



Customer Update – GAIG P&C IT Services

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Micro Focus

DevOps Interchange 16

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About Great American Insurance Group (GAIG)

- Members of GAIG are subsidiaries of American Financial Group (AFG)
- “Strength through Specialization” – 30+ specialty P&C insurance businesses and a market-leading annuity business
- International presence
- 7,000 Employees in P&C and Annuity Operations
- Entrepreneurial approach to business, centralized business support, and in-house investment management
- Roots in P&C business dating back to 1872
- Lead insurer, Great American Insurance Company, rated “A” (Excellent) or higher by A.M. Best for more than 100 years
- 2016 Ward’s 50 List
- P&C Group 2015 GWP - \$5.8B; NWP - \$4.3B



GAIG is a Long-time user of Serena Products

- GAIG P&C IT has been a customer of Serena for over a decade
- Current Products
 - Dimensions CM 14.2 Desktop and Web Clients
 - SBM 10.1.5.2 with Quality Center Integration
 - SRC 6.0.0.0
 - SDA 6.1.1
 - Dimensions CM 14.3 in testing



A Complex Environment

- Heterogeneous
- Complex Applications – Service-based, “Best-of-Breed” approach
- Promotion of many deltas that must be aggregated for Production
- Adoption of Agile and DevOps
- Drive towards Continuous Delivery



Goals from Last Year



- Goals
 - Enable Continuous Delivery while standardizing operations
 - Formalize Release Management
 - Continue looking for opportunities to improve and automate
- Planned Activities
 - Enterprise Repository
 - Develop Release Management App in SBM
 - Migrate Dimensions deployments to SDA
 - New deployments in SDA

Organizational Changes

- New CIO
- New Change Process
 - Consolidated all Change activities into a single process
 - Release Management activities were integrated into the workflow for applications
 - ITIL
- Further adoption of Agile, including Scaled Agile
- Expansion of a DevOps culture

Staying the Course

- Maintain an emphasis on delivered customer value
 - Enable the business – everyone’s responsibility
 - Quality, Consistency, Accuracy, and Stability
 - “Move Fast Without Breaking Things”
- Universal buy-in for key aspects
 - Enterprise Artifact Repositories
 - Release Management
 - Deployment Management
- Continually Challenge
 - Ask thought-provoking questions
 - Become part of the solution
 - Partner with technical folks



Risks and Concerns we had... and how we addressed

- Rapid adoption of Agile would increase the rate of innovation
 - Yep, it happened
 - Increased adoption increased requests for promotion
 - Dependent teams that weren't Agile had to increase as well
 - Continue to find opportunities to automate
- More Cross-Functional cooperation would be needed
 - DevOps initiative in full swing and is very cross-functional
 - Adoption of LEAN techniques to work through end-to-end processes
- Some roles evolving too quickly while others not evolving quickly enough
 - Defined the processes first, then the roles

Risks and Concerns we had... and how we addressed (cont.)

