



Peace of mind as a service - customizing Omnia with managed extensions

OMNIA CONFERENCE | MALMÖ 14-15 NOV.

AGENDA

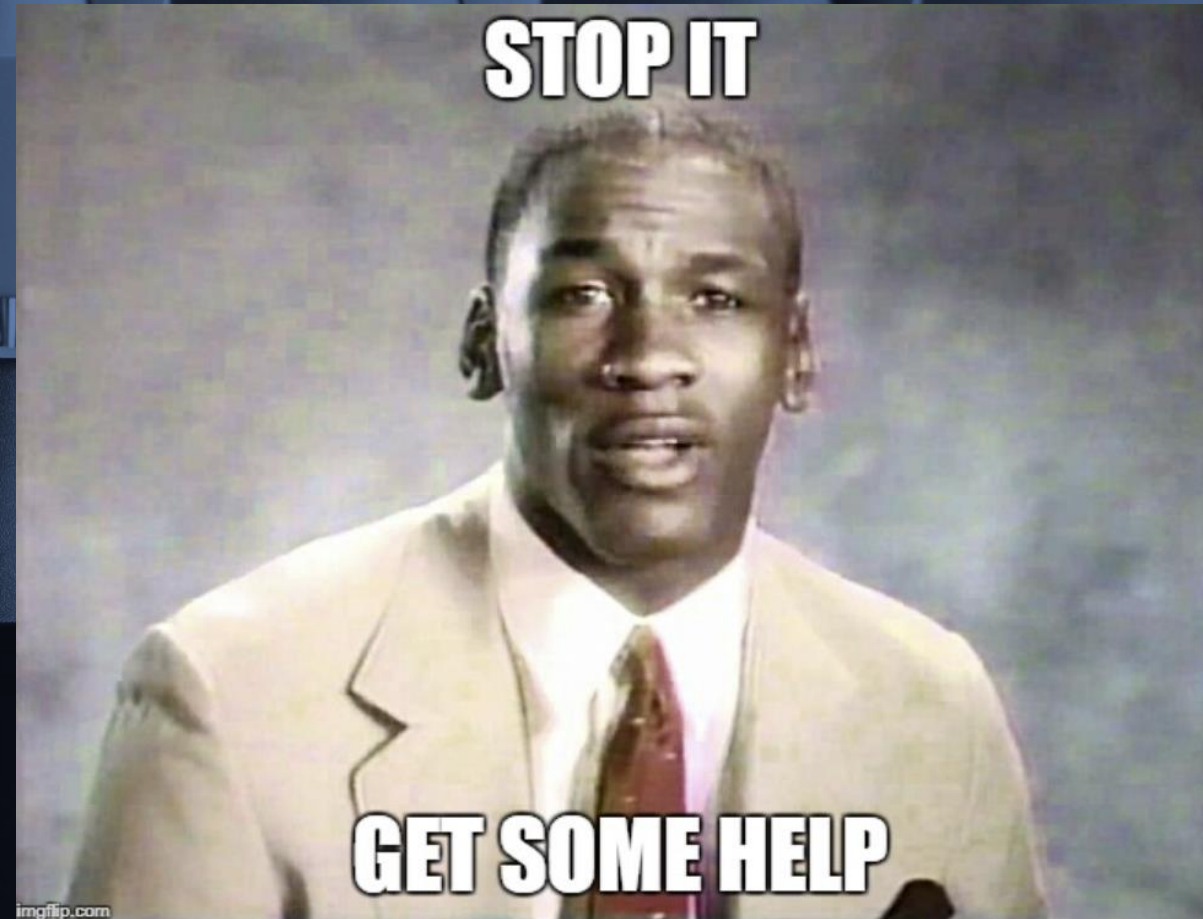
Congratulations!

You've joined one of only 2 sessions delivered with Finnish accent.

AGENDA

- ✓ Who?
- ✓ What?
- ✓ Why?
- ✓ When?
- ✓ How?
- ✓ ??
- ✓ Summary and questions.

Looking for guidance in making
your own extensions?

