



Customer Update – GAIG P&C IT Services

Matt Northrup

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

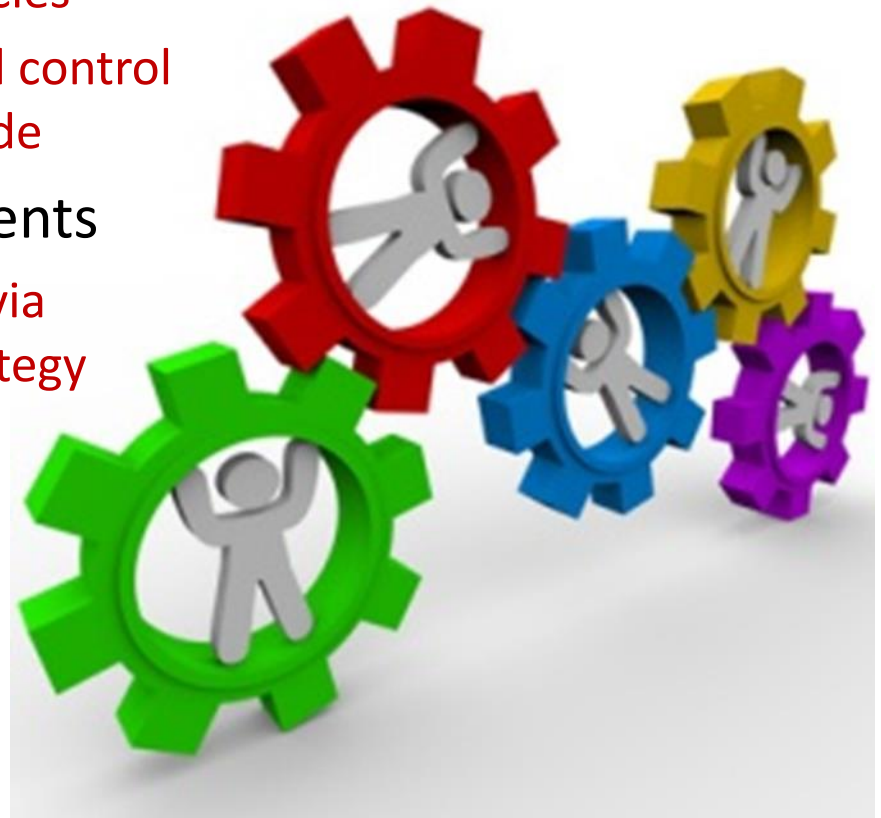


Risks and Concerns we had... and how we addressed

- 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.)

