





Honey Badger



## DILBERT



## BY SCOTT ADAMS



# The Agile Manifesto

## Individuals and Interactions

- Over Processes and Tools

## Working Product

- Over Comprehensive Documentation

## Customer Collaboration

- Over Contract Negotiation

## Responding to Change

- Over Following a Plan

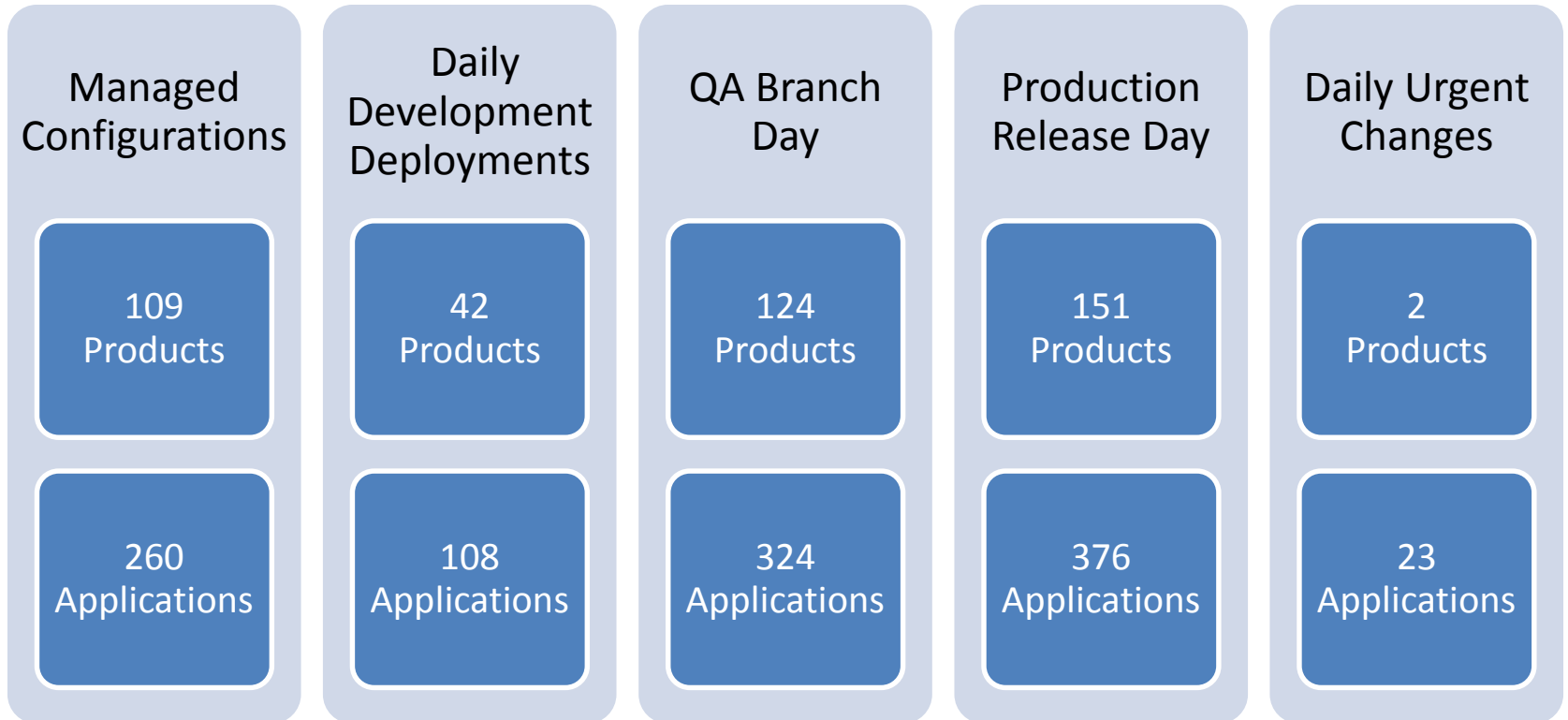
# ITIL Change Management

- Has this change been approved by the business or Product owner?
- What do you plan on changing?
- Why do we need to deploy this fix?
- Are there any risks to other applications when introducing this change?
- Who is going to deploy and test?
- What is the impact if we don't?
- Is there an expected delivery time?
- My application stopped working properly last week – what happened?
- Do we have a back out plan?
- Is there a best time to deploy the change?
- Do the users need to know about this change in advance?





