

FSA Proposed Business Justification

Initiative Name

Enterprise Release Management (RM) – CIO #15.3

Contact Information

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Strategic Plan Information

Initiative Type (Operations, Enhancement, Modernization):Operations	
FSA Priority (Number):	Total \$ Amount Requested:350K

1. Please indicate a general description of the initiative and related scope of work:

The purpose of this initiative is to define and establish an Enterprise Release Strategy and approach that will allow the executive staff to prioritize and manage application change based on business requirements and system risk. The new senior leadership team has identified a need for better enterprise coordination of change activity. A fully implemented Enterprise Release Management function would:

- Allow FSA to prioritize change activity based on Enterprise business needs
- Bundle Change Activity based on business functionality
- Provide a Release Strategy that would accommodate Integration Testing
- Reduce resource needs through better coordination and improve efficiencies

The Enterprise Release Management Strategy is one of the key components included in the SLC, which supports the alignment of additional related components including Enterprise Change Management (ECM) and Enterprise Configuration Management (CM). This initiative will pull together each of these areas and ensure that the overall strategy integrates each one of these critical components. All of these components, SLC, RM, CM and ECM will be primarily supported by the Rational software suite of tools.

This initiative will provide funding to:

- Define Requirements for an Enterprise Release Strategy
- Identify an Enterprise Change Control Board
- Create an Enterprise Release Vision Document (High Level Design)
- Build an Enterprise Release Framework (Process and Procedures)
- Define an Action Plan for Enterprise Release roll out (FSA)

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2. What business problem or opportunity is this initiative intended to address and what are the benefits?

This initiative is the first phase towards establishing and deploying a FSA Enterprise Release Management Solution. It will accomplish the following activities:

- 1) Define Requirements for an Enterprise Release Strategy
- 2) Identify an Enterprise Change Control Board
- 3) Create an Enterprise Release Vision Document (High Level Design)
- 4) Build an Enterprise Release Framework (Process and Procedures)

Problem:

Today changes made to the FSA application portfolio are done on a application by application basis based on individual program prioritization and needs without formal consideration of enterprise business needs, impacts to other applications, integration testing considerations, or resource constraints.

This non-coordinated method of introducing changes to the production environment can be extremely costly due to customer impacts resulting from production outages, bug fixes, and additional enhancement needed in order to stabilize the environment. This method makes it extremely difficult to perform integration testing of new functionality, which further increases the possibility of introducing errors into the production environment. As more applications are added to the FSA portfolio, additional resources will be required to manage the increase in change activity and fix problems. This is a reactive way to manage a production environment.

Benefit:

- ERM allows changes to be based on FSA business priority and risk rather than application needs
- ERM allows executive level management to control the flow of new change that is introduced to the production environment
- ERM provides a mechanism for estimating and controlling costs associated with application changes
- ERM provides for consideration of peak application usage across the enterprise
- ERM coordinates change activity and allows for easier integration testing across applications
- ERM should reduce operations cost associated with change activity

3. What core business area does this initiative address?

This initiative touches all three business areas Students, Schools and Financial Partners because each of these business areas are involved in developing new applications or changing existing applications.

4. What action items are addressed by this initiative?

This initiative addresses Action Item CIO #15.3 – Enterprise Release Management

5. How does this initiative contribute to achieving a clean audit?

Enterprise release management provides a structured, well-defined process for introducing and prioritizing planned changes to the FSA applications portfolio in a controlled and documented manner. The adherence to these principles will help FSA achieve a clean audit by implementing controlled, documented changes processed through a Change Review Board providing key historical information to auditors. While this initiative will provide documentation on the decisions to make certain changes, the actual record of such a change will reside in the Enterprise Change Management (ECM) system that is part of Action Item CIO #15.4.

6. How does this initiative contribute to reducing high-risk status?

Improved planning, structure, and prioritization of changes will result in fewer changes to the production environment allowing for additional and improved testing. Fewer changes translate into a more stable lower risk environment.

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7. What objectives and strategies are supported by this initiative? (Please “x” those applicable)

Objectives	
O1	
O2	x
O3	x
O4	
O5	x

Strategies			
S1		S8	
S2	X	S9	X
S3		S10	
S4		S11	X
S5	X	S12	X
S6		S13	X
S7		S14	X

8. What are the Enterprise dependencies? (IT, Non-IT, Workforce, Within ED or External to ED, etc.)

Collaboration with all internal stakeholders is needed to identify an Enterprise Release Strategy that works well for all affected parties and takes into consideration Schools, Students, and Financial Partner needs as well as Operating Partners and Data Centers. During the implementation phase, these processes and procedures will need to become a mandated operating practice for FSA and incorporated into newly established contractual agreements with external vendors. An Executive Manger or designee will need to be part of the release management board in order to decide prioritization of business requirements. In addition, any Department of Education Release Management Guidelines will need to be reviewed to ensure compliance.

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9. What are the total costs and savings of the initiative?

	<u>Modernization</u>	<u>Ops Gaps</u>	<u>Total</u>
Requested Funding:		\$ 350,000	\$ 350,000
IRB Approved Funding:	\$ -	\$ -	\$ -

IRB Approval Date:

<u>REQUESTED FUNDING</u>						
<u>MODERNIZATION</u>						
	Amount Requested	Actual IRB Amount Approved	Budget Owner	Contract to be provided funds	Purpose	Category (for OMB Exhibit 53 & 300 prep.)
1						
2						
3						
4						
5						
6						
7						
8						
subtotal:	\$ -	\$ -				
<u>OPERATIONAL GAPS</u>						
	Amount Requested	Actual IRB Amount Approved	Budget Owner	Contract to be provided funds	Purpose	
1	\$ 350,000					
2						
3						
4						
subtotal:		\$ -				

<u>PLEGGED OPERATIONAL FUNDS</u>					
	Amount	Budget Owner	Contract to be provided funds	Purpose	Have funds been planned & budgeted for this Purpose?*
1					
2					
3					
4					
5					
subtotal:	\$ -				

<u>SAVINGS</u>						

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10. What is the immediate funding need?

The immediate funding need is \$350,000 for developing the Enterprise Release Management Strategy (February 15 – June 30th) and an additional \$350,000 for the deployment phase (Optional).

11. What will be the initiative measures of success?

The initiatives measure of success will be to:

- Define the Enterprise Release Management Requirements
- Identify Enterprise Roles and Responsibilities
- Create Release Management Process and Procedures
- Build a Release Management Framework and Action Plan
- Established metrics for process evaluation and improvement

12. What are the impacts of not funding this initiative?

Without an Enterprise Release Management Strategy, FSA will continue to have very little centralized control over the application changes that are introduced into the production environment. Decisions on what business functions are introduced to the users will be made at the application level. The long-term goal of an integration testing environment will not be realized. Costs associated with application downtime, code instability, and constant change will continue to escalate.