 12 as per this updated schedule. New capabilities for the next release of AB Suite are being considered in conjunction with the Unisys marketing team and we hope to have the delivery schedule confirmed shortly.

**Developing Agility:** Some long-time customers may recall how long it took to transition LINC from New Zealand to ACUS. What has been done to make this new transition more effective/faster/better? When will the transition start/end? What training mechanisms is Unisys using to transfer the product knowledge to the teams in India?

**Mike Heggen:** The LINC transition differed to the current project in one significant aspect – the organization we were transitioning from (a third party) was a reluctant participant. This added considerable time and difficulties to the transition process. Many of us on the core ACUS team were involved in the transition of LINC to ACUS and are applying those lessons learned to this transition process. One key is to keep the focus and maintain an aggressive schedule, without sacrificing quality or service.

**Curt Leong:** The training has been carefully planned and organized. Plus, there's a great deal more architectural and design documentation for AB Suite than was the case during the LINC transition. The face-to-face training in Bangalore has started and will continue into March. After that there will be a period of mentoring and further on-site training, as required. Our plan is to have a senior member of the core ACUS team onsite in Bangalore at all times during the transition and beyond. >>

**Developing Agility:** People could interpret this move as cutting back on resources for the program. What is Unisys commitment to AB Suite in the long haul?

**Diane McGonigle:** Unisys remains committed to AB Suite and that commitment can be measured in terms of people. With this transition, EAE and AB Suite resourcing will increase 10-15 percent in 2008. Unisys has simply changed its investment model to take better advantage of its increasingly global resourcing footprint. Our customers should also know that there is an AB Suite engineering presence in Shanghai, China, where a team is working to build a migration capability specifically targeted at the Asian marketplace.

We are confident the transition will give us the opportunity to provide our customers with an improved level of support and an enhanced product.

**Developing Agility:** Is there anything else that you think the readers of *Developing Agility* should know about the transition of EAE and AB Suite engineering and support to Bangalore, India?

**Mike Heggen:** We'd like to re-emphasize that EAE already has been successfully transitioned to the Unisys team in Bangalore. The ACUS team used the experience gained from the LINC transition to make the EAE move successful. We will be further leveraging this experience as the new AB Suite teams in both Unisys India and Keane accept the challenge.

To read the official announcement letter about the transition, please visit the [eCommunity](#).

## Where's Samy?

Many EAE and AB Suite customers have had the opportunity to meet – in person or virtually – with Lakshminarayanan Vaidyanathasamy (LNV Samy), who, until very recently, was the director of ACUS. Samy will continue to be responsible for EAE and AB Suite in his new role as head of Unisys Global Technology Centre Solutions. His new team has responsibility for solutions and software delivery for various Unisys programs from the Global Technology Centres based in India, China, and Australia, as well as Unisys global sourcing partners.

*“I look forward to my continued involvement with EAE and AB Suite engineering and customers in my new role as Head of Global Technology Centre Solutions. This will expand Unisys ability to deliver high quality solutions and customer support using global resources.”*

LNV Samy  
Head of Global Technology Centre Solutions  
Unisys Corporation

## Incentives for Innovation: 2008 UNITE Annual Technology Conference



There's truth to the old adage, "Two heads are better than one." This is certainly true at an educational conference grounded in the concept of sharing business efficiencies and industry insights. The 2008 UNITE Annual Technology Conference ([www.unite.org](http://www.unite.org)) is taking this concept to heart and offering 2008 attendees more incentives than ever to come to Florida this October and see first-hand what people are already talking about.

The 2008 UNITE Conference — Orlando, Florida, October 19-22 — is poised to be bigger (more attendees!) and better (more tailored educational tracks!) than ever, thanks to three new registration programs being offered this year:

### **1. Registration Certificate Program**

Did one or more people from your organization attend UNITE in 2007? If so, you're eligible for this incentive program. You'll receive one registration certificate for each full paid 2007 attendee. Here's how the registration certificate can be used. For every full paid attendee your organization sends to UNITE 2008, you can use one registration certificate to register an additional colleague for a discounted fee of \$400. For example, if you sent two attendees in 2007, you would be eligible for two certificates at UNITE 2008. At UNITE 2008, once you register two full paid attendees, you could use your certificates to send an additional two attendees for only \$400 each. In order to redeem your certificates, your organization must first match its registration count to the number of registration certificates received. If no one from your organization attended UNITE 2007 but did attend UNITE 2006, then you can still take advantage of this incentive! Visit [www.unite.org](http://www.unite.org) for complete details on this program.

