



Effective Change Management Strategies A Maintenance Strategy for Technical and Functional Teams

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Your Speaker – Michael Parker

- Newmerix VP of Professional Services
- 8 years with PeopleSoft Global Services and 12 years working with PeopleSoft products and technology
- Hundreds of PeopleSoft implementations and upgrades
- Deep knowledge of PeopleSoft application management best practices
- 19 years of experience with HR processes and best practices









Newmerix

The Newmerix product suite reduces the cost and complexity of managing the ongoing, extensive changes inherent in packaged application environments. Our solution results in greater visibility and control over the application lifecycle and improved business agility.







Enterprise Applications Require Change



Business Process Changes

- Overcome Competition
- Improve Service
- Cut Costs

- Improve Quality
- M&A



Vendor Driven Changes from Oracle and SAP

- New Applications
- Support Packs

• Patches

Upgrades



Compliance and Best Practices

- Federal, Provincial, and Municipal Regulations
- Best Practices (COBIT, ITIL, COSO)





The Lifecycle of Change









Functional Users Involved Throughout the Change







Challenges of Vendor-Driven Changes

#1: IT/Biz Relationship	Communicate changes to all involved			
#2: Workflow Control	Define & enforce standard development workflows			
#3: Approvals	Enforce approvals at key gateways			
#4: Impact Analysis	Determine the impact of a change before migrating into any environment			
#5: Separation of Duties	Define & enforce which users can perform specific activities in specific environments			
#6: Systematic Testing	Conduct comprehensive, systematic testing of changes before deploying			
#7: Documentation/ Audit Reporting	Document, track and report all changes related to the development process			
#8: Restore Process	Version all assets and establish restore capability in the development process			





Where are Functional Users Needed in the Process?

#1: IT/Biz Relationship	Communicate changes to all involved		
#2: Workflow Control	Define & enforce standard development workflows		
#3: Approvals	Enforce approvals at key gateways		
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#1: IT/Business Relationship

Manual	Automated
 Changes are communicated via emails, verbally at change control meetings, etc.— unauditable and unenforceable End users' service requests and enhancements enter a "black hole" with no way to track status or progress No method to centrally collect, categorize, prioritize, organize and track change requests 	 All change requests routed and prioritized based on predefined policies End users can submit and view the status of service requests they've submitted, creating a two-way communication between business users and IT
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newmerix	Financial Service Requests: All Items
▶ My!Automate	Use the financial service request list to keep track of work that you or your team needs to complete.
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#2: Workflow Control

Manual	Automated
 Change procedures are maintained via Word/Excel – prone to missed steps Change procedures are not enforceable, creating SOX compliance/fraud issues 	 Predefined change control workflows manage each step in the change process through each environment Different workflows can be established for different types of changes
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#3: Approvals

Manual	Automated		
 Approvals communicated via emails, verbally at change control meetings, or in paper forms— unauditable and unenforceable Changes can get to production without the required approvals 	 All approval requests routed and prioritized based on predefined policies Changes are "locked down"— unable to complete migration until approvals are formalized with electronic signoffs and authentication 		





#4: Impact Analysis

anual	Automated
Tedious process that requires comparison between multiple file types and environments	 Impact analysis for <u>all</u> relevant objects (metadata and external files) in a consolidated view
App Designer provides compar reports for only metadata objects	 "Three-way diff-merge" provides visibility across multiple environments
External file objects (SQRs, COBOLs, etc.) not included in App Designer compare reports	 Automatically mapping technical changes to functional business processes
Mapping technical changes to functional business processes based on vendor documentation	<pre>states i PerpledDit, Inc., it is not to be to i for any purpose other than that for i to any purpose other than that</pre>





#5: Separation of Duties

Manual	Automated
 Separation may be documented, but not enforced Each environment maintains separate access control Access control changes (new hires, terminations, etc.) must be updated for each environment SOX compliance is difficult to maintain 	 Secure application enforces who can make changes in each application environment, who approves changes, and who migrates changes No overlap between duties





#6: Systematic Testing

Manual	Automated	
 Takes business users away from their "day jobs" and requires 	 Tests can be recorded once, and run multiple times 	
them to test the same business processes time and again	 Automated testing accurately captures error messages, pop- 	
 Failed business processes can be missed due to human error 	up messages, etc. that may be missed in manual testing	
 Test frequency is limited by resource availability 	 Over time, a robust test bed can be created that tests multiple data sets and variables 	
	 Consistent testing quality across different testing cycles and resources 	





#7: Documentation & Auditing

Manual	Automated
 Documenting changes is done via email, Word documents— is inconsistent and non-compliant with SOX mandates Document version control is usually using a naming convention for documents saved to a server. Establishing a change log during 	 All documentation gathered and versioned in a central repository Audit log tracks what changes were made to the application, when the change was made, who made the change, who approved it, who migrated it to production, etc.
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logs. This does not capture <u>why</u> the change was made	Object Object Type
	Version Date User SR Job Reason PTDTWRK.CBL Cobol File
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1.2

