

BITO

Mercury Application Change Lifecycle: *Request to Test*

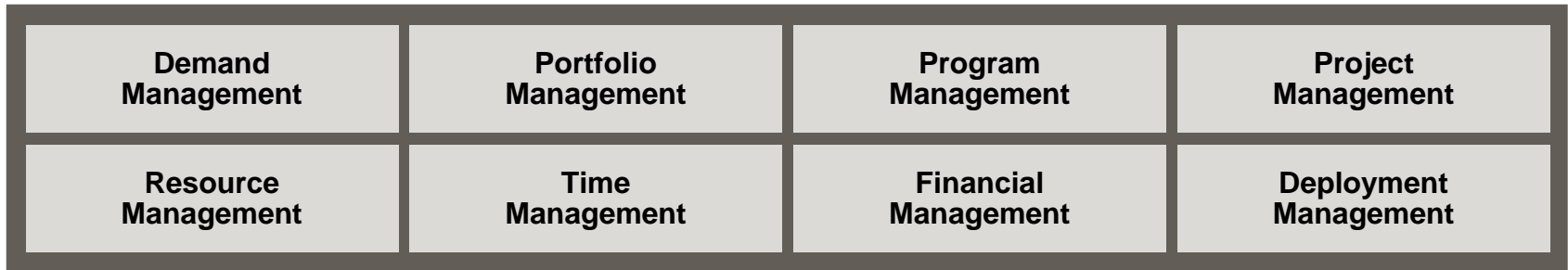
James Trujillo, Senior Solutions Consultant
August 16th, 2006

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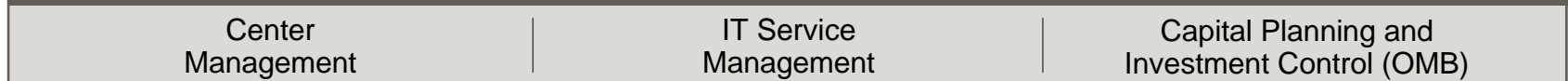
Mercury IT Governance Center

Mercury IT Governance Center™

Dashboard



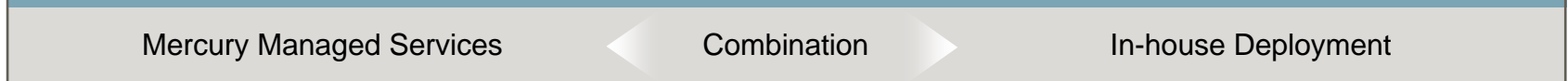
Accelerators



Foundation



Delivery Options



Customer Challenges

- Global organizations today have global, complex IT environments with constant change
- Change management processes remain informal, manual, silo'ed and labor-intensive.
- HUGE business risk and cost due to colliding changes and their impact to business services

40% of unplanned downtime stems from process errors, and 40% comes from software defects