# Deployments Within a Two Week Iteration



Note: Products contain multiple applications



## We Also Can...

- Display and modify all application configurations
- Show application ownership including the team, dev lead, and enterprise area
- Subscriptions to email specific deployment statuses
- Share metrics about surrounding production servers including consumers and publishers
- Display the detailed deployment log
- Manage the iteration schedule
- Plan a product list for the iteration production deployment
- Branch, build, and deploy all the things to QA with the press on one button
- Integrate application error logging
- View items within the PowerShell message queue for status

## This Allows us to...

- Ensure risk free automated deployments
- Expose API's
- Integrate with other third party tools
  - Microsoft Team System
  - ServiceNow
  - iOS Development with AirWatch
- Customize as needed
- Have complete flexibility

# Out With the Old

IGS ENERGY THE POWER OF TOMORROW®										Release Management
IT   APP/DEV   Infrastructure   E-Commerce   Application Products   Enterprise IT Solutions   Dev Ops   Architecture   21IS_NW_Ramrod										This List: Release Appr [v] [Q]
Documents	Request Title	Release Date/Time	Requester	Business Case	Risks Involved With Change	Systems Impacted	Team Responsible for the Change	FormStatus	Import	
Shared Documents Drop Off Library Site Pages	Crm.Api fix for Broker Agent Import	5/6/2013 9:00 PM	Steve Muskopf	When processing new agents, an exception is thrown. Since D2D agents can be sent on a daily basis, this could impact how soon they can start selling.	The Crm.Api project is shared between AEO Sales Search and Broker Portal. The change, however, is specific to an entity that is only used by the Broker Portal.	AEO Sales Search and Broker Portal	Dollars & Sense (Finance)	Approved		
Lists Tasks Cross Team Design	Operations Engine: Fixing bug for Drop Orders with Null Effective Date	5/15/2013 9:00 PM	Mike Gadd	Operations Engine: Fixing bug for Drop Orders with Null Effective Date	OpsEngine will be down for the time that it takes to release the application. Probably about 5 minutes.	Operations Engine	Fainting Goats (New Markets)	Approved		
Release Approval	Bill Ready Invoicing Hotfix	5/17/2013 9:30 PM	Mike Gadd	From Dates weren't getting filled in for Invoices and InvoiceDetails on Boundary Outbound Records, and consequentially, weren't making it into the Outbound810s CleanUp scripts attached	Possibility of Sending duplicate Invoices out	Choice2 Operations Engine Revenue	Fainting Goats (New Markets)	Approved		
Discussions Team Discussion	Lit OffCycle release for AdHoc Upload	5/20/2013 5:00 PM	Barb Dodge	Users cannot upload ad-hoc lit and error letters from AE need to get out.	Minimal - isolated to Lit Services	IGS Lit Services	Fainting Goats (New Markets)	Approved		
Sites People and Groups	Crm.Api pending sales search performance enhancement	5/29/2013 9:20 AM	Andrew Willcoxon	I implemented new code yesterday that was deployed to production, as part of the OST Retirement, to return the grouped leads for any promoCode/externalLeadCode within that group (something that was not working before and needed to be released for Crossfire to perform re-pitches). The code EF code that I implemented performed the grouping of leads on the SQL side and it seems to "function" reasonably well, but it does not perform well. I have modified the code to delay the grouping until the data is returned from sql and prior to sending to the client, in dev and test. I have ensured that the same result set comes back for all of my tests.	The results could be incorrect if my testing missed something.	CRM.Modules - SalesEntry	Neighborhood Watch (CRM)	Approved	High	
Recycle Bin All Site Content	Cisco Switch Replacement	6/2/2013 10:00 AM	Matt Keller	Replacement of Cisco Switches to support PCI project	Possible loss of network connectivity for production systems at the moment of changeover (30 minutes max).	Production Servers. Impact is minimized due to dual switch connectivity configuration.	Honey Badgers (DevOps)	Approved	Medium	
	IMA Consumption Integration Fix	6/4/2013 6:00 PM	Barb Dodge	Bugs/Issues causing CN2-IMA & ADW-IMA Consumption Integrations to not complete for Utilities in First Energy Ohio, AEP, and DPL-E which is preventing accurate commissions payments to C&I reps. Commissions cannot wait for Saturday's release as we are already late in getting them paid.	No cross-system dependencies or related system risks anticipated	Industrial, IGS AppData, Reporting Server, Accent Data Warehouse	Fainting Goats (New Markets)	Approved	High	
	BrokerManagement.Console needs config change to work	6/10/2013 1:35 PM	Ryan Gaskill	Broker Agent Import is failing until this config change happens	None	Broker Agent Import	Dollars & Sense (Commissions)	Approved	Critical	
	Hot Fix Off Cycle Release for 29063	6/10/2013 9:30 PM	Lan Bloch	From: Barb Dodge Sent: Monday, June 10, 2013 12:21 PM To: Veena Rao Cc: Lan Bloch; Gene Pavell Subject: Re: Bug 29063: Classic: Consumption, UtilityBilling, Payments tab give "Conversion from string" error I think this should be a hot fix. On Jun 10, 2013, at 12:16 PM, "Veena Rao" <vrao@igsenergy.com> wrote: Barb - I made a code fix for this bug. Do you see this as a hotfix or let it get deployed in IT. 60?	Low. It's limited to Choice Classic DEO conversion	Low. It's limited to Choice Classic DEO conversion	Fainting Goats (New Markets)	Approved	Critical	