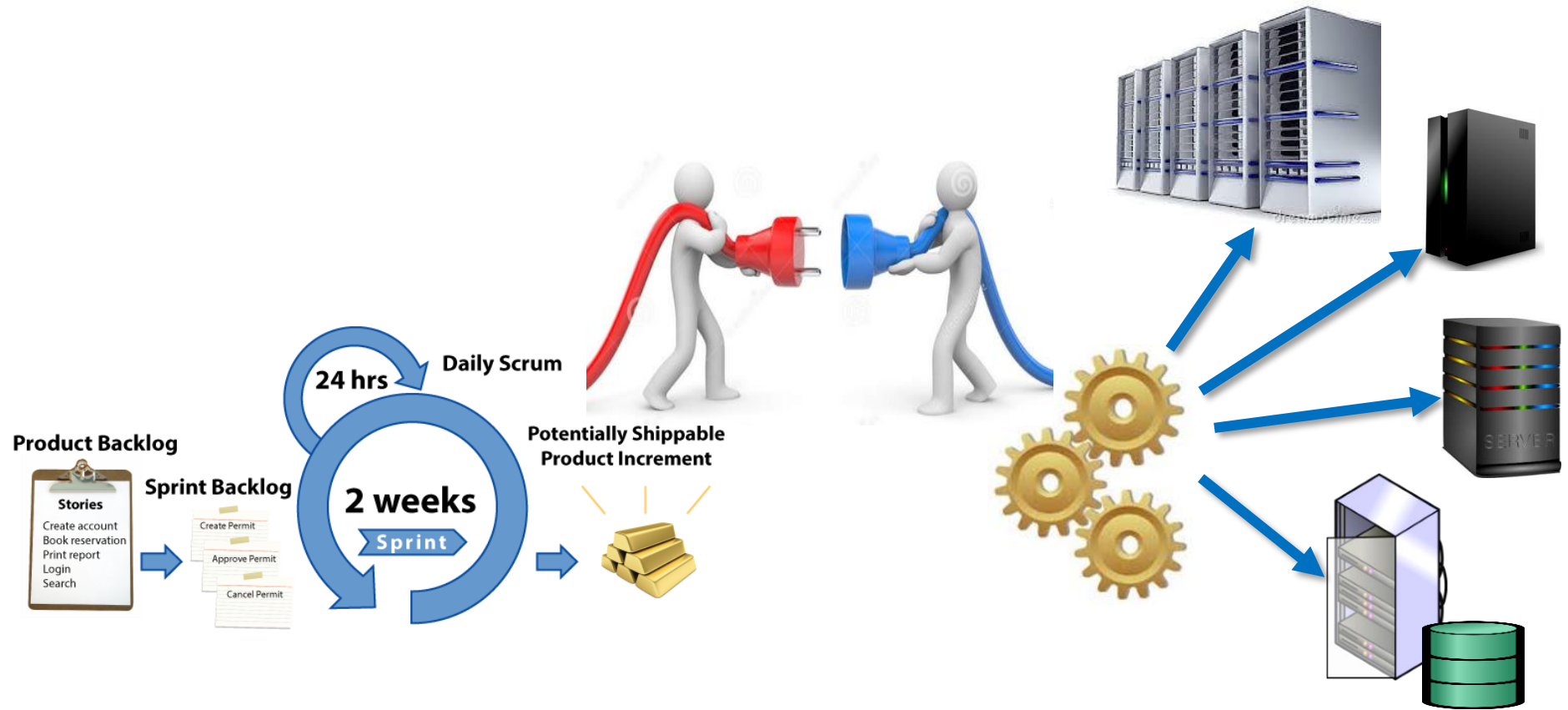
- Impact to shared / common services
 - Better coordination of dependencies
 - Some activities still under manual control while incremental progress is made
- Ad Hoc vs. Scheduled deployments
 - Adopted a “Deploy on Demand” via formal Release Management strategy



Evolving Roles

- Change Management
 - Formal CMO and Change Managers
- Release Management
 - Creation of a Release Coordinator
- Release Engineering
 - Team roles dividing to support release activities or tool administration and automation

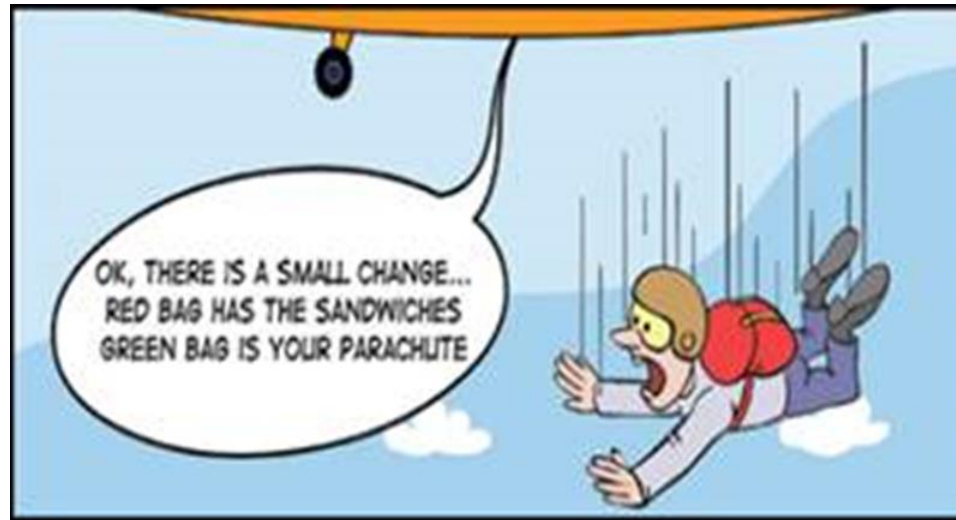
DevOps, Release Management and Automation