Gartner

Costs of Managing Change

For a Medium-sized Company—Up To \$10M Per Year

**Change Control Board
Personnel Cost**
\$350,000 / year

**Eliminating Re-Work
Cost for Fixes**
\$1,000,000 / year

**Outage Cost Due
to Planned and
Unplanned Change**
\$3,500,000 / year

**Manual Asset Mapping
and Reporting Cost**
\$780,000 / year

**Manual Release Team
Personnel Cost**
\$780,000 / year

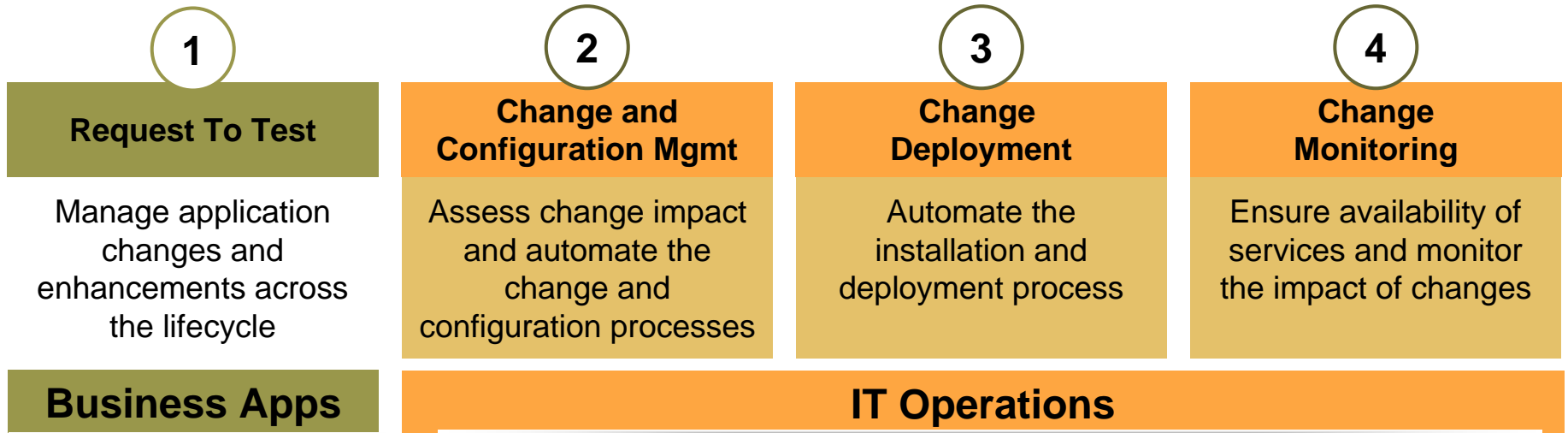
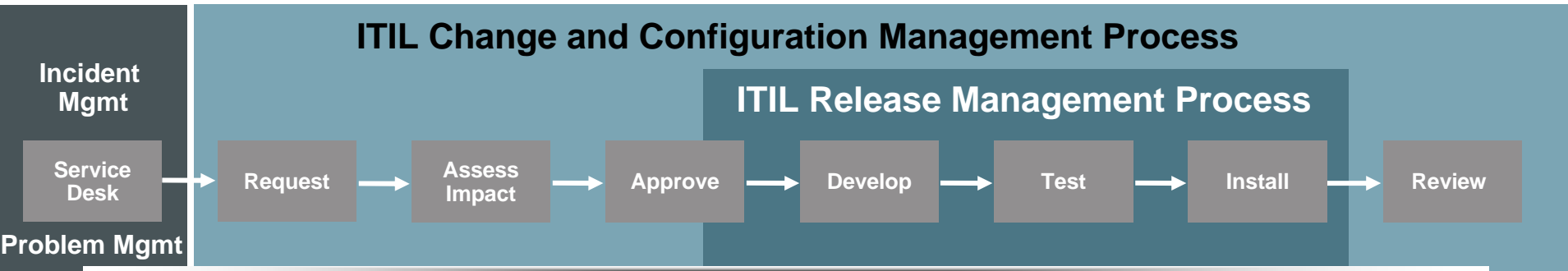
**Outage Cost Due to
Untested Changes**
\$3,500,000 / year

Estimates for a medium-to-large organization:

CAB of 30 people, 20 developers, 10 testers, 5 people mapping ops environment, 5 person release team, \$10k/hr cost of application downtime

