



BMC and MKS Unite IT Operations with Development

➤ Combining the MKS Integrity Application Management Database (AMDB) with the BMC Configuration Management Database (CMDB) creates a unified view of IT. Managing and controlling IT change and release cycles (from the initial incident, throughout application development and to the release back into production) translates into better quality, streamlined compliance and lower costs. MKS and BMC unite IT support and operations with application development to make this a reality.

MKS Integrity For Application Lifecycle Management

- Portfolio Management
- Process and Workflow Management
- Requirements Management
- Software Change and Configuration Management
- Test Management
- Release Management

Challenges

IT groups spend countless hours and millions of dollars to improve visibility into and control of core IT processes (such as change management, service management, release management, problem resolution, and service resource planning). Improved control of these processes can lead to cost reductions, improved efficiency, more business value, mitigated risks, streamlined compliance -- the list goes on. Solution frameworks like Business Service Management (BSM) and IT Service Management (ITSM) promise to solve many key issues for IT operations, support and planning groups. In practice, however, many organizations fall short of achieving their business objectives because they have failed to account for application development.

What happens when an IT operations incident results in a change request for software development? How does IT operations account for development resources consumed in addressing change requests? How can development choose among shifting priorities for change requests coming from support and defects coming from operations ?

Without traceability from support and operations into application development, there is a major gap in the service delivery process for IT organizations. Development and testing related to operations-originated change requests can represent significant resources; without insight into this, IT Operations' metrics will be skewed toward operational data, leading to inaccuracies or incomplete information with potential negative impacts to business performance.

Appropriate levels of control must be in place from discovery of a problem or initiation of change through the entire IT lifecycle including application changes and release management. Once new or changed applications are delivered to production, if these changes cannot be traced back to testing, requirements and change requests, compliance with regulation and governance is threatened. Without a 'Bill of Materials' showing exactly what version of what source went into the application, IT audits can fail.

Datasheet

When Operations is not connected to Development, production failures cannot be traced back to specific changes. If artifacts are not safeguarded against unauthorized changes, organizations cannot resolve problems effectively –coupling this with an inability to recreate previous and current versions of applications can put SLAs (and customer satisfaction) at significant risk.

This disconnection between IT Operations and Development is exacerbated by the accelerating volume and complexity of deployed software, along with rapid change, increasing governance, and fierce competition.

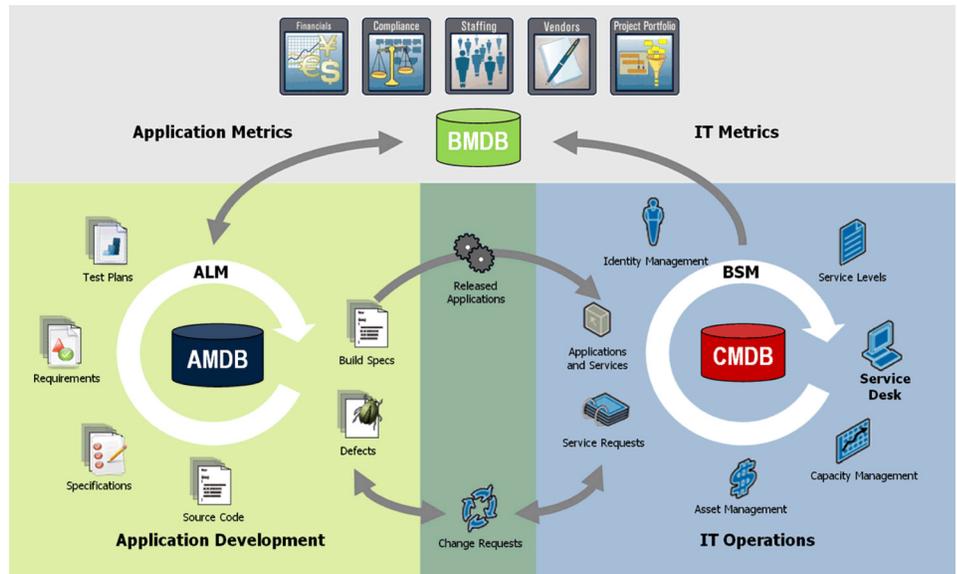
The Solution

Using the BMC Business Service Management (BSM) suite of tools integrated with the MKS Application Lifecycle Management(ALM) platform, IT organizations can eliminate a major gap in their processes and metrics.