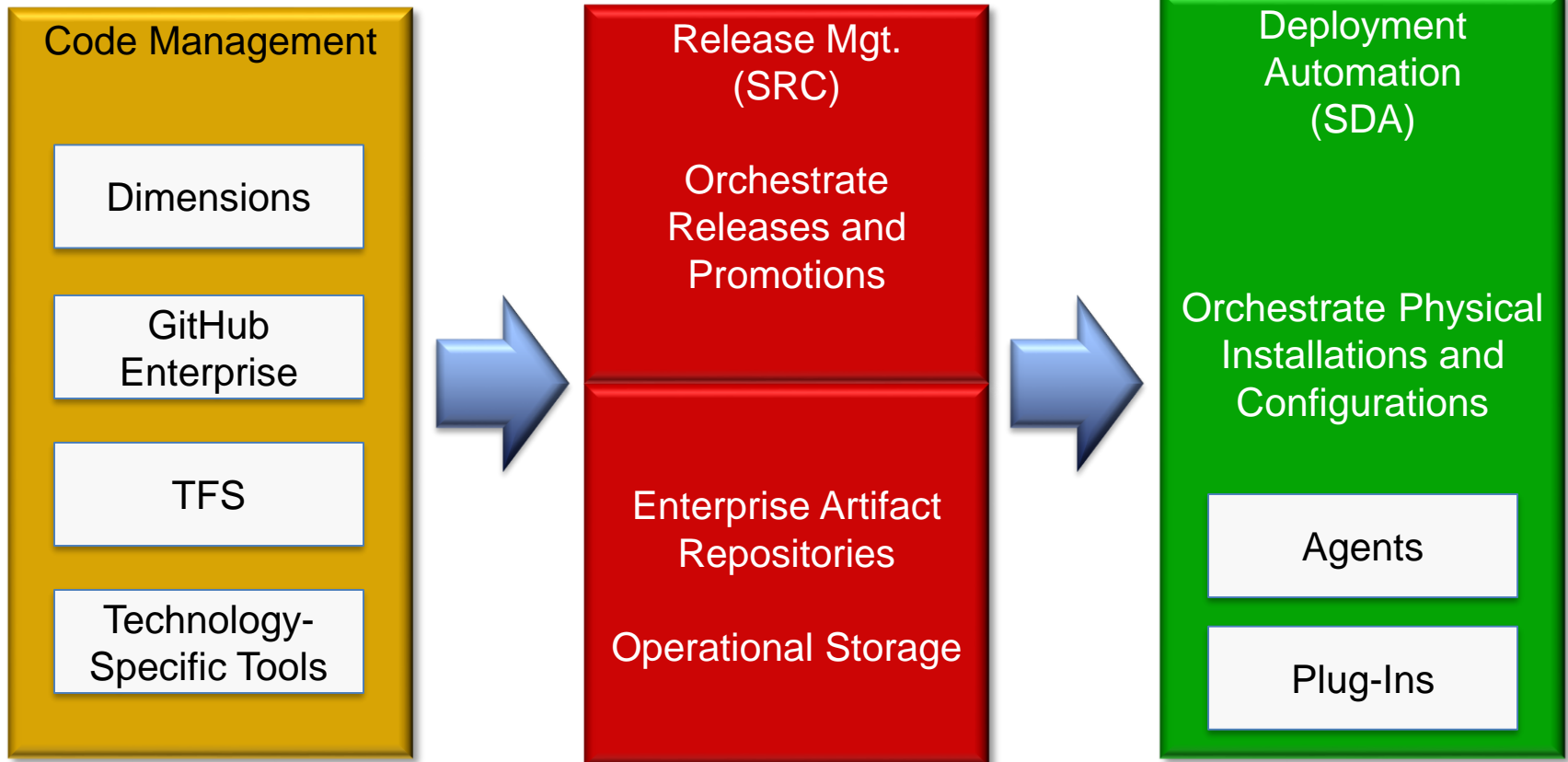
Agility and Flexibility

Operational Stability

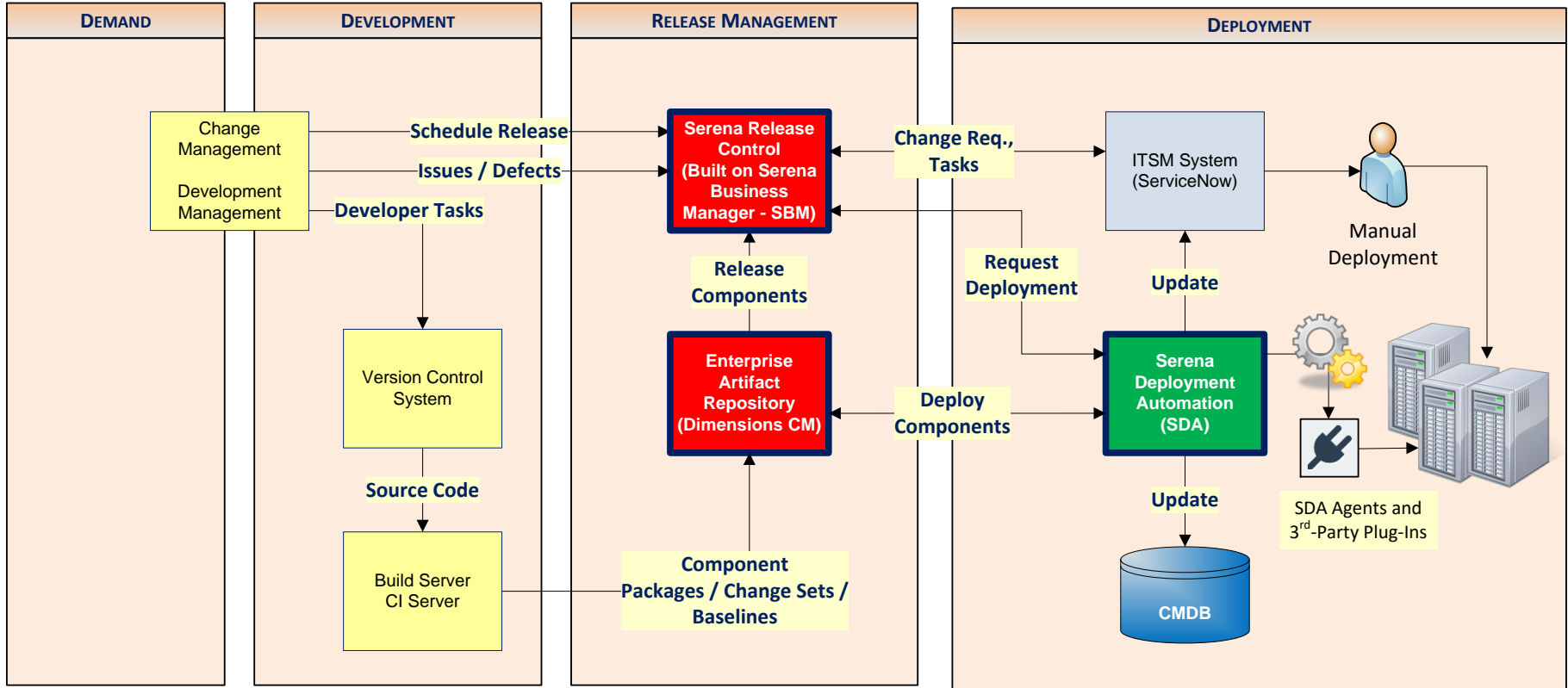
Enterprise Release and Promotion Management



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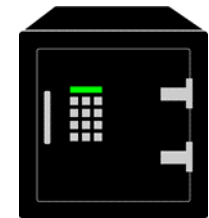
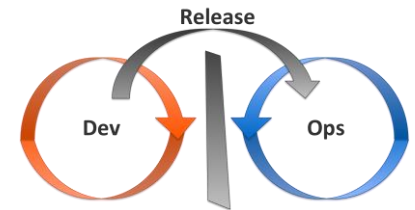


Release Management High-Level Architecture



Release Management Highlights

- DevOps LEAN projects
- Formalizing Release Management
 - Includes communication of Release Package contents
- Enterprise Artifact Repository
 - Enterprise Artifact Repository (Dimensions CM)
 - Other repositories identified as needed, particularly data-oriented, but no integrations yet
- Standardizing the use of Jenkins