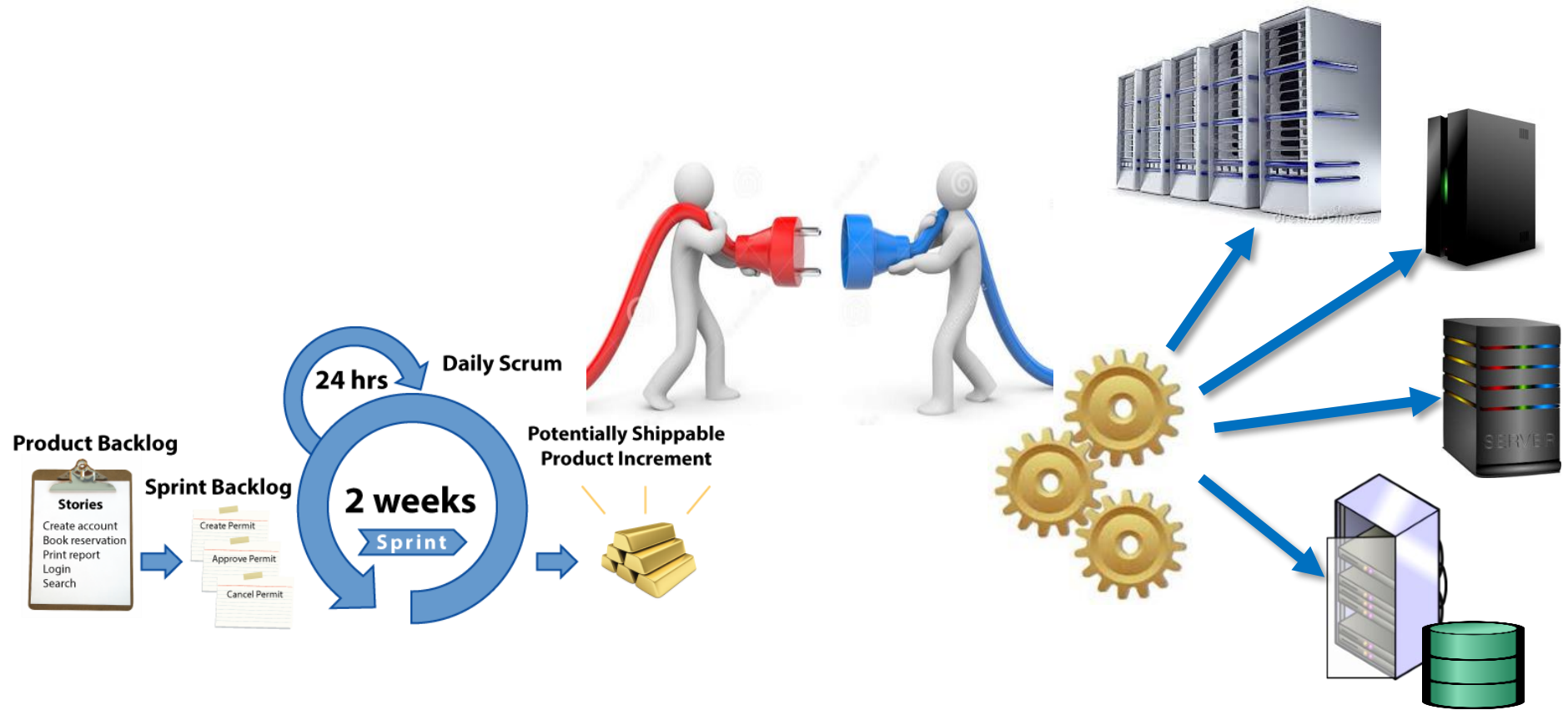
- Impact to shared / common services
 - Better coordination of dependencies
 - Some activities still under manual control while incremental progress is made
- Ad Hoc vs. Scheduled deployments
 - Adopted a “Deploy on Demand” via formal Release Management strategy



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

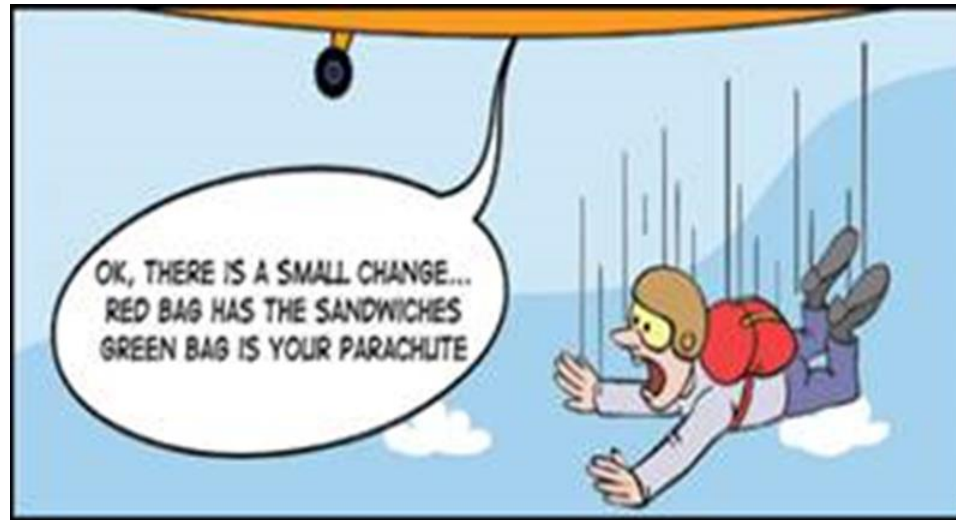
DevOps, Release Management and Automation