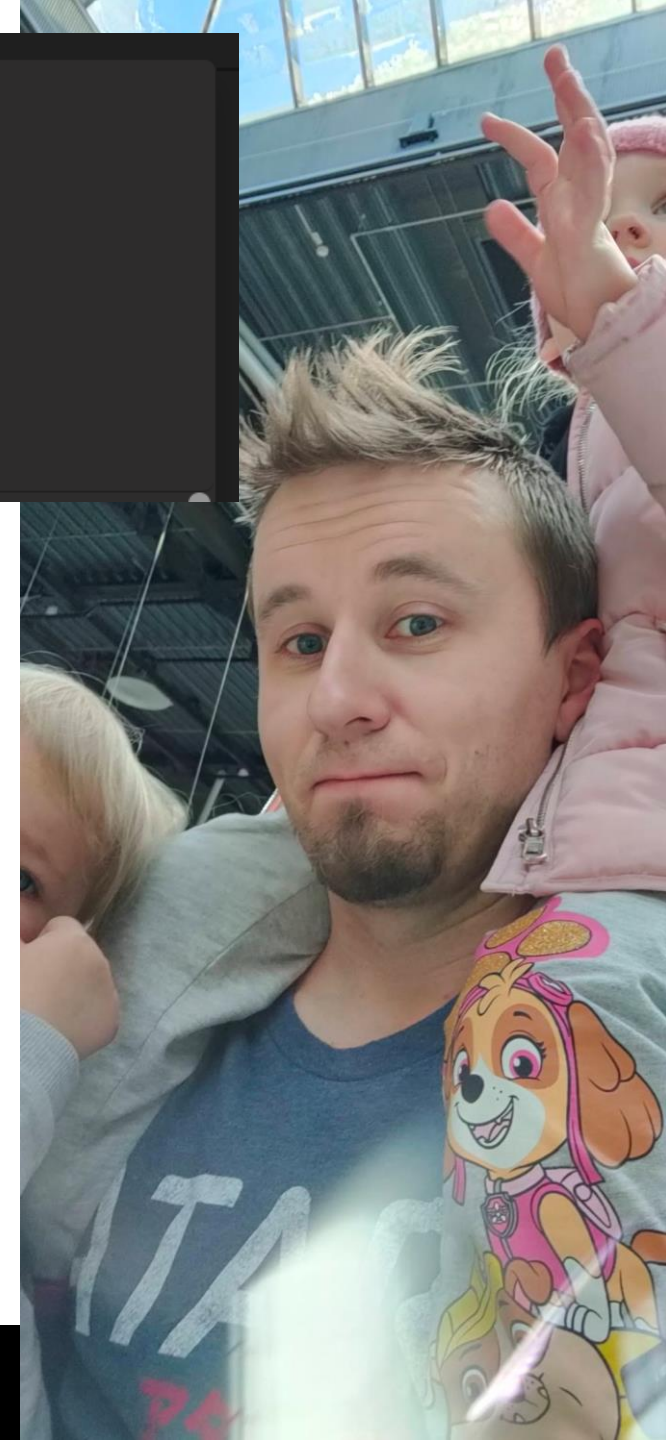
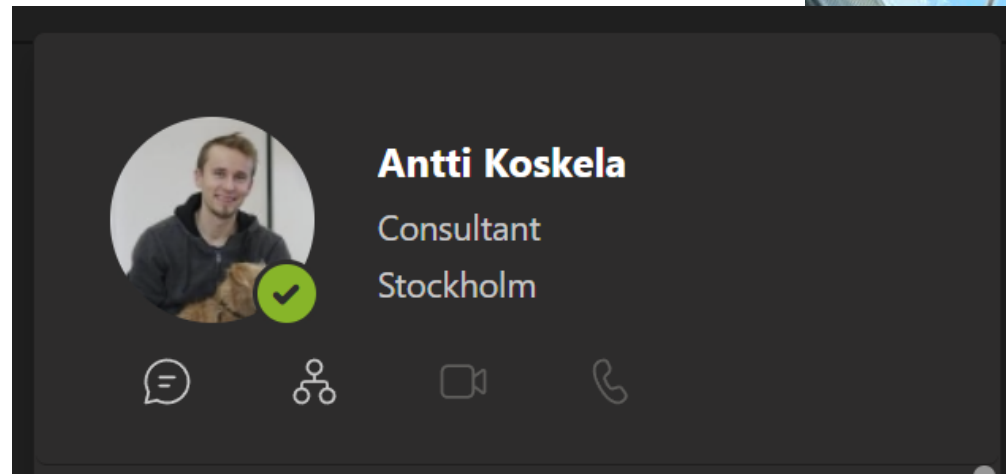


An underwater perspective of a swimming pool. The water is a deep blue, and the lane lines are visible as dark lines on the pool floor, receding into the distance. The ceiling of the pool is visible at the top, showing a grid of lights and structural elements. The overall atmosphere is calm and serene.

Who?