### **2. New Attendee Program**

If you did not attend UNITE 2006 or UNITE 2007, you are considered a new attendee and eligible for a discounted registration fee of only \$400 for up to two attendees. Visit [www.unite.org](http://www.unite.org) for more information.

### **3. Registration Fee Deposit**

Make a non-refundable deposit of \$100 by May 1, 2008, for each person from your company planning to attend, and each person will qualify for the pre-registration fee. The remainder of the balance is due by Oct. 3, 2008. Essentially, the non-refundable deposit "holds" the discounted pre-registration price past the pre-registration deadline (visit [www.unite.org](http://www.unite.org) for more information). Registration fees for UNITE 2008 will be announced in a few months. >>

*"The incentive program UNITE created for its 2008 attendees is purposefully the most generous program we have ever offered," said George McGowan, Jr., chairman for UNITE and president of McGowan Computer Associates, Inc. "Unisys has many exciting and value-driven initiatives being implemented in 2008 and it is essential that members of our community are involved during this exceptionally innovative period. The community, as a whole, benefits from increased participation. We are merely doing our part to ensure that UNITE 2008 offers attendees the best collective ideas, ROI, and take-home strategies of any conference this year."*

## Call for Presentations

If you have an idea for a topic discussion at UNITE 2008, submit it using the UNITE Abstract Call for Presentations system ([www.unite-papers.org/Abstracts](http://www.unite-papers.org/Abstracts)) or send an email to [uniteinc@unite.org](mailto:uniteinc@unite.org). Get involved. Enter an abstract to possibly become a speaker in an EAE track — or one of the many other tracks — featured at the Orlando event. Call for Presentations submissions are due by April 24, 2008.

You don't want to miss the 2008 UNITE Annual Technology Conference ([www.unite.org](http://www.unite.org)). As an EAE or AB Suite user, there is no better place to learn the latest news and capabilities in Agile Business Suite or to interact with other EAE and AB Suite users. The EAE track is always jam-packed with presentations and hands-on labs that let you experience new product capabilities first-hand. EAE presentations, however, are only some of the many valuable presentations at the event. So take advantage of the UNITE incentives and bring colleagues from other departments in your IT organization!

If you have any questions on UNITE 2008, please send an email to [uniteinc@unite.org](mailto:uniteinc@unite.org).

## ReFormat, ReFactor, ReEldor By Alan Hood

As regular readers of *Developing Agility* know, AB Suite provides a great opportunity for EAE shops to retain all the value in their existing applications while moving to a more modern environment. A new development environment provides new opportunities to standardize processes and streamline your code. But if there were inconsistencies in your EAE LDL, they will migrate forward to AB Suite and LDL+. Examples may include:

- Inconsistent use of command abbreviations
- Haphazard entry of in-line comments
- Some very long statements after migration because of increased qualification of names, and perhaps lack of continuation lines in the EAE model

In addition, you may look at the way an Insertable Global Logic has been imported and modified in AB Suite and wonder how in the world developers will ever keep track of all those parameters.

If any of these concerns ring true for your system, ReEldor is the tool for you.

### What is ReEldor?

ReEldor.exe is a utility that performs reformatting and refactoring activities on LDL+ logic in AB Suite models. Currently, it handles LDL+ logic formatting (a.k.a. Pretty Print), as well as refactoring LDL+ logic to minimize Insertable substitution strings. Using instructions you provide in a command line interface, ReEldor makes changes directly to your model in the AB Suite Developer Repository.

Note: As with any process that modifies a database or repository, it is important to back up the model before you use this utility. This ensures that you can revert to the original model if you find that the changes made by the utility are not acceptable. >>

*Refactor – to transform a program while preserving its behavior. For example, ReEldor reduces the parameter list in a GLG without changing the functionality of that GLG.*

## What does ReEldor do and how does it work?

The aim of this utility is to reformat and refactor LDL+ logic for models that have been migrated from EAE 3.3. The utility records its activities in a log file to make it easy for you to see what has been modified. There is also an option that logs what would have changed (without making any changes) so that you can easily determine which options to select.