# In With the New

Change Request - CHG0030587

Update Save Delete

Create > Review > **Approve** > Deploy > Closed > Cancelled

Number: CHG0030587

Requested by: Andrew Willcoxon

Category: Business Service

Subcategory: -- None --

Configuration item: IGS.ProductManagement

Impact: Low

Probability: Low

Risk: Low

Approval: Requested

Type: Urgent

State: Approve

Assignment group: AppDev Product Managemer

\* Assigned to: Andrew Willcoxon

Watch list

Work notes list

Short description: Dates for existing contract terms, rates, index rates are not displaying correct

Description: Users pull up an existing contract and the date is one day less than expected. This is caused by the fact that we store the time as 12:00AM and then javascript tries to localize it to the day before at 8 pm.

Notes Schedule Planning

Schedule

Planned start date	2015-11-09 15:51:13	
Planned end date	2015-11-09 20:51:18	
Iteration start date	2015-11-01 09:00:00	
Iteration end date	2015-11-14 10:00:00	
QA branch date	2015-11-13 10:00:00	

Work start:

Work end:

Update Save Delete

Related Links

- [Check Conflicts](#)
- [Show Workflow](#)

# More Details...

Change Request - CHG0030587 Update Save Delete

Notes Schedule **Planning**

**Planning**

Resolved Work Items 71132

TFS Iteration IGSEnergy\Iteration 119

Build number IGS.ProductManagement-Release\_20151109.1

Build number (secondary)

Request type Business-discovered ▼

System outage No ▼

Has the work already been completed? No ▼

Effort hours

**Change plan**

We are now using moment.js to correctly display the date/time.

**Business case**

Users pull up an existing contract and the date is one day less than expected. This is caused by the fact that we store the time as 12:00AM and then javascript tries to localize it to the day before at 8 pm.

**Backout plan**

release the code that was deployed during the iteration 119 release.

**Test plan**

I had Emily Kaufman review the changes to ensure that it is working.

Update Save Delete

**Related Links**

[Check Conflicts](#)

[Show Workflow](#)

# Validation Complete – Deploy!

Change Task - CTASK0010486

Number: CTASK0010486

Configuration item: IGS.ProductManagement

Change request: CHG0030587

Due date: 2015-11-09 20:51:18

Active:

Work start: 2015-11-09 15:51:13

Work end: 2015-11-09 20:51:18

Short description: Deploy task for CHG0030587

Description: Please deploy the change during the identified change window.