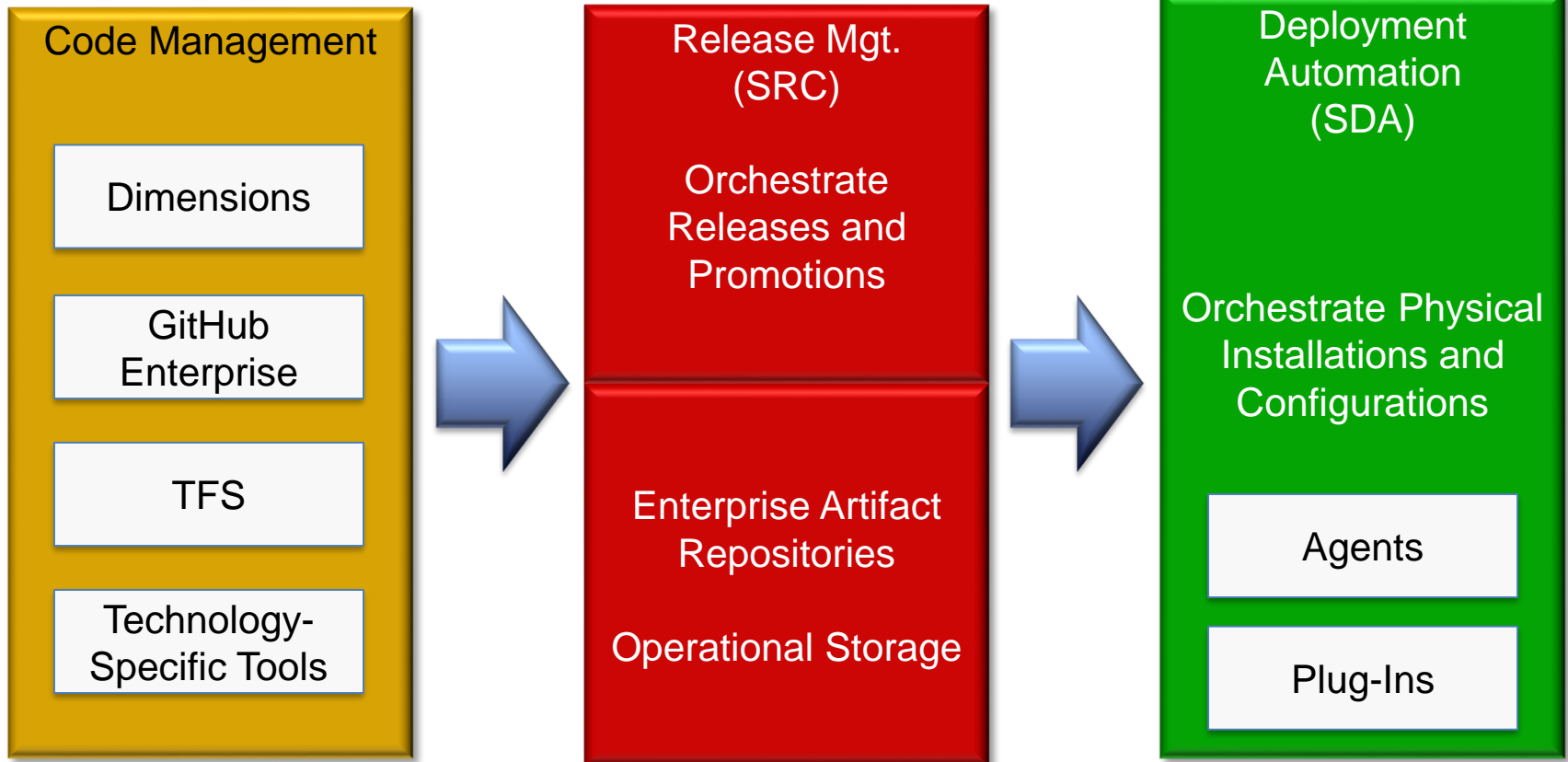
Agility and Flexibility

Operational Stability

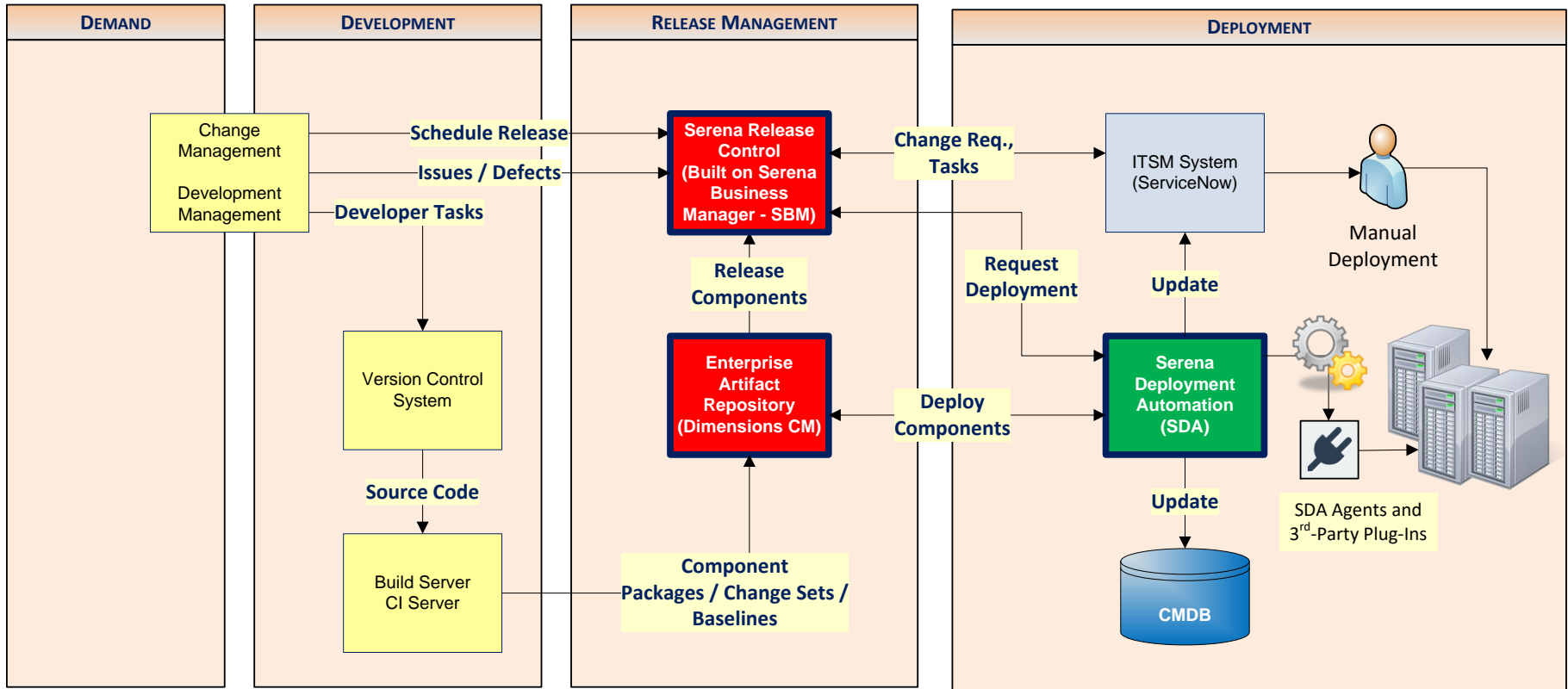
Enterprise Release and Promotion Management



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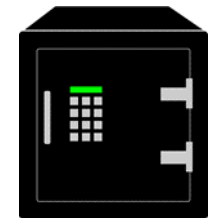
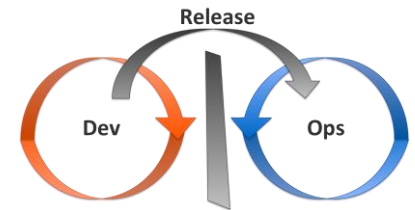