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DBENCODE.SQC

8/31/2004 tcollins

6/24/2004 jbrown

7/15/2004 jbrown

SR732

SR125

SR384

SQR File

Patch 12345

CS Enhancement

Cust Entry Bug

Apply Patch 12345

enhancement for Customer Service

fixed bug in Customer Entry screen







#8: Restore Process

Manual	Automated
 DBA "cuts" a copy of the current database prior to applying a change 	 Allows users to "snapshot" a pre- change version of every file and object
 Upon script or process failure the DBA "restores" the old database by replacing the updated copy with the old copy 	 Restoring to previous state is achieved with the click of a button
All changes made between the start of the process and the failure point are lost and must be re-performed	





4 Easy Ways to Gain Control Over Vendor-Driven Changes

- 1. Standardization
- 2. Control Points
- 3. Automation
- 4. Visibility







Only Newmerix Covers the Lifecycle of Change







Standardization

- Visually design your change management processes.
- Design different processes for patches, customizations, or emergency fixes.
- Automatically recognize which objects are in a patch/project and which steps need to be run.
- Integrated with AppDesigner so work done in AppDesigner is recognized.
- Handles both file and metadata objects.

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Automate!Change lets you design standard change processes







Control Points

- Each PeopleSoft environment can be configured to automatically enforce separation of duties.
- Each PeopleSoft environment can be configured to automatically audit any file or metadata changes made to it.







Control Points

- Gather all service requests in Automate!Control.
- Design approvals directly into standard migrations.
- Approve via the web (Automate!Control) or desktop (Automate!Change).
- Manage all test plans, test cases and test results in one place.
- Complete document versioning system built in with integration into Excel and Word.

Matomate/Control							Administration Help Abou
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• Ny iAutomate	Use the financial service request list	to keep track of v	work that yo	u or your tee	em needs to	complete.	
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Modify List	Automation of Deferred Revenue	Brad Kallaway			homas	Asset Management	Need a more efficient method to enter and post accrued returns.
All Items My Items	4 Inability to change bill to Address on RMA	Michael Parker	Closed H	sigh bi	il Quinn	Billing	Item id 1157 was implemented to automate population of bill to addresses when customer information is given. There was a bug that only populated it with primary addresses. This prevents users from manually picking an alternative address.
Modify List Project	5 Account De Balance Re View Item	spadministrator	Active L	ow Pa	etrick Holt	General Ledger	The Account Description needs to be added to Trial Balance Report GLS7014
All Documents Modify List	6 Setup VAT X Delete Item Currencies 1 View Alerts	Bill Quinn	Active L	ow br	rad Kallaway	General Ledger	PeopleSoft financials setup of Value-Added Taxes. Setup local functional currencies for subsidiaries. Both will require testing and consolidations
AutomatelChange All Jobs	7 Unapplied cash report	Patrick Holt	Resolved H		ry Taylor	Receivable	Need an unapplied cash report for unclaimed property purposes, as well as A/R cash managment
	PNC Lockbox Implementation	Michael Parker			strick Holt	Payable	Resume implementation of PNC Lockbox implementation. Work will be subject to project proposal from BearingPoint on PeopleSoft Phase 1 cleanup.
	16 Fixing Bug2	Ivy Cheung	Resolved M		y Cheung	Accounts Payable	testing My items
	17 Item1 19 Item2	Ivy Cheung Ivy Cheung			y Cheung		

Automate!Control lets you collect authenticated approvals from anyone over the web or through Automate!Change.







- Automatically deploy PeopleSoft patches or project files.
- Automatically snapshot files and metadata before moving a patch/project to a new environment.
- Automate the process of deploying files to file servers, process schedulers and application servers.







- Automated testing helps decrease the time required by your functional users, increases the breadth and frequency of testing and can be used by auditors!
- Use the functional interface to capture your end user knowledge about business processes.
- Automate!Test uses metadata to understand the changes in your PeopleSoft environment and how they affect your test scripts.



The Functional User Interface records what Your users do in PeopleSoft.







- Automate!Test uses metadata to understand the changes in your PeopleSoft environment and how they affect your test cases.
- Metadata features can pinpoint expected failures even in test suites not related to the change.



Automate!Test lets you automate the testing of standard business processes. Automate!Test watches changes in metadata to alert you of any changes needed to your test suites.







- Generate end user documentation directly from Automate!Test using the business process documentation features.
- Publish this documentation (Word format) centrally using Automate!Control.
- Works with functional interface or standard interface.







Visibility

- **Total visibility into** • Automate!Change.
- Approve from the web.
- **Generate change** management audit reports from the web.
- **Central repository for** • Automate!Test results.

> HR

Project







Visibility

- Detailed recording of every change management action taken.
- All user information recorded for each action (who did what and when).
- Historical data (jobs, actions, migration steps) can be saved for as long as you like.

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Newmerix Customers







Q&A Session

For questions or a copy of the presentation:

info@newmerix.com

(Refer to "COLLABORATE - PeopleSoft Patches, Service Packs, and Bundles")

To schedule a demo: Newmerix Sales (sales@newmerix.com) (303) 350-3900

Additional Resources: **www.newmerix.com**







PeopleSoft Patches, Service Packs, and Bundles

A Maintenance Strategy for Technical and Functional Teams