Planned start: 2015-11-09 20:51:13

Planned end: 2015-11-10 01:51:18

Work notes

Activity >>

2015-11-09 19:34:15 Gene Pavell - Changed: Assigned to, Configuration item, Impact, Opened by, Priority

Assigned to: Andrew Willcoxon

Configuration item: IGS.ProductManagement

Impact: 3 - Low

Opened by: Gene Pavell

Priority: 3 - Moderate

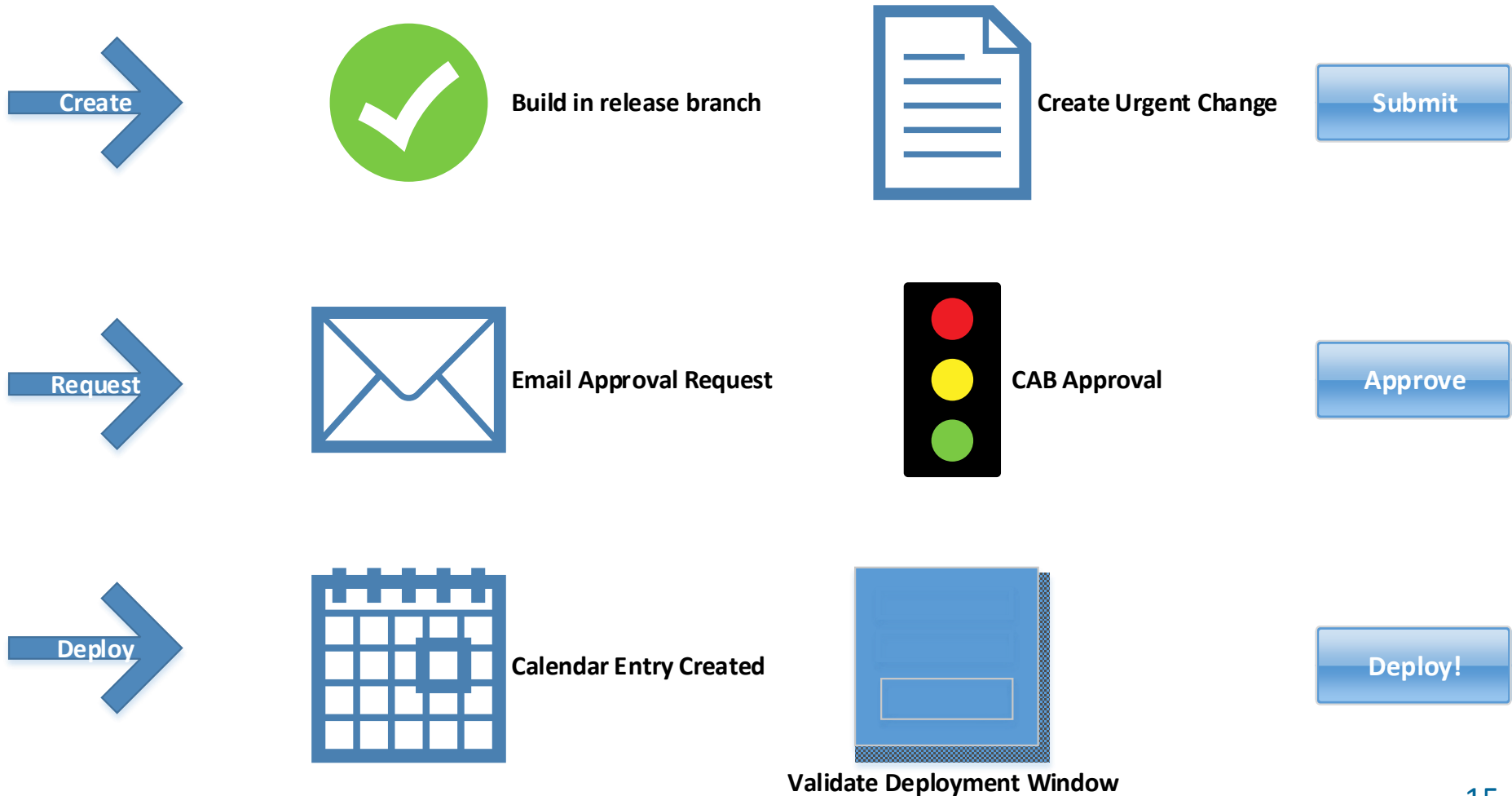
Deploy Release Update Save Assign to me Close Task Delete

Affected CIs