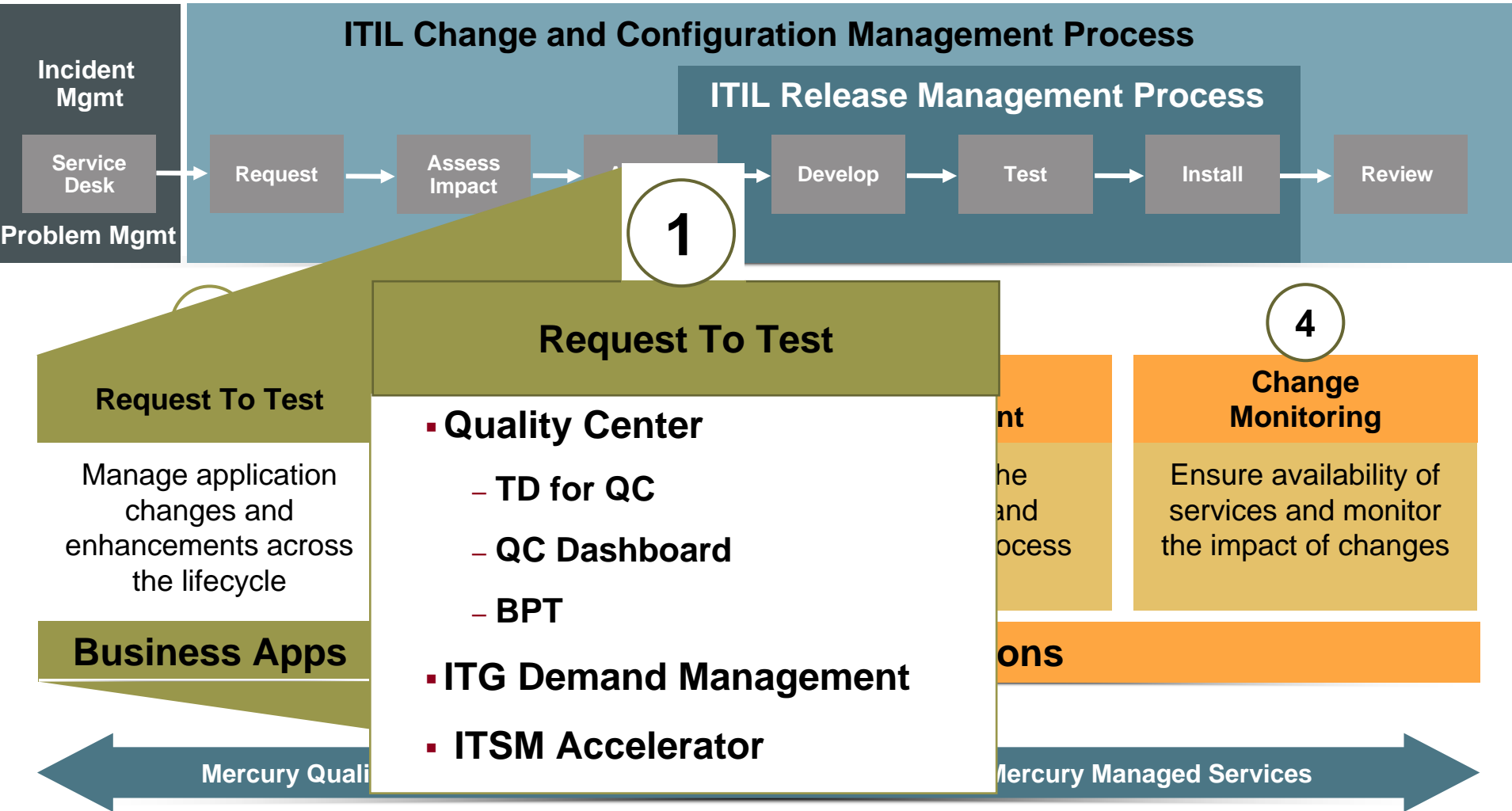
What would you gain by reducing these costs by 10%, 25%, or 50%?

Mercury Application Change Lifecycle



Request to Test

For Application Project Leads and QA Teams



ITG Demand Management

Create New ITIL - RFC Change

Expand All Collapse All Submit Cancel

Header
Summary

Created By: Admin User

Contact Name: Moore, Cindy Contact Phone: (650) 603 1234 Contact Email: cmoore@mercury.com

Contact Location: Mountain View Request Status: Logged Req Priority:

RFC Summary: New order management pipeline report for Oracle Apps

Details
RFC Details

RFC Source: Urgency: Medium Impact: Medium

Reason For Change: Enhancements Category: Significant Change Type: Software

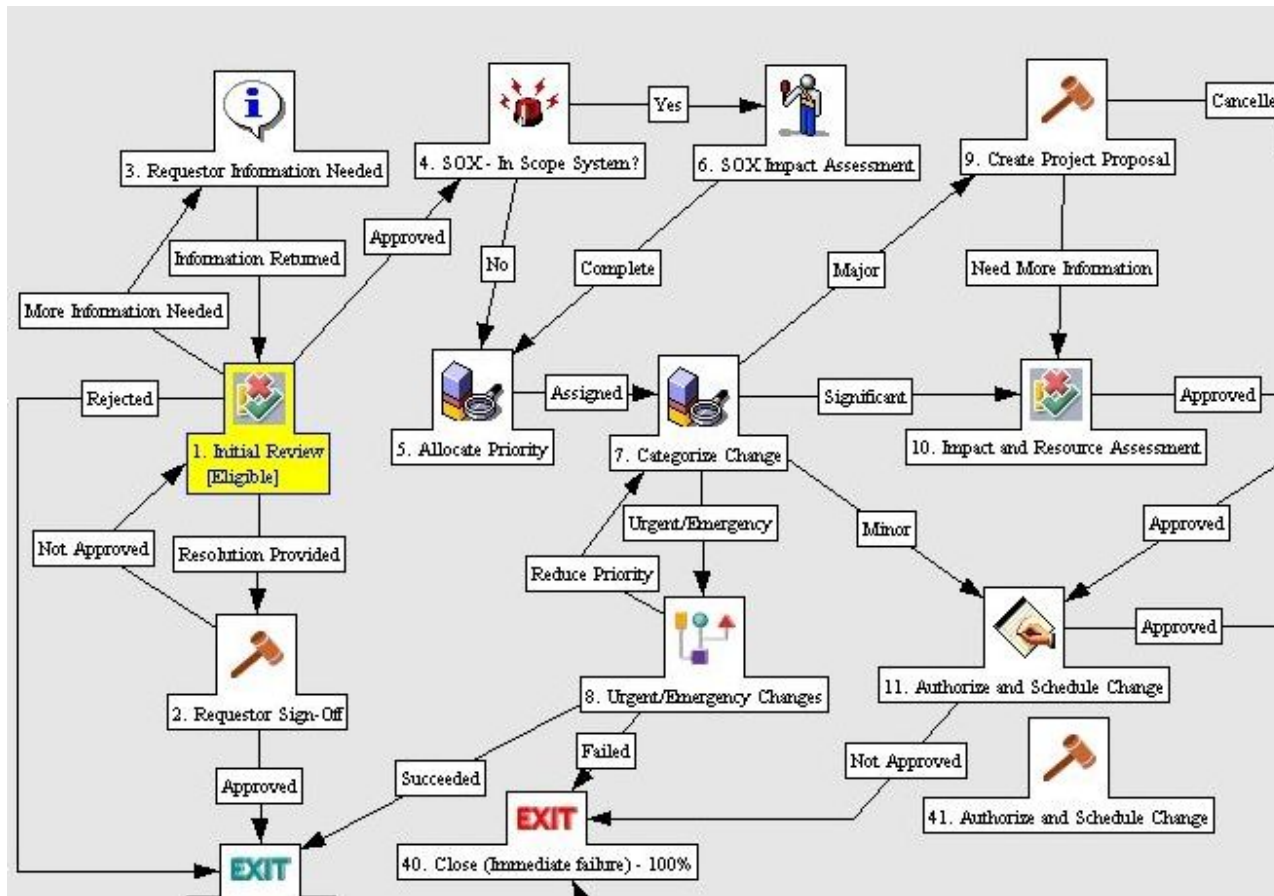
SOX Risk: High SOX - In Scope System: Yes

Change Item: 1 Entry More Details:

Effect of no change: Management does not have visibility to order pipeline RFC Description: Create new Order Management report to provide forecasted list of

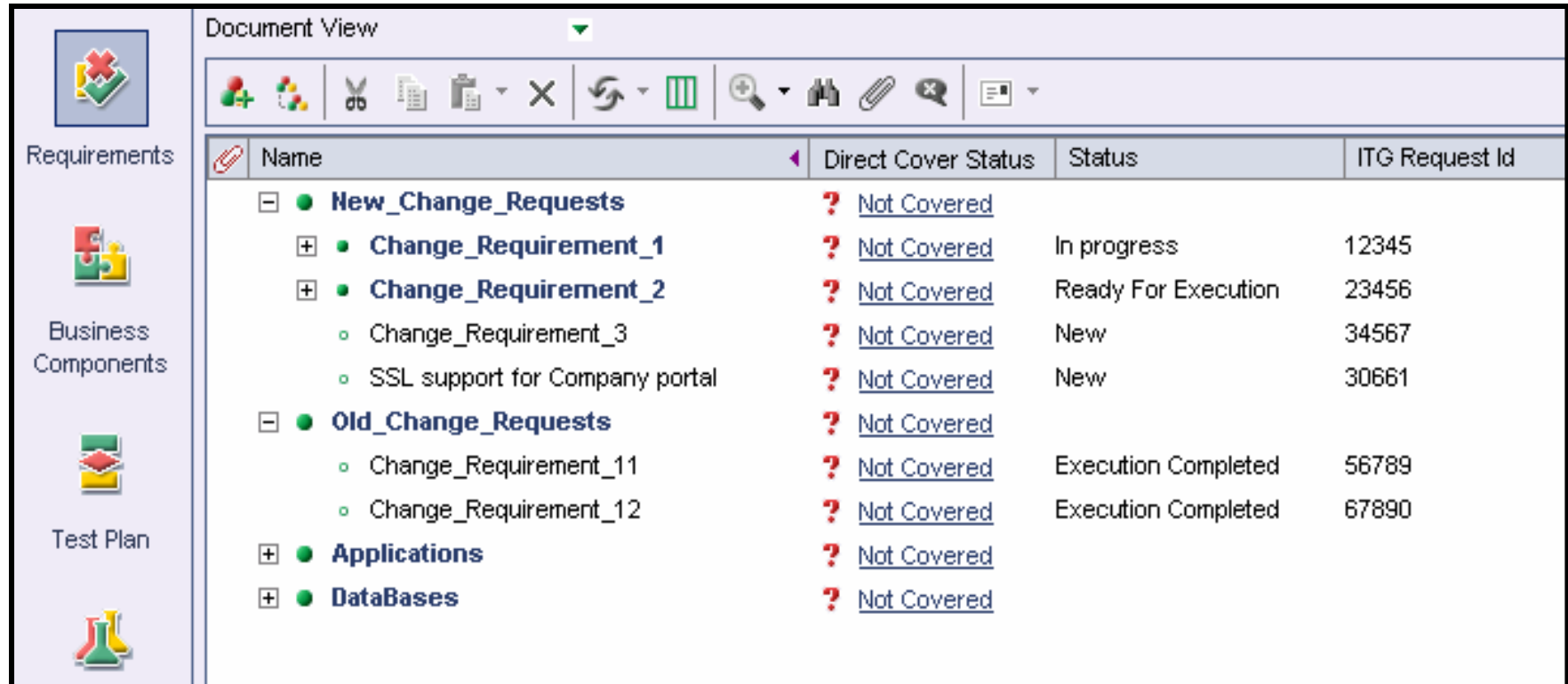
- Enforces app change requests as part of SDLC process for traceability
- Links requests to schedules, resource and skill set availability for approval