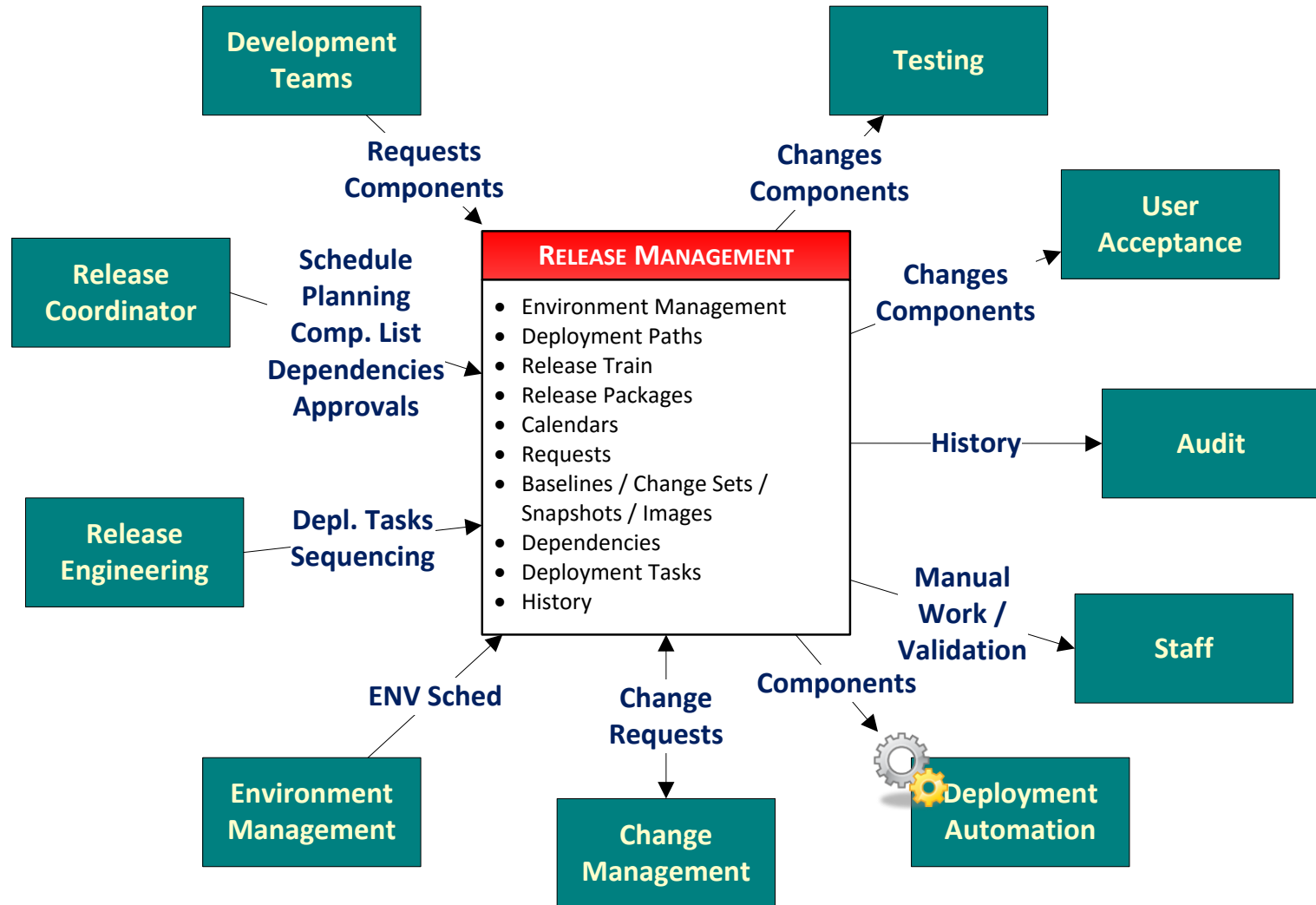


Release Management Highlights

- Using Serena Release Control
 - We were going to develop a custom app on SBM
- Parallel tracking of a few apps in SRC
- Linkages with repositories and SDA
- Continue migrating deployments from Dimensions to SDA