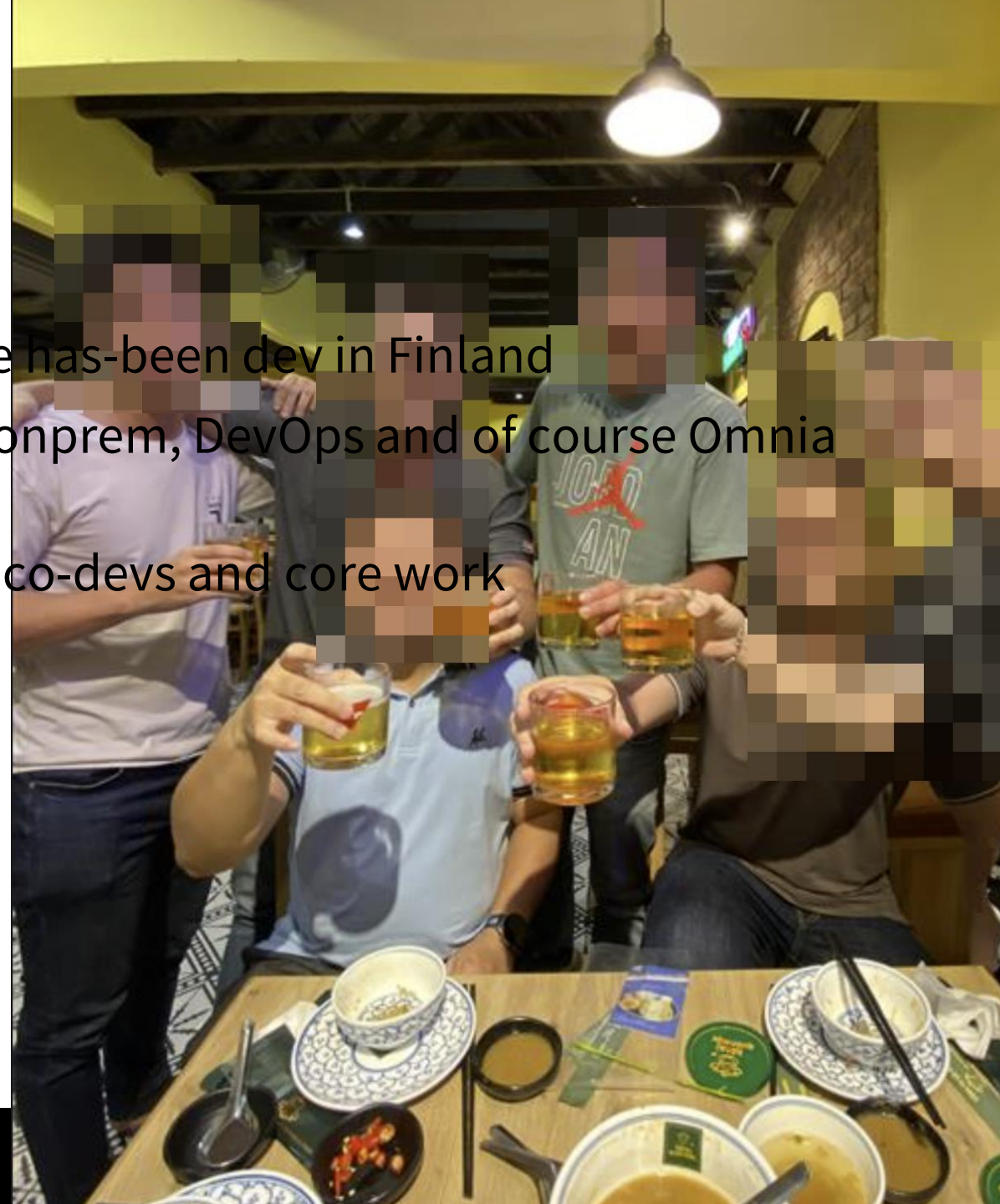
WHO: Am I?

- Antti K. Koskela
- I am The Finnish Office
- Coding for cookies since 2004
- Senior Corporate Vice President of Managed Extensions
 - (that's a joke – in this company everyone is just a "Consultant" 😊)
- Microsoft MVP (for Azure stuffs)
- Worked for Valo and Etteplan before Omnia
- <https://www.koskila.net>
- <https://www.linkedin.com/in/koskila/>



WHO: Are we?

- 4 real devs + local dev lead in Vietnam, one has-been dev in Finland
- The team has backend, frontend, mobile, onprem, DevOps and of course Omnia experience
- We work primarily on extensions, but also co-devs and core work



WHO: Are you?

Background: Show of hands 

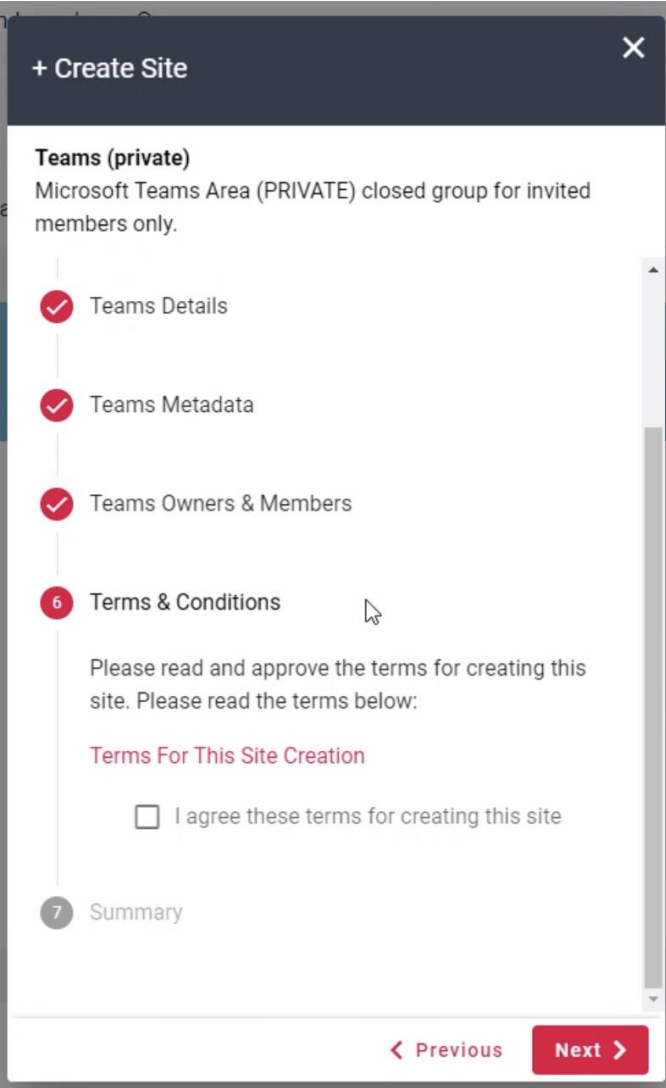
- Who has a custom extension on their tenant?
- Who has had an Omnia update break their custom functionality?
- Who has been surprised by Microsoft breaking something in the cloud?
- Who has had a nasty surprise with work going over estimate?



What?

WHAT: Are custom extensions?

- Customer-specific changes to Omnia functionality
- Integrations (media banks, PPM software, ticketing...)
- New features (like blocks or timerjobs) to Omnia
- UI tweaks or extensive UI customizations
- Custom fonts
- New APIs to Omnia
- ... or almost anything else!



The screenshot shows a 'Create Site' wizard interface. The title bar at the top left says '+ Create Site' and has a close button 'X' at the top right. The main content area is titled 'Teams (private)' and describes it as a 'Microsoft Teams Area (PRIVATE) closed group for invited members only.' Below this is a vertical progress indicator with seven steps: 'Teams Details', 'Teams Metadata', 'Teams Owners & Members', 'Terms & Conditions', and 'Summary'. The 'Terms & Conditions' step is currently active, indicated by a red circle with the number '6' and a mouse cursor. The previous steps are marked with red checkmarks. The 'Summary' step is marked with a grey circle and the number '7'. The 'Terms & Conditions' section contains the text: 'Please read and approve the terms for creating this site. Please read the terms below: Terms For This Site Creation'. Below this text is a checkbox with the label 'I agree these terms for creating this site'. At the bottom of the wizard, there are two buttons: a grey button labeled '< Previous' and a red button labeled 'Next >'. The entire wizard is set against a dark grey background.

WHAT: Are custom extensions?

In short: if you don't like something in Omnia, we'll change it.

... So how is this different from a co-dev?



WHAT: Are custom extensions?

1. We'll implement it exactly like you want
2. No need to think about how it'll work for other customers
3. Most of the time, we're not tied to certain Omnia releases (= faster!)
4. Annual Software Assurance

WHAT: Are "Managed" extensions?

- 2 steps:
 - Extension is implemented by / handed over to Managed Extensions team
 - Software Assurance

Any other extension = ***unmanaged.***



Managed
extension



Unmanaged
extension

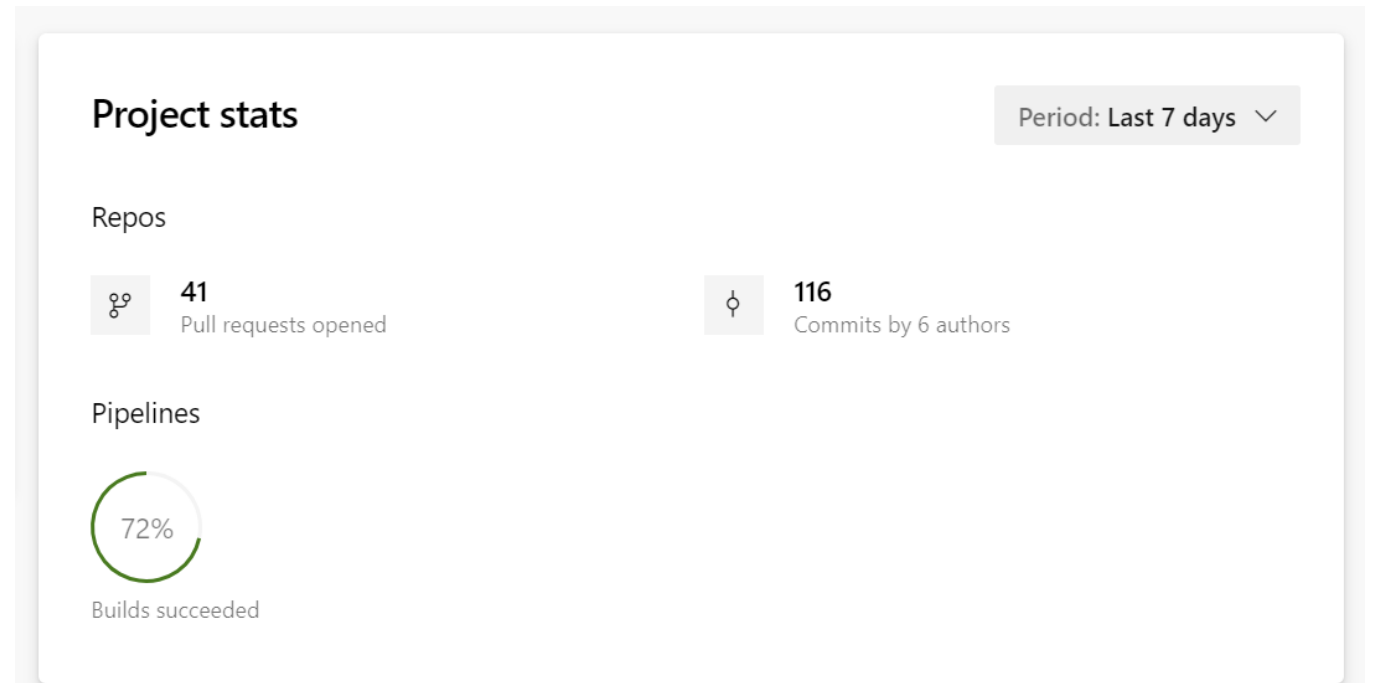
WHAT: Is the value?

- Fixed price (no surprises)
- Quick turnaround
- Priority support (through Omnia support)
- SLA
- Proactive testing
- Proactive updates

=> Peace-of-mind-as-a-service

WHAT: Are the numbers?

- 7 technical contributors
- 18 months
- 30+ Managed Extensions
- ~40 other extensions
- 400+ work items





Why?

WHY: Did we introduce the concept of "Managed" extensions?

1. To simplify our processes
2. "Peace-of-mind-as-a-service"



Figure 1: Omnia extension maintenance process

WHY: Did we introduce the con extensions?

1. Hey, I need a gizmo and I've got the money.

2. Sounds good, I'll get back to you

10. Dangit...
Hey Omnia, you have like a 100 developers, can someone finish this?

11. We can find someone... Where's the code?

3. Hey, anyone in your team got 2 weeks to do this?

9. 💩

12. It's securely stored in Git and only Greg can access it.

4. I think Greg does. I'll get back to you.

5. What? No I don't. I'm working on ACME's project!

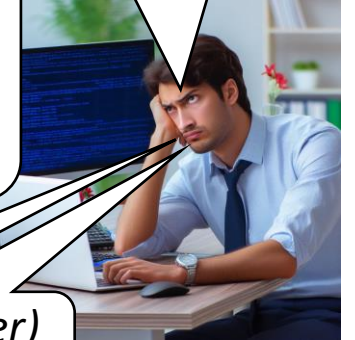
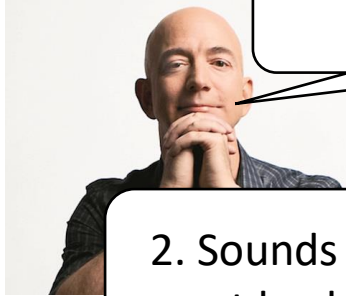
6. Ya but Mr. Bezos is important. Drop that and work on this.

7. Ok...

8. (9 days later) I quit.

13. 💩

14. Ok, I'll do what I can...



WHY: Did we introduce the concept of "Management extensions?"

1. Hey, I need a gizmo and I've got the money.

2. Sounds good, I'll get back to you

3. Hey, anyone in your team got 2 weeks to do this?

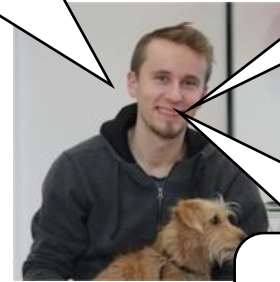
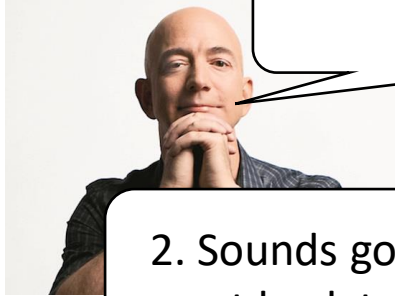
4. Well, it's not like we've got anything else to do, so...

5. Hey guys, we've got a project in, what do you think?

7. Wait, what...

8. Aaaand we're done

6. Yeah sure, it looks a lot like that other case we worked on, I'll just copy-paste half of the code





When?

WHEN: To get an extension?

- Unpopular opinion: **You should probably not get one**
- You've bought a product
 - The strength comes from the standardization
 - You should use the product to its fullest extent instead of customizing it



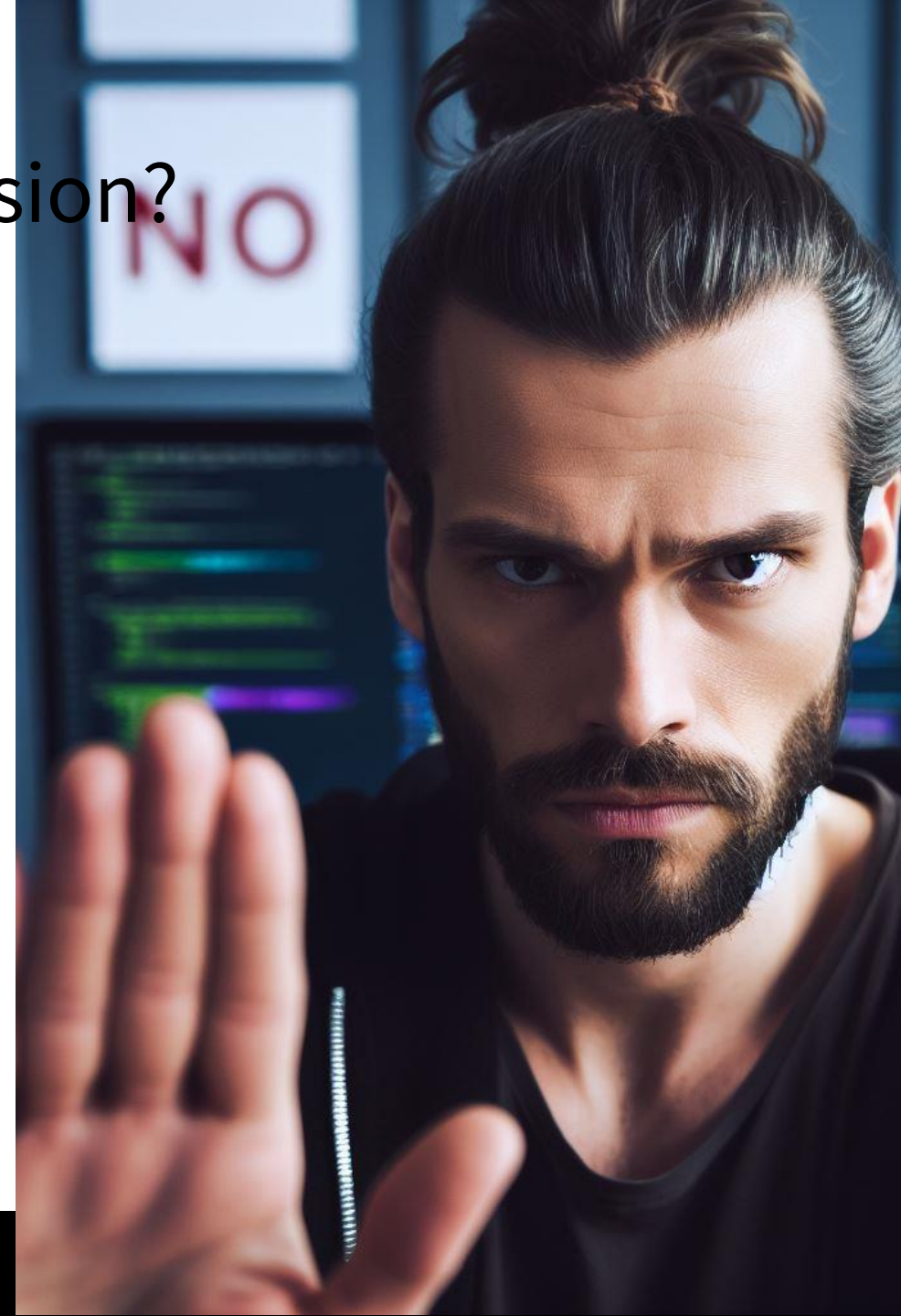
WHEN: To get an extension?

- Don't get an extension!
- Except if...
 - You can rationalize the ROI (without lying to yourself)
 - You're fine getting new Omnia versions just a little bit slower
 - You order it as a managed extension
- We'll do our darnest to code it in a sustainable way



WHEN: Do we say "no" to an extension?

1. If we think it's unmaintainable
2. If we're pretty sure it'll be included in Omnia soon anyway
3. If it sounds like a co-dev -> we'll propose treating it as such



$$F = G \frac{m_1 m_2}{d^2}$$

$$\phi(x) = \frac{1}{\sqrt{2\pi\sigma}} e^{-\frac{(x-\mu)^2}{2\sigma^2}}$$

$$i\hbar \frac{\partial}{\partial t} \psi = \hat{H} \psi$$

$$F - E + V = 2$$

Extension examples

$$\frac{\partial^2 u}{\partial t^2} = c^2 \frac{\partial^2 u}{\partial x^2}$$

$$\frac{df}{dt} = \lim_{h \rightarrow 0} \frac{f(t+h) - f(t)}{h}$$

Extension examples: Omnia Identity Creation

- Use case:
 - Frontline workers (deskless)
 - External system with an API
 - Users need to access Omnia to read guidelines and documentation
 - Users change somewhat often
- Solution:
 - Worker to call the external API, create new users based on the mappings of properties, move the users to groups
- Value:
 - More full-fledged functionality than Omnia's CSV import

Job opportunities

See all vacancies below

Page Title	Article Date	Deadline	Job location	Job country	Vacant job category
	2023-03-02		Shanghai	China	Manufacturing
	2023-03-02		Shanghai	China	EHS
	2023-03-02	2023-03-14	Mehsana	India	Quality
	2023-03-01	2023-03-16	Sandviken	Sweden	Manufacturing
	2023-02-24	2023-03-14	Halle	Germany	Manufacturing
	2023-02-24	2023-03-14	Halle	Germany	Engineering
	2023-02-24	2023-03-31	Halle	Germany	Manufacturing
	2023-02-24		Jiangsu	China	HR
	2023-02-24		Jiangsu	China	IT & Software Development

Extension examples: External integrations

- Use cases:
 - Many, but often to show information in Omnia from external sources
- Solutions:
 - Search integration + templates
 - Custom blocks (showing vacancies from Workday)
 - Action buttons & notifications (ServiceNow)

What are you looking for?

24556

PROJECTS [53311] PEOPLE [410] CV [715] DOCUMENTS [10631] POLICIES [67] NEWS [82]

Stage

Outcome

Start date

End date

Invoicing client

Ultimate client

Business unit

Project director

Project manager

Status

False 46259

True 1527

Export to excel

Did you mean: 2455

PROPOSAL 24556f

Open Aug 2023 onwards

Inv. Client: f

Ult. Client: S

PROPOSAL 245548f

PROPOSAL 24556

Open Aug 2023 onw

Inv. Client: PDD Arch

Ult. Client: E

PROPOSAL 245562

Open Won Aug 2023

Extension examples: Automated Teamwork creation

- Use case:

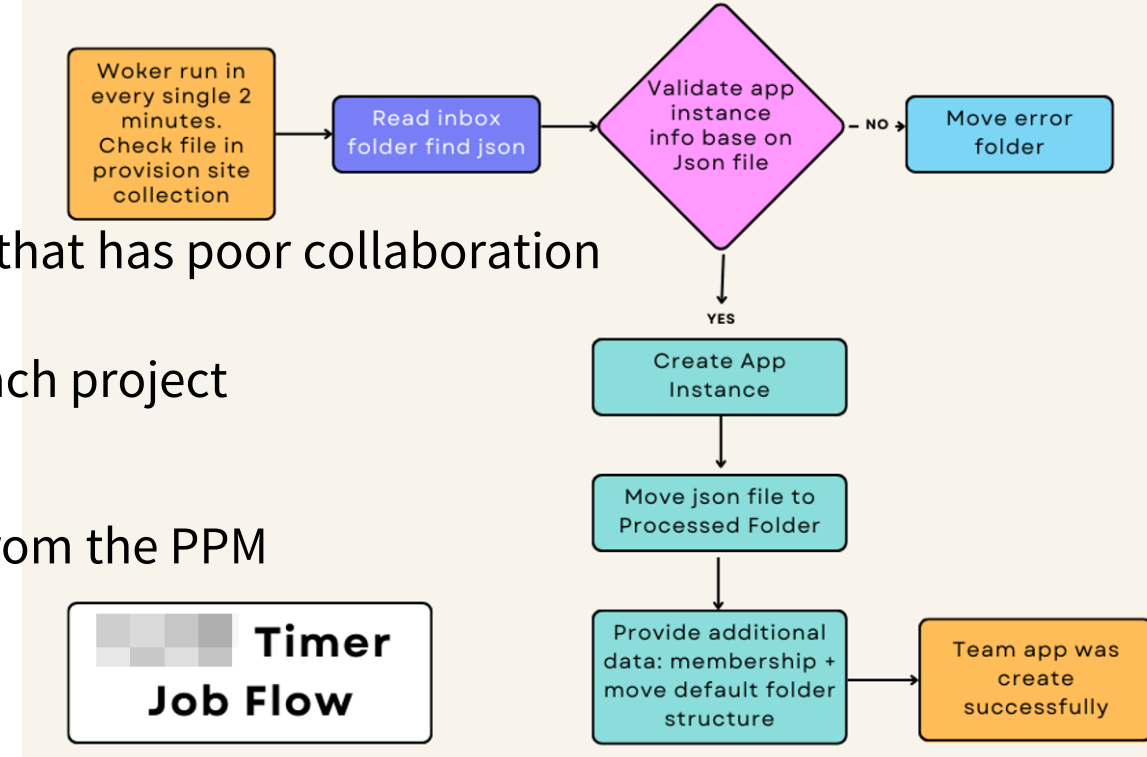
- External Project Portfolio Management system that has poor collaboration and document management tools
- Omnia Teamwork & ODM to have one site for each project

- Solution:

- An integration that reads metadata and users from the PPM
- Creates Teamwork teams + ODM for each
- Adds users and metadata

- Value:

- Reduces manual labor – a lot
- Standardizes team creation + provisions default content



Extension examples: Cool UI tweaks

- Use cases:
 - Sometimes there's a very specific branding need
- Solutions:
 - Add animations to mega menu
 - Overlays and cooler titles or category/channel names to views
 - User group –specific branding
- Value:
 - Alignment with brand
 - Delightful UX (?)

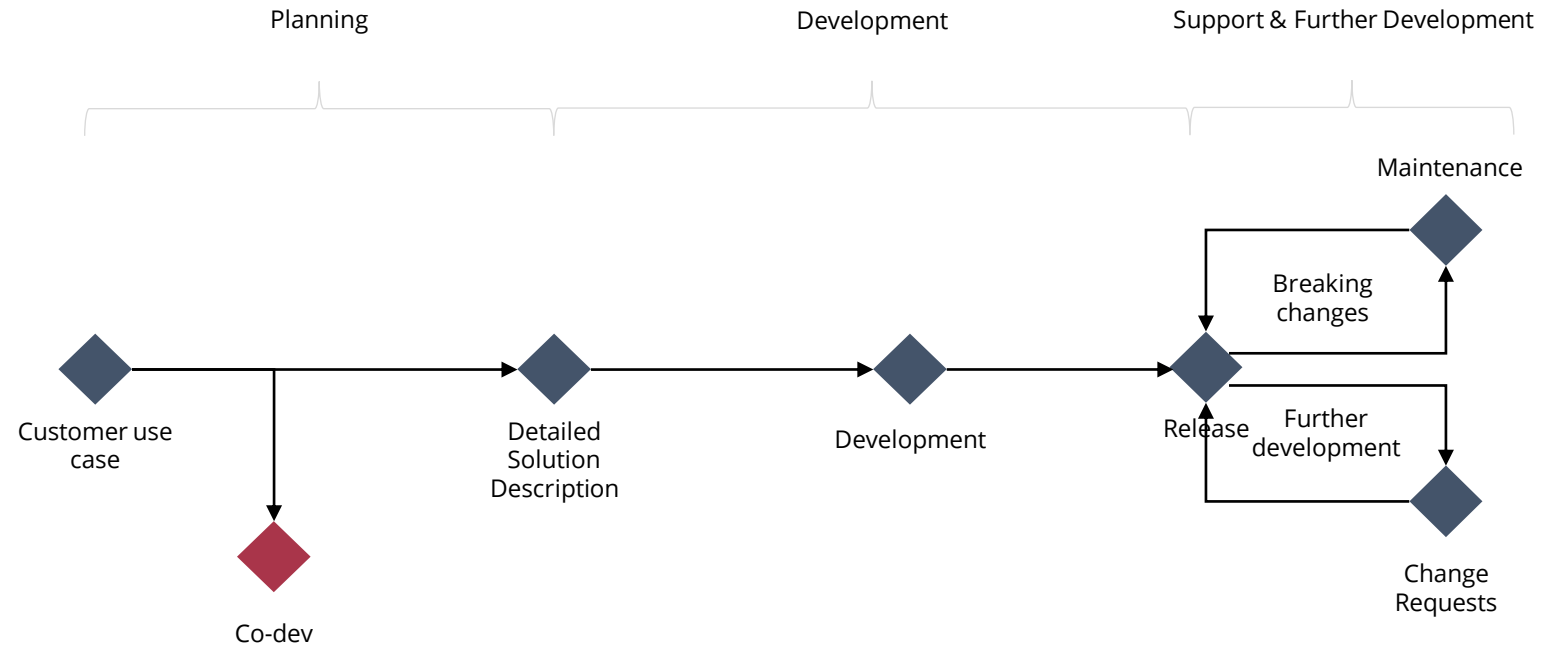
Extension examples: New APIs

- Use cases:
 - When you have an external system that needs to push or pull some data to/from Omnia
 - When you need to tweak how Omnia works
- Solutions:
 - Custom page provisioning API
 - Custom report generation APIs
 - Custom document redirection API + view/template that uses it
- Value:
 - Varies

A close-up photograph of a dog's face, likely a terrier mix, with light brown and white fur. The dog's eyes are dark and looking slightly to the left. The word "How?" is written in a bold, white, sans-serif font across the center of the dog's face, positioned over its eyes and nose. The background is a soft, out-of-focus light gray.

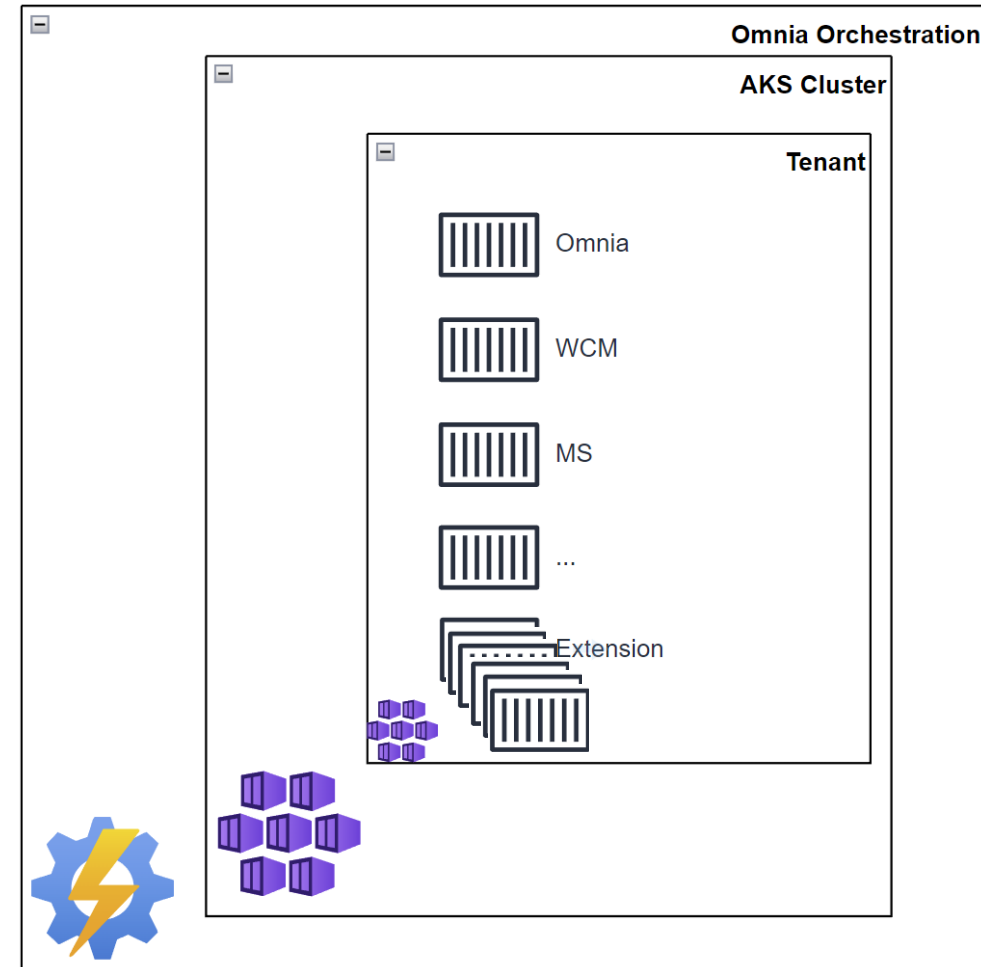
How?

HOW: Do we deliver extensions?



HOW: Do we implement extensions?

- Omnia has an extensible architecture
- Custom extensions use the same orchestration as standard Omnia



HOW: Do you get an extension?

- Talk to your PM
- Project proposal / quote
- Sign the quote + Software Assurance
- We'll implement the solution within 4 weeks + implementation time (we'll agree on a deadline)

Wrap-up

Wrap-up

- **Who:** Dedicated team that maintains infrastructure, documentation and competence
- **What:** Managed Service to customize Omnia
- **Why:** To simplify and formalize a supported model for customizing Omnia
- **When:** Only when the ROI is clear
- **How:**
 - Miniproject + Software Assurance (We'll make sure it keeps working and prioritize bugfixes)
 - **Get in touch with your PM or me directly**



ANY QUESTIONS?

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omnia