ITSM Accelerator



Provides out of the box content that reflects industry standard processes

Quality Center and IT Governance Center Workflow Integration



The screenshot displays a software interface with a sidebar on the left and a main content area. The sidebar contains four icons with labels: 'Requirements' (a puzzle piece with a red 'X'), 'Business Components' (a puzzle piece with a yellow '1'), 'Test Plan' (a document with a red 'X'), and an unlabeled icon (a flask). The main content area is titled 'Document View' and features a toolbar with various icons. Below the toolbar is a table with the following data:

Name	Direct Cover Status	Status	ITG Request Id
[-] ● New_Change_Requests	? Not Covered		
[+] ● Change_Requirement_1	? Not Covered	In progress	12345
[+] ● Change_Requirement_2	? Not Covered	Ready For Execution	23456
○ Change_Requirement_3	? Not Covered	New	34567
○ SSL support for Company portal	? Not Covered	New	30661
[-] ● Old_Change_Requests	? Not Covered		
○ Change_Requirement_11	? Not Covered	Execution Completed	56789
○ Change_Requirement_12	? Not Covered	Execution Completed	67890
[+] ● Applications	? Not Covered		
[+] ● DataBases	? Not Covered		

- Automatically creates new requirements for QA based upon approved app changes
- Provides instant visibility of changes to QA for testing to take immediate action

Quality Center and IT Governance Center Integrated Dashboard

The screenshot displays the Mercury IT Governance Quality Center dashboard. The main content area is titled "Dashboard - Quality" and features a table of software changes. The table has the following columns: Request No, Description, Request Status, % Complete, Requirements coverage, Open Defects, and Testset execution status. The data is as follows:

Request No	Description	Request Status	% Complete	Requirements coverage	Open Defects	Testset execution status
31525	Add Oracle Flexfield	In Development	30	100	1	Pass
31524	add a demo functionaliy for simon	In Development	50	100	1	Pass
31523	Add a flex field to BOM	In Development	50	100	1	Not Run
31521	Add Oracle flex field for Biz Unit	Ready to deploy	90	100	5	Pass
31520	Add automatch functionality to OE module	In QA	80	50	18	Fail
31519	Add GAAP checks to AP	In QA	80	50	3	Fail
31518	Add 401k info to internal website	In Development	50	0	3	Not Covered
31517	Out of Office Reply modifications	In QA	80	70	8	Fail
31516	Upgrade to Siebel 7.5	Design	20	0	1	Not Covered

Showing 1 to 9 of 9 : [Maximize](#)

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Delivers real-time reporting of changes for traceability throughout the development and testing process for auditability

Request to Test Benefits

**Enforces
quality as part
of the change
process**

Testing always made part of the change process

**Adds realtime
visibility into
change status**

**Project managers gain visibility into change status
throughout the development and quality processes**

**Automatically
creates
requirements
in QC**

**QA now has access to all design documents and business
requirements**

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