More complete, accurate and accessible information regarding the costs, processes and lifecycle activities for application changes leads to better software quality, streamlined compliance and happier customers.

Software quality is improved by closing the loop between incidents from operations, the associated change requests, through development activities related to these changes, and on to release back into the field.

When the IT organization has complete history, traceability and version control over changes to deployed and modified



software, the quality of the software will be enhanced. Further, the organization will be able to address software problems more rapidly and effectively.

The MKS and BMC solution ensures that compliance needs are met by providing complete access to the 'Bill Of Materials' (BOM) for an application with traceability back through development, testing and the business requirements for that application. Reports and audit trails provide the means to address compliance requirements without extensive discovery processes.

You can't manage what you can't measure. This integration can deliver data and metrics directly from MKS Integrity into BMC applications. Additionally, by combining the information and processes embedded in the AMDB from MKS and BMC's CMDB, data can be aggregated into a true Business Management Database (BMDb) to provide ultimate visibility

into the true costs and activities for the IT organization as a whole (spanning both operations and development).

Example of Implementation Change Requests created in the Remedy service desk can range from simple password changes or end user hardware issues to changes that affect deployed applications.

To determine if an application change is required, the development team must be notified and will need to investigate.

At this point a related software change request is created in MKS Integrity and the Application Lifecycle process begins. During this process, updates are passed between the Remedy and MKS Integrity. At the conclusion of the application lifecycle process, if an application change was required, the application change and Bill Of Materials is presented back for release.

Scenario

Change management

There is a costly and dangerous blind spot between IT operations and development in many organizations. Change and rework are inevitable and cost organizations millions of dollars annually. IT organizations cannot afford this kind of blind spot or inefficiency in the change process, especially as it relates to business stakeholders. MKS Integrity for Remedy Change Management drives greater visibility and control from Remedy into the application development change lifecycle.

Configuration Management and Business Management

MKS Integrity for Atrium CMDB provides operations with critical information about running production applications. With more complete information, fixes to production outages related to application errors can be completed more rapidly, leading to less downtime, protection of service level agreements (SLAs) and a lower total overhead associated with application maintenance.

Release Management

Many enterprises have discovered a significant portion of production errors that cause down-time are introduced during release and deployment. MKS Integrity for BladeLogic Release Management improves the process of releasing applications into production; MKS Integrity automates the packaging and deployment of code for subsequent distribution and registration by BladeLogic.

Application Problem Resolution

Application development teams can spend up to a third of their time trying to reproduce and resolve defects. BMC AppSight automatically pinpoints the root cause of application errors and creates defect records directly into MKS Integrity. MKS Integrity can then streamline the application change process to get applications back up and running fast.

Features and Benefits

➤ Improved software quality with transparency, automation and reporting across 100% of the application development lifecycle with real-time schedule and cost metrics for Service Resource Planning.

➤ Enhanced customer satisfaction through the rapid identification and resolution of application failures with complete traceability from request for change, to operational and application requirements, to code and test artifacts, through application release.

➤ Superior cost control through analysis of potential changes with cost estimates for Service Resource Planning. The cost of all work associated with a project or change request can roll up to give a composite picture of IT costs across both operations and development.

➤ Satisfaction of audit and compliance needs with a closed-loop process for managing change between IT operations and Application Development. Automated audit trails verify who, what, when, and why change happened to improve IT governance.

➤ Greater business agility with more accurate and complete metrics for IT executives to evaluate spend and activity across the complete application lifecycle.

Learn more about the MKS and BMC Technology integration partnership by visiting www.mks.com/bmc

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