Release Management High-Level Architecture



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

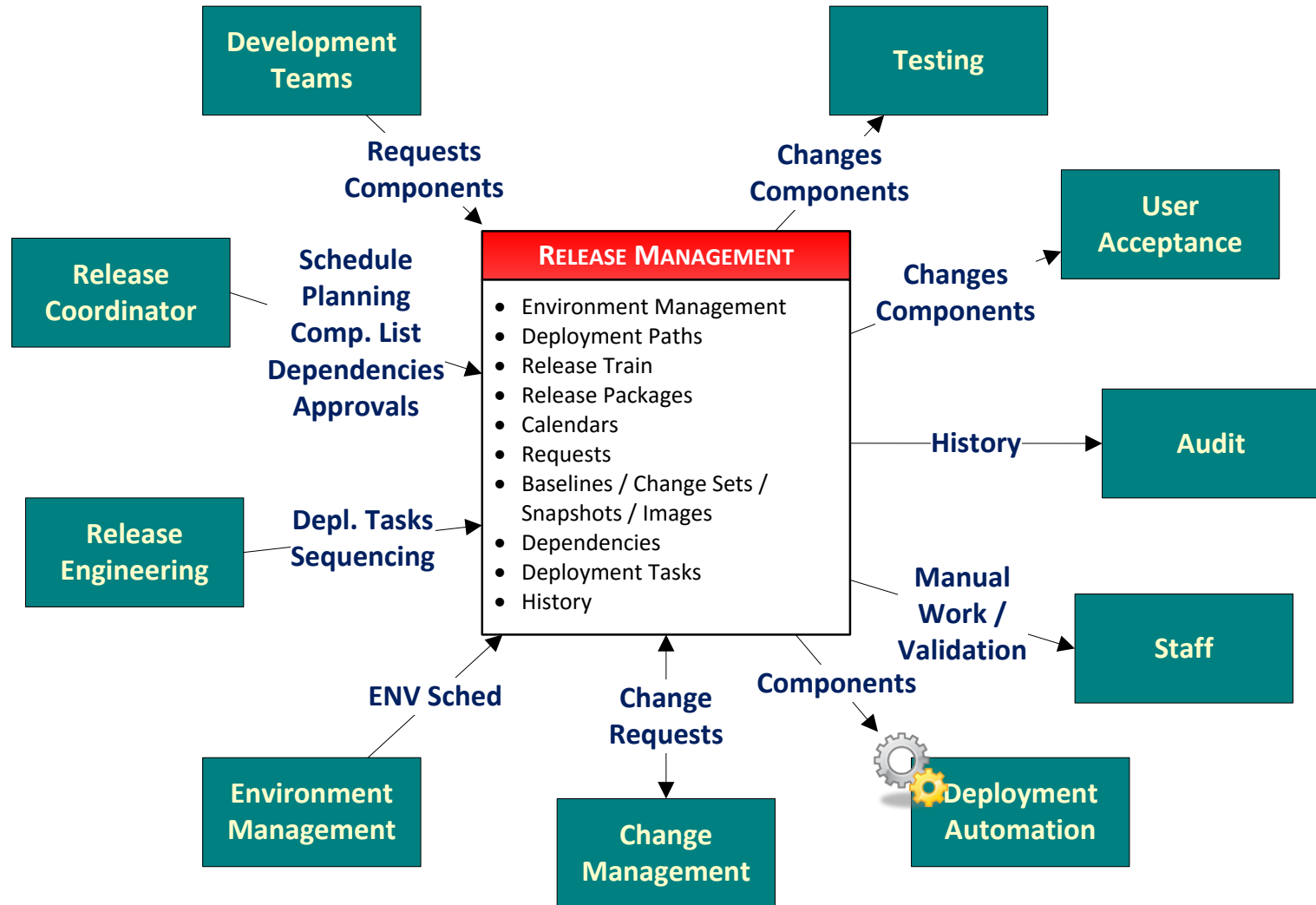


Release Management Highlights

- 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

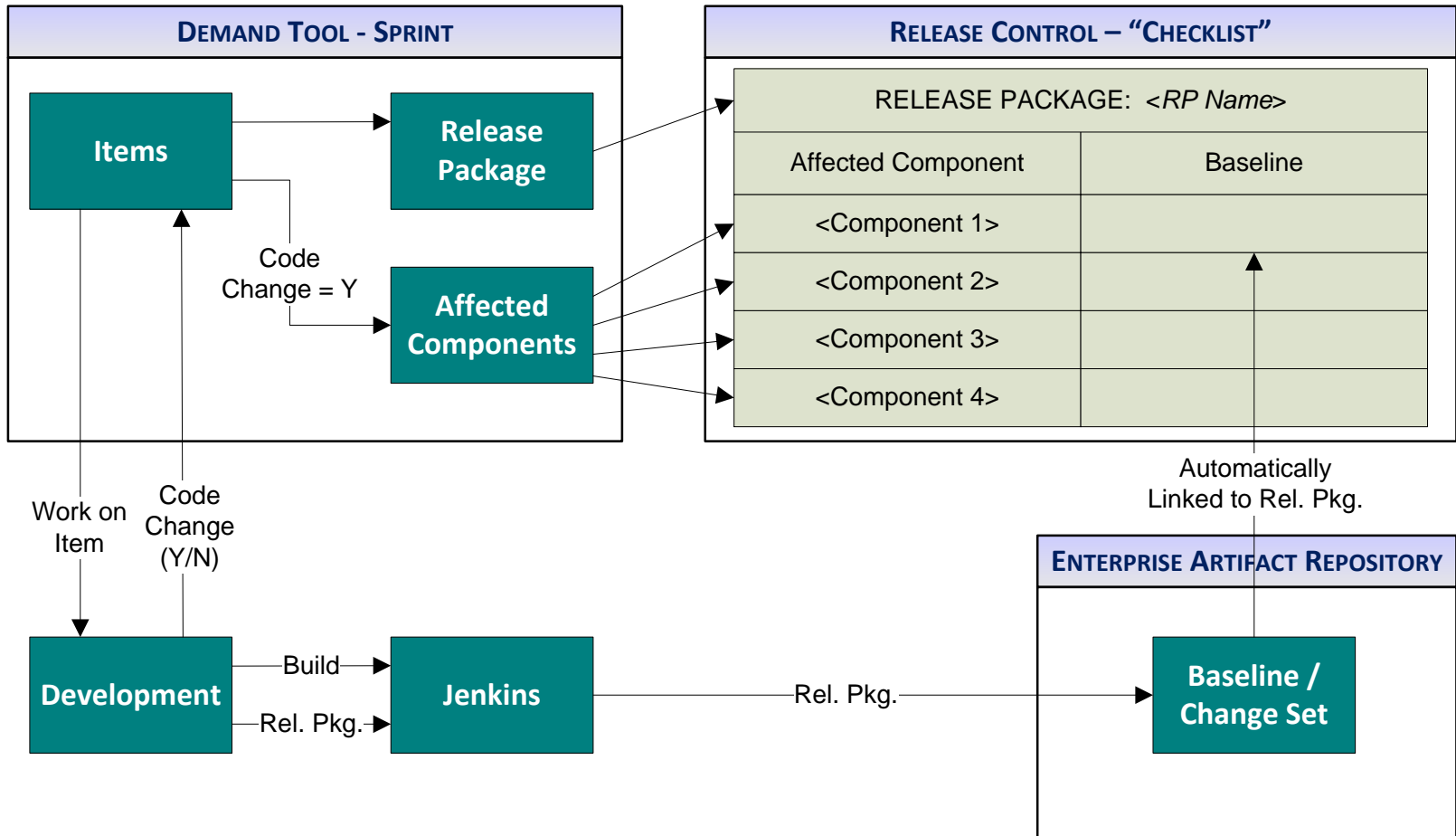
The Hub of Promotion Activity



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

Matt Northrup

49 East Fourth Street, Suite 400N

Cincinnati, OH 45202

mnorthrup@gaig.com

513.412.3914

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