

Abstract

Service Oriented Architecture (SOA) has gained ground as a mechanism for defining business services and operating models. Thus, provides a structure for IT to deliver against the actual business requirements and adapt in a similar way to the business. Though SOA gives you the ability to more easily integrate IT systems, provide multi channel access to your systems, and to automate business process, it is still not completely matured and adopted fully in the organization. Researchers in this area comment that SOA adoption in India is facing number of challenges to adopt it completely. Also country like India whose major economy is dependent on the small and medium enterprises, Government of India is emphasis to promote the growth in this sector. The study has been carried out with a view to identify the various gaps existing in the present business model for small and medium enterprises and to fill the identified gap. The proposed model would be helpful in rectifying the shortcomings of the existing system. The study of the critical factors helps the organization to use and implement the SOA system effectively within the organization.

The study adopted a descriptive type of research in which data was collected from various sources and analyzed to come up with conclusion. Various statistical and soft computing techniques were used in this research at various phases to conclude results. Throughout the research, various methods have been applied like T-Test, FIS, ANFIS, TOPSIS and factor rating.

Experience documented in this research will be helpful for practitioners in collecting the data necessary for reliability prediction of SOA based model. Hence, this report could be referred to as an advance research for service-oriented integration of business value chained activities within an enterprise.