Release Management

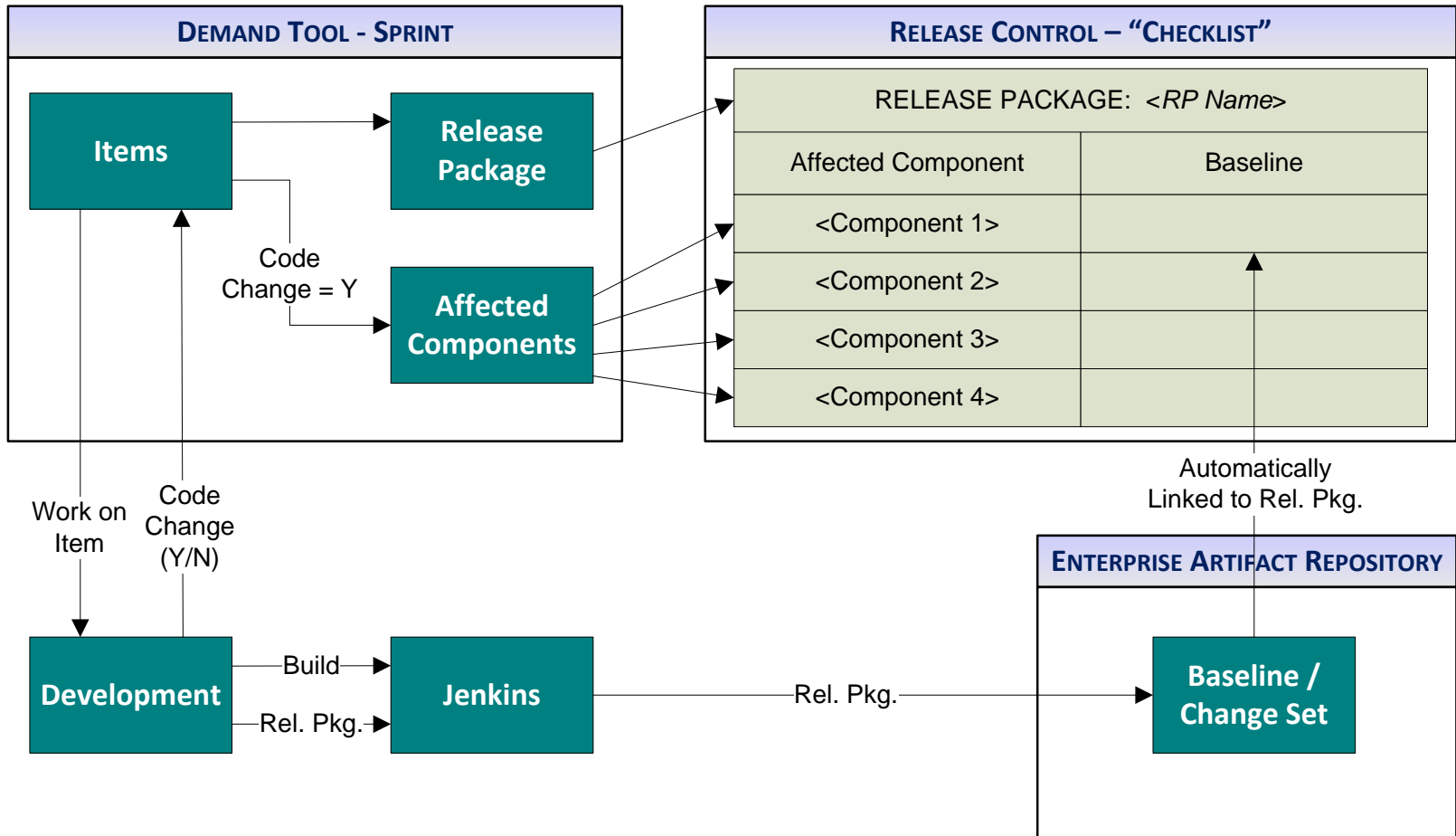
The Hub of Promotion Activity



A Flexible Approach

- Teams use the tools that best fit their needs
- Release Trains used to track progression of Program Increments
- Two Options for managing Release Packages
 - A “checklist” based on Deployment Units form
 - Parent/Child
- Key data – Release Package
- Teams are responsible for delivery of promotion-ready items
- Integration with our ITSM system

Building a Release Package



SDA Update

- Automated Deployments so far this year:
 - Over 4800 deployments via SDA
 - Over 2000 deployments via Dimensions
- Migration of SDA to Linux/Oracle
 - More stability and consistent performance



Moving Forward

- Continue LEAN activities – continuous improvement
- Expand and support Agile and DevOps
- All Release Management in SRC
 - Common Calendars
 - Enterprise Transparency
 - Coordinated Release and Deploy via SRC
- “Design for deployment and promotion”
- “Shift Left” – not just testing, but enable teams to “own” their releases while ensuring compliance

Questions and Discussion



For More Information Please Contact

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