



Directorate of Enterprise Architecture

# DEA Release, Request and Change Management tool

February 2017





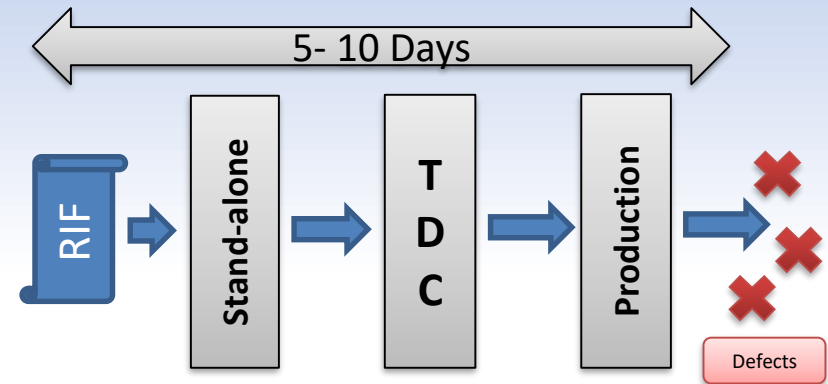
# Agenda

- Background: Challenges & Objectives
- Changes in Change Management
- Demo: DEA's Change Management tool



# Challenges

- Challenges regarding QLM configuration requests
- Challenges regarding configuration releases
  - Consistency / Quality
  - Customer satisfaction
  - Capturing metrics and reporting





# Objectives

- Implement a regular release cycle that will allow time for a standardised quality assurance process
- Create a staging environment where requesters and the EA community are involved in testing
- Reduce or eliminate errors and defects on the production release
- Improve team efficiency and effectiveness
- Facilitate configuration management and reporting capabilities
- Ensure client satisfaction and enhance the user experience



# The “Plan”

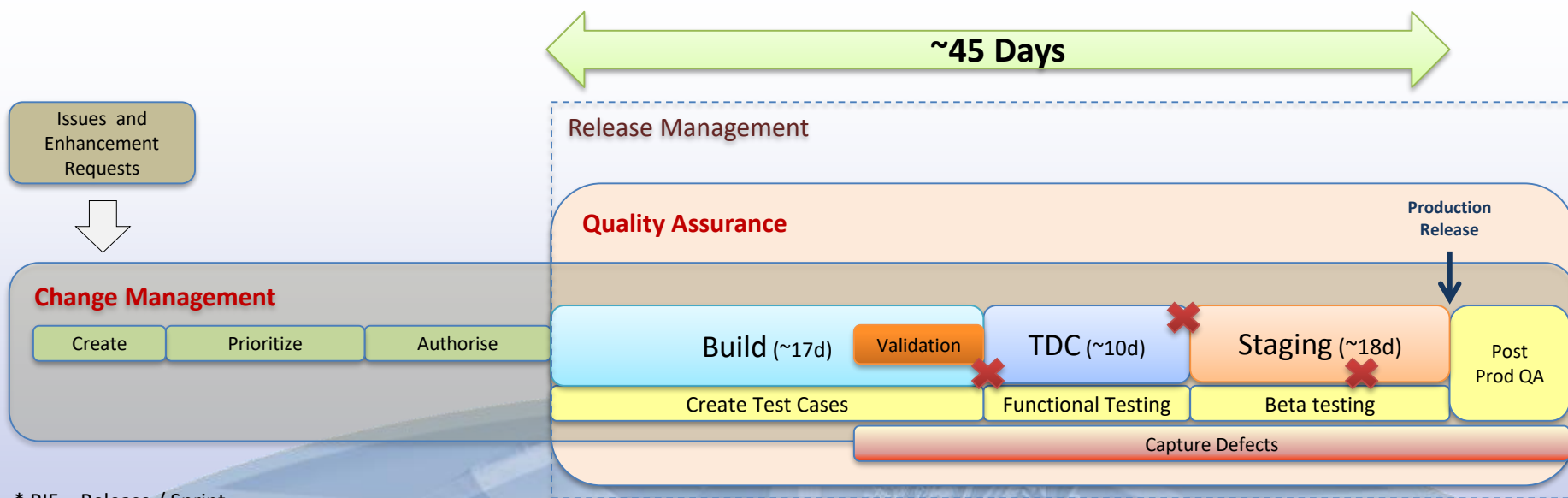
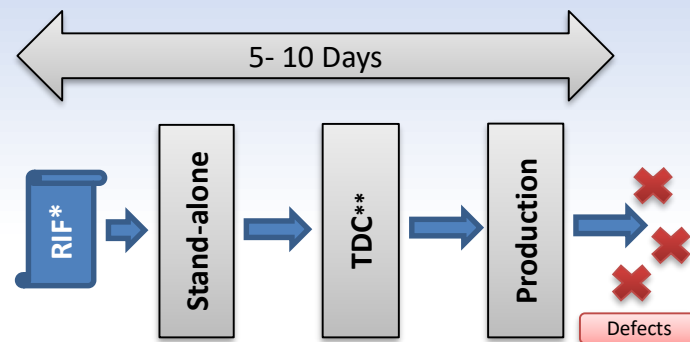
- Capture and understand the “as-is” state
- Develop a structured and repeatable process for all Release Management functional stakeholders
- Improve the Change Management process
- Improve the Request Management process
- Select a tool that can meet the requirements and conform to the new processes



