

Global Financial Services Leader Eliminates Audit and Compliance Risks by Implementing Serena Release Control



With Serena Release Control we have a reliable and repeatable release process, greater visibility into the release activities for all of our stakeholders and significantly improved confidence in our compliance with international laws and internal audit requirements.

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Director, Change and Release

Key Benefits

- Eliminates audit and compliance risks through increased visibility, traceability and governance of the change and release process
- Provides stakeholders clear insight into the impact of changes to their respective applications and assets
- Automates promotion of changes into production removing major source of errors
- Delivers greater environment stability, predictability and reliability

Company profile

One of the world's largest banking institutions, with a presence in all major financial centers worldwide, and a global workforce of more than 50,000 employees. Services include retail and commercial banking, investment banking, investment management and wealth management.

Serena's Release Control product manages business critical releases as they move through the lifecycle in the company's flagship wealth-management division. This division has a large, heterogeneous enterprise IT environment consisting of both mainframe and distributed systems. They are a long time Serena ChangeMan ZMF (Mainframe Software Change and Configuration Management) and Serena Business Manager (IT Process Management, Process Automation and Workflow) customer that manages complex releases, spanning both the mainframe and distributed platforms, for over 200 business applications.

Challenges

As a leading provider of financial services, to high net-worth individuals, individual citizens and multi-national institutions, this customer is highly regulated and subject to rigorous internal and external compliance requirements and audits. Any audit finding that exposes an unauthorized change to production could result in a substantial financial penalty that would seriously affect the company's financial performance and business reputation.

Upon review of their current change and release process, they lacked visibility and traceability of changes going from development to production. There was no high level accountability or signoff for these changes and considerable manual effort was expended in the release and deployment of these changes.

Mainframe and distributed release teams were manually promoting changes into production without any formal coordination across platforms, projects and across the dev-to-deploy lifecycle.

Line-of-business owners were approving RFCs (Requests for Change) without understanding what applications and assets were being changed and what the impact of those changes would be. Ad hoc processes were supported by spreadsheets, email, SharePoint and the dedication, vigilance and heroism of a few senior team members. There was no single system of record to manage the planning, tracking, and approvals as they transited from development to production. All of these issues added up to a serious risk to the business.

Executive management mandated that an integrated, reliable, and repeatable change and release management solution be implemented urgently that would ensure visibility, accountability and traceability for all stakeholders and auditors.

The value Serena brings

The Serena team was called in to work with the customer to design and implement an integrated change and release management process that provided visibility and control over release risk and cost. The customer selected Serena Release Control (RLC) for its ability to provide a repeatable release process, providing end-to-end traceability by seamlessly integrating their enterprise change management (ServiceNow) with their software development systems Serena Business Manager (SBM) and Serena ChangeMan ZMF (ZMF).

Release Managers now have a reliable and repeatable release process with established authority over release control gates. With Serena Release Control, they have removed the need for SharePoint and spreadsheets.

There is a single system of record to plan, track, and coordinate releases across both distributed and mainframe systems. With an integrated change and release process, they have eliminated manual promotions, ended duplicated tracking systems and have achieved greater environment stability.

Development teams can now push software changes into releases without modifying or changing their existing Software Development Lifecycle (SDLC). Serena Release Control is directly integrated with the customer's software development tools and this means development teams are focused on developing software rather than worrying about what they have to do to release it.

Line of business owners and QA teams are notified when a change approval is pending. With Serena Release Control, they see all the deployment tasks associated with the RFC as well as which applications, systems, and platforms are impacted. Based on the change approval, Serena Release Control automates the promotion of mainframe and distributed changes alleviating the need for manually change promotion.

With Serena Release Control in production, this forward leaning organization has eliminated significant audit and compliance risk with their release management process. Serena Release Control enforces separation of duties and is always "Audit Ready" by providing granular role and user-based security ensuring that stakeholders have immediate access to the information they need. Serena Release Control keeps track of all users and system interactions so that the customer can always trace the history of a change request or see who approved a release item.

The future with Serena

This customer is following recommended best practices by focusing on developing the correct process first and then implementing a solution that will implement and automate that process. With the transformation to an integrated and automated enterprise change and release management process, this customer now is turning their attention to automating the deployment of enterprise applications with Serena Deployment Automation (SDA). They have a large IBM WebSphere environment where deployment is supported by homegrown, manually maintained, scripts. These scripts are hard to modify, have little reusability, too many fixed node names requiring constant tweaking and still require release managers to manually intervene too often to ensure applications deploy successfully.

Serena Deployment Automation's visual process designer and rich toolchain integration supports an extensive stack of physical, logical and virtual deployment targets, including WebSphere, out of the box, on both distributed and mainframe platforms. Use of SDA with this client will enable them to migrate off homegrown scripts to a fully automated solution that integrates seamlessly with Serena Release Control.



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Serena Software is the largest independent Application Lifecycle Management (ALM) vendor with more than 2,500 enterprise customers. Serena helps the highly regulated large enterprise move fast without breaking things – increasing velocity of the software development lifecycle while enhancing security, compliance, and performance. More information is available at www.serena.com.