### *Pretty Print*

The “Pretty Print” logic formatting features of ReEldor are very straightforward and easy for EAE developers to understand. The goal is to “pretty up” and standardize code to improve readability and maintainability. For example, you can specify:

- Whether LDL+ commands should be abbreviated or not (DW vs. DoWhen) or if they should be listed in upper or mixed case (DOWHEN or DoWhen); upper or mixed case formatting can also be applied separately for keywords
- The beginning position of comments that appear at the end of a logic line
- The starting position for operands in commands that use them, such as the Move statement
- A tab size to control the amount of indenting
- The maximum line length before a line continuation is inserted

You can even have ReEldor automatically convert your “DoWhen” statements into “If”!

### *Minimize insertable substitution strings*

EAE provides a powerful capability with Insertable Global Logic (GLG). GLGs are evaluated within the environment in which they are referenced. To illustrate this concept, assume that the VALIDATE-CUSTOMER GLG performs a LOOK.UP of the CUST Ispec by number, using the screen data item field called NUMBER. When that GLG is inserted into the SALE Ispec, it will use the screen data from SALE, but when it is inserted into the CRED Ispec it will use the NUMBER field from CRED. Because the GLG is inserted in-line in EAE, like a macro, no further qualification of the data item is required.

Given the object-oriented nature of the AB Suite model, an Insertable Global Logic is treated slightly differently. Rather than being inferred purely from the context of the logic, the unique data items are passed as parameters into the GLG. This enables the GLG, which is implemented as a class in AB Suite, to be fully encapsulated – making ongoing maintenance easier. This approach is easy to understand when the GLG is being built from scratch within AB Suite, but it can pose some problems when an application is migrated from EAE.

In order to handle the unique, context-sensitive data referenced in a GLG (in the way it is handled in EAE), AB Suite’s import process creates a list of parameters, including all of the external data that will be used by the logic in the GLG. The AB Suite Importer does an excellent job of defining the interface to correctly duplicate the behavior of the EAE application, but the resulting parameter lists can be quite large and cumbersome. Enter ReEldor.

ReEldor reduces the parameter list by moving data that can be derived from publicly visible sources into the GLG. Then if there are any data items that are used differently, depending on the context, it will create parameters for just those items. Where the GLG is referenced in logic, the parameter list will receive the local data values.

Looking at the VALIDATE-CUSTOMER GLG mentioned previously, the change might look something like this simple example:

```
Insert Validate_Customer (SALE.Number) : When called from SALE
Insert Validate_Customer (CRED.Number) : When called from CRED
```

Now with complex EAE models, there have been cases in which the list of parameters on a GLG call can take up several lines of logic. This happens because the GLG uses many GSD data items or is used in several places, each with a very different context. In those cases ReEldor will remove the parameter strings that are the >>

same in all cases and insert the appropriate logic in the GLG – leaving only the parameters that are unique because of the context.

If necessary, ReEldor creates additional new parameter strings that act as intermediate parameters, which reduce the number of parameters even further. The goal is to move as much as possible into the GLG and thereby make the point from which it is called in the logic as simple as possible.

Here is a slightly more complex example where common qualifiers are removed from qualified names in substitution strings.

#### Before Refactor Insert statements

Insert IGLG (\_DA1 = GRPA.GRPB.DA1 & \_DA2 = GRPA.GRPB.DA2 & \_DA3 = GRPA.GRPB.DA3)

Insert IGLG (\_DA1 = GRPX.GRPY.DA1 & \_DA2 = GRPX.GRPY.DA2 & \_DA3 = GRPX.GRPY.DA3)

#### After Refactor Insert statements

Insert IGLG (\_PARAM1 = GRPA.GRPB)

Insert IGLG (\_PARAM1 = GRPX.GRPY)

In the example above, three parameter strings are collapsed to just one. In more complex applications, the impact can be even more profound. In some cases, where all of the data used in the GLG comes from Public sources, like GSDs, ReEldor may be able to completely remove the parameters.

### Who should use ReEldor and when?

The two key ReEldor capabilities – Pretty Print and Insertable – are defined separately and are typically used at different times. It's important to note that ReEldor can be run against your entire model, a segment, or on a single object, such as a Functional Area or Activity.