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# Previous and Current Release Cycles

- Previously irregular release dates
  - Defects found after release
- New release cycle – 10 per year
  - Quality assurance layer introduced
- Request Management Overlay



\* RIF = Release / Sprint

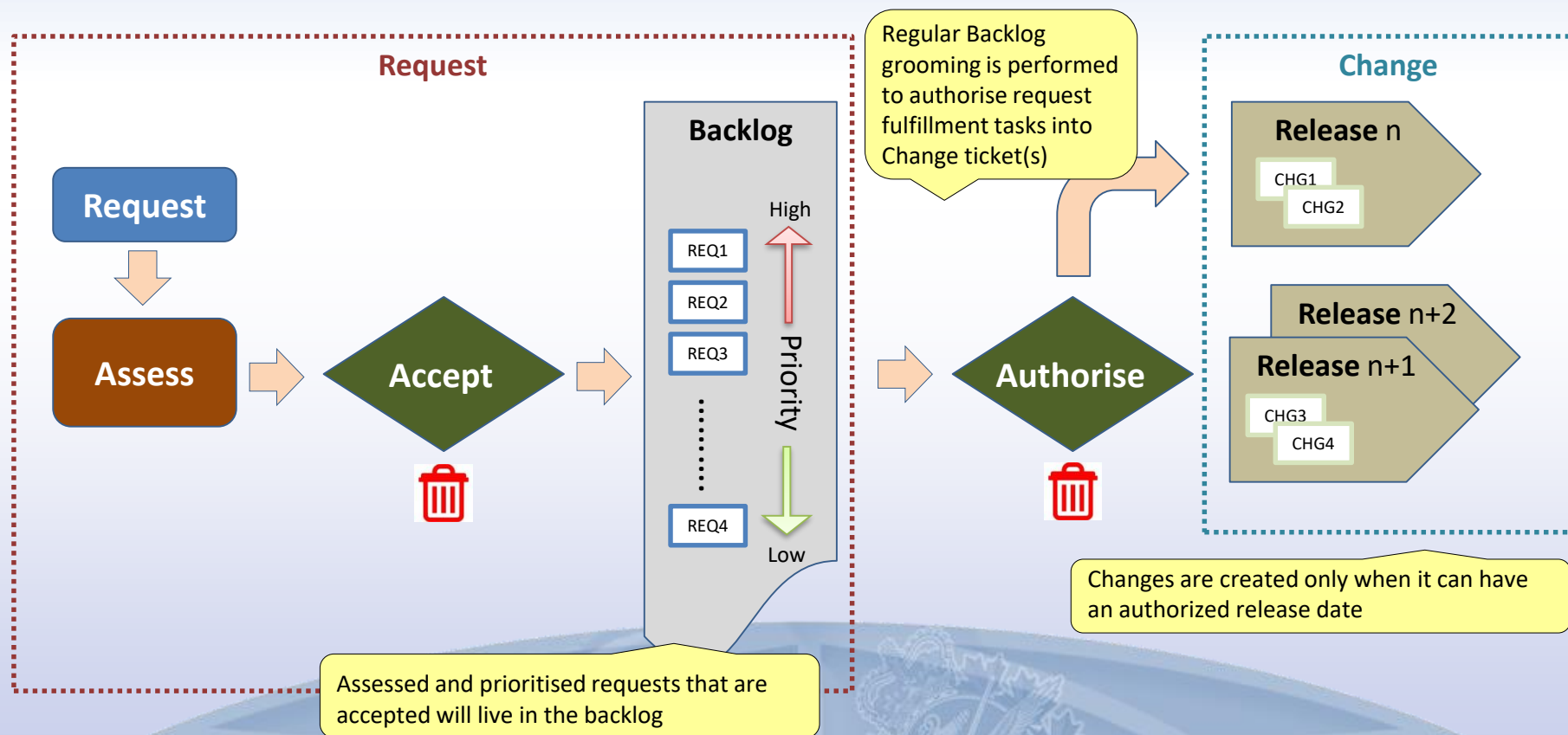
\*\* TDC = Test & Development Centre





# Request and Change Management

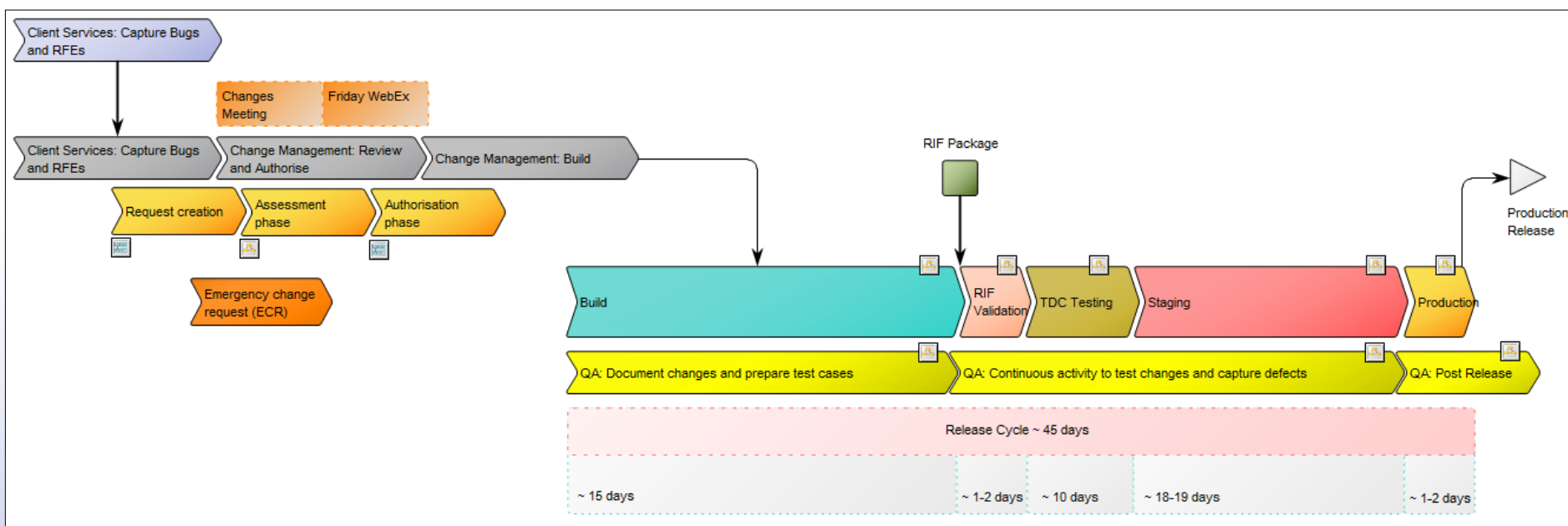
- Request and Change Process





# QLM

- DEA Request, Change and Release management captured in QLM







# Capturing Requirements

Repository Home | Change Release Management | StratV-1 DEA QLM Change Mgt x

## Process Requirements

- Ability to identify double fixes when Qualiware provides new software version
- Ability to back out a change when a double fix arrives
- Ability to re-assign a change request to a different release
- Ability to assign a change request to a particular release

## Configuration Management

- Source control inside QLM
- Ability to know who is working on which code files at any given time
- Ability for DEA to manage the models folder
- Ability for DEA to manage the assembly of the RIFs

## Change Management Reporting

- Ability to see which changes are in each release
- Ability to see which changes are in the upcoming 3 releases at any given time
- Report on changes by priority in each release
- Report on changes by owner and assignee and originator
- Ability to report on changes by category
- Reporting on progress of changes

## StratV-1 DEA QLM Change Mgt

[ RequirementModel Revision 1 ]

ArchitectureDomain(s):

[QLM Request Management](#)

Created:

2016-09-07 14:32:42 Mclean.TP

Modified:

2016-10-04 09:54:15 Mclean.TP



# Tool Selection

- COTS tools were considered
- QLM was selected
  - Aligned to the EA programme
  - Configurable
  - In-house development resources available
  - Provided the agility to DEA's growth
  - Common environment



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# Demonstration

DEA\_Change\_Release\_s - QualiWare Lifecycle Manager: BaseConfiguration :: Standard 1 byte Default language

File Edit View Format Insert Diagram External Document Favorites Tools Window Help

Repository Repository Home Change Release Management My Request

Refresh

Registered  
REQ000786  
REQ000788

Assessed  
REQ000787  
REQ000789

Back Log  
REQ000266  
REQ000266  
REQ000331  
REQ000402  
REQ000439  
REQ000476  
REQ000529  
REQ000614  
REQ000619  
REQ000632  
REQ000640  
REQ000687  
REQ000688  
REQ000727  
REQ000729  
REQ000739  
REQ000746  
REQ000773  
REQ000776

RIF 17087  
CHG000008  
CHG000016  
CHG000025  
CHG000040

RIF 17115  
CHG000033

RIF 17150  
next3rftList

Waiting for assessment  
REQ000443  
REQ000638  
REQ000720  
REQ000719  
REQ000774  
REQ000785

RIF 17069  
CHG000047  
CHG000009  
CHG000030  
CHG000032  
CHG000041  
CHG000043  
CHG000048  
CHG000048  
CHG000049  
CHG000050  
CHG000051

RIF 17031  
xCHG000005  
xCHG000006  
xCHG000007  
xCHG000010  
xCHG000014  
xCHG000013  
xCHG000019  
xCHG000021  
xCHG000027  
xCHG000029  
xCHG000037  
xCHG000038  
xCHG000039  
xCHG000042  
xCHG000046

Qualiware tickets  
Pending Client Info/Investigation  
DEA Request Project  
DEA DoubleFix

REQ/CHG by OPI/Owner  
View All DEA Request  
RIF RoadMap  
My Request  
My Changes  
Wednesday meeting  
Friday meeting  
Ready To Package

RIF Releases

BusinessChart  
KeyPerformanceIndicator  
PerformanceIndicator  
GeneralConcept  
Note

Common View Operational View Strategic View  
System View Capability View Technical View  
Information View Security View UML  
DND/AF All Reports Analytics

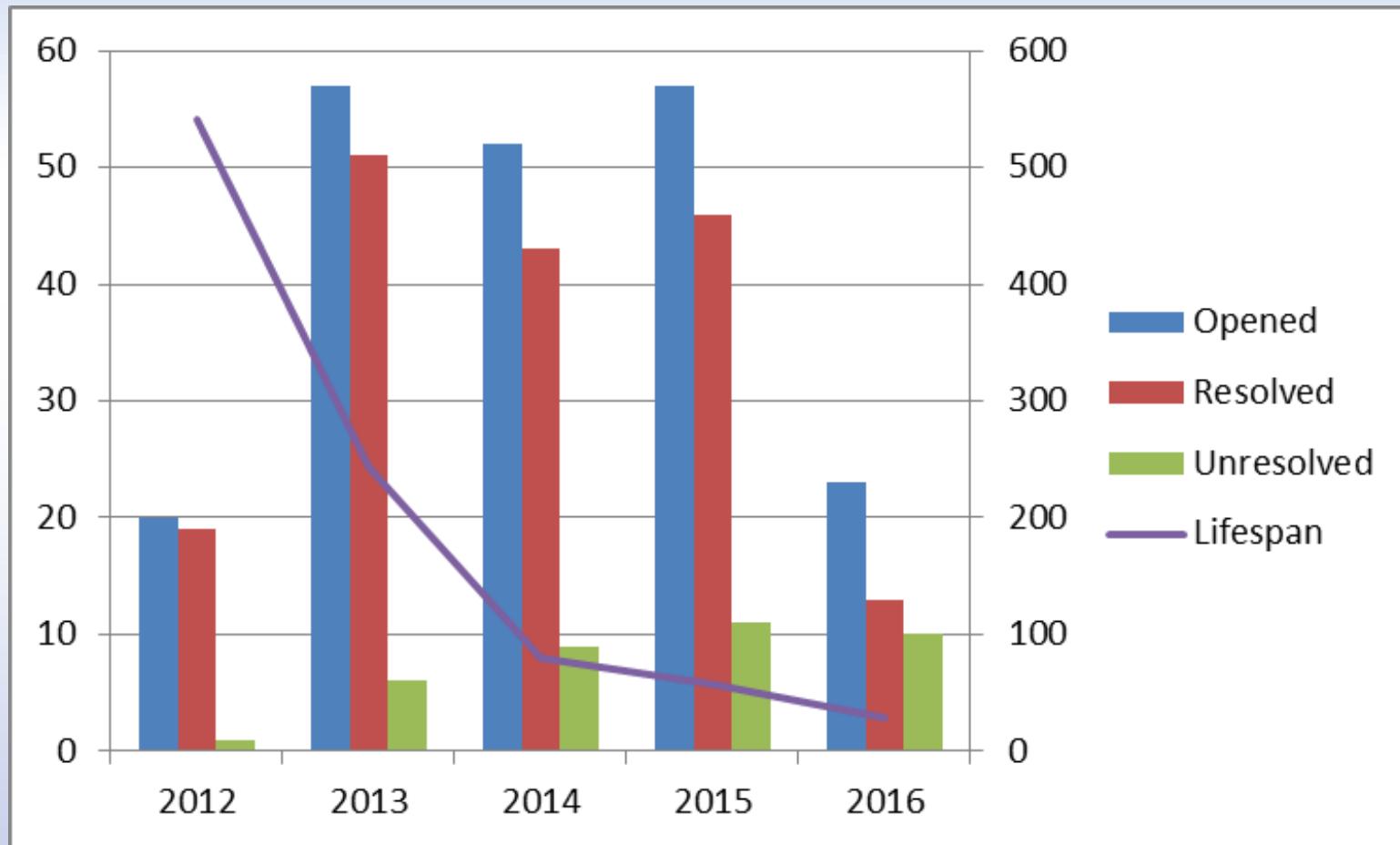
Dashboard Change Release Management  
Revision: 1, State: Development, Set by: on date:  
Properties  
Who can approve: Sabourin, PL  
Circulation period (days): 3  
History Of Changes:  
2017 01 31 12:10: Revision 1 created from Revision 0 (0) by Sabourin, PL

DEA Standard up-to-date  
Language for DEA\_Change\_Release\_s is now: Standard 1 byte Default language  
Repository Update 17031  
Loading QualiWare Publishing Platform, version: 1.0.0 (2012-01-01)  
Loading QualiWare Publishing Platform, version: 1.0.0 (2012-01-01)

Revision: 1 Language: en-C Repository: DEA\_Change\_Release\_s Config: BaseConfiguration



# Results





# Questions?