Any development shop can benefit from the Pretty Print feature, which helps make your LDL+ logic more consistent in appearance and usage. The Pretty Print feature can be used on your model at any time. For example, you can apply the formatting options, such as mixed case for commands and keywords, right after the migration from EAE. After additional development has been done, you may want to run ReEldor again to ensure formatting continues to be consistent.

The Insertable feature is more specialized and probably will not be needed by all development shops or for all applications. Once you've migrated to AB Suite, take a look at the places where Insertable Global Logic was used. If you find that the parameter substitutions made during the migration are too cumbersome, you should consider applying ReEldor to that element.

### Where can I get more information about ReEldor?

The ReEldor utility is provided in the AB Suite Developer IC installation, beginning with IC 1400, which was released in October 2007. It will be installed in the Bin folder of the installation path (e.g. C:\Program Files\Unisys\NGEN\Bin). The command line utility has usage help built into it – simply execute the utility with no parameters and it describes the various options and their syntax. For further information, look for [“How to use ReEldor utility”](#) in the HOW-TO section of the AB Suite Support website.

## Client Tools Consultancy Announces First Product

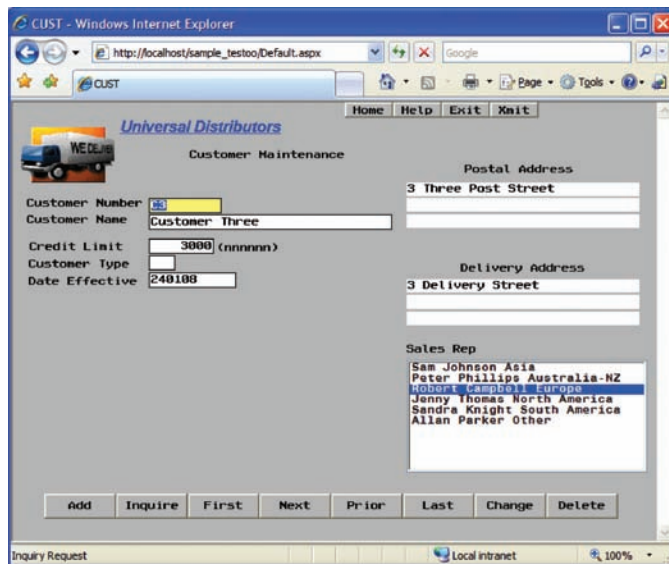
A primary goal of Developing Agility is education – helping our readers find ways to make their development efforts more effective and to deliver more value to the end users and businesses they support. To that end, we have featured a number of articles about graphical user interfaces (GUIs) to help Enterprise Application Environment (EAE) shops put a “fresh face” on their applications. In addition, we have presented AB Suite’s integrated and improved capabilities for building client interfaces.

Both EAE and AB Suite offer many choices and approaches to create and present a modern GUI – using tools like ASP .NET, Microsoft® Visual Basic® .NET, and Presentation Client to name just a few. However, there is no such thing as too many options when it comes to this highly visible area of your application – and now there’s a new one to add to the list from Client Tools Consultancy (CTC).

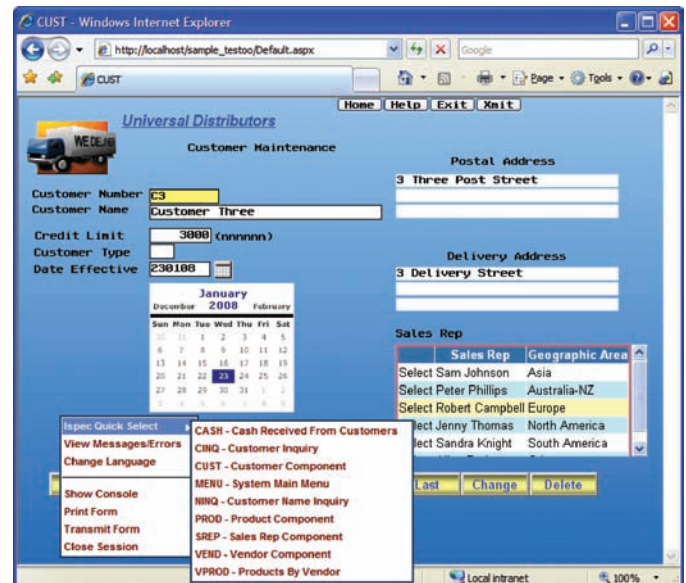
CTC is focused on providing products and services for building client interface solutions that work with EAE and AB Suite applications. The company’s user interface generators allow developers to specify all changes required to the forms before entering the generate phase. This approach eliminates the need for modifying the generated source or writing custom generators. The CTC generators create user interface applications for the Microsoft .NET framework. CTC’s first product – CTC ASP.NET WebForms Generator – has just been released.

Using the CTC Configurator, developers can configure the look and feel of every single control on a screen, as required, taking full advantage of the ASP .NET capabilities. This includes the ability to leverage third-party controls to meet the demands of modern user interfaces. The before and after screen shots on the next page show some of the changes that can be made, such as adding a calendar function and enhancing the grid view on a list of names. >>

## Before



## After



### Configuration changes include:

**Action buttons at the top:** removed background property to achieve rounded buttons

**Date field text box:** replaced the standard text box with DatePicker custom control for date fields; the Calendar icon is an integral part of the custom control; the screen capture shows the control in its open state with the calendar dropped

**List box:** replaced the standard list box with the ASP.NET Grid View control displaying multi columns; vertical and horizontal scroll bars are automatic

**MAINT buttons at the bottom:** added background image and changed the font and foreground color properties

**Form background:** added alpha filter specifying gradient background color

**Context menu:** added the CTC Multi Level Context Menu with dynamically created "Ispec Quick Select" sub-menu

For more information about CTC and its solutions and to download a free trial version of the software please contact:

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Note: The articles in the Developing *Agility* newsletter are provided for informational purposes only. Discussion of, or reference to, third party products in this newsletter do not constitute an endorsement by Unisys of such products, nor shall Unisys have any liability in connection with such products.

If you are interested in having your product featured in an upcoming issue of Developing *Agility*, please contact [ABSuite@unisys.com](mailto:ABSuite@unisys.com).

## Quick Start Tutorials Debut

The Unisys Product Support site provides a wealth of information designed to make your use of EAE and AB Suite more efficient and effective. The QUICK START TUTORIALS are a new feature that hosts short videos focused on a particular aspect of the AB Suite product. Each video is designed to *show you* how to use a part of the product in a “best practice” way.

To date the tutorials include excellent descriptions of how to use the AB Suite Debugger, and a primer on the use of object orientation in the AB Suite model.

Debugger:

- [How to use the Agile Business Suite Debugger \(Workbook and Demonstrations\)](#) (December 2007)
- [Setting up the Agile Business Suite Debugger for MCP ClearPath Host Database Access](#) (December 2007)

Object Orientation:

- [Object Orientation - Model Concepts Workbook](#) (December 2007)
- [Object Orientation - Model Concepts](#) (September 2007)

In addition to the new QUICK START TUTORIALS, the list of HOW-TO documents continues to grow. Each HOW-TO contains a short, simple description of how to use a product feature or perform a specific function, or that answers a critical question about how the product works. New HOW-TOs include:

- [How to Install AB Suite Developer and Windows Runtime v3](#) (December 2007)
- [Change StarTeam Licensing from Standard to Enterprise Edition](#) (November 2007)
- [How to Use ReEldor Utility \(from IC1400 onwards\)](#) (November 2007, see the article on ReEldor in this issue of *Developing Agility*.)

Be sure to check the Product Support “[Support Database](#)” web page for new QUICK START TUTORIALS and additions to the HOW-TO documents.

## Calendar

There are many exciting activities on the agenda in 2008, as well as opportunities to meet with fellow Agile Business Suite and EAE users and Unisys personnel around the world. Be sure to check the [eCommunity](#) for the latest information.

What	Where	When
AB Suite Update Webcast	<a href="#">Register via the eCommunity</a>	April 22, 2008
<a href="#">Unisys Technology Forum 2008</a>	Queenstown, New Zealand	May 6-9, 2008
AB Suite Jumpstart Workshops	Locations to be announced.	2H2008
Agile Business Suite and EAE User Meetings (Choice of two dates)	St. Paul de Vence, France	September 22-24, 2008 September 24-26, 2008
<a href="#">UNITE Annual Technology Conference</a>	<a href="#">Caribe Royale Orlando</a> , Orlando, FL	October 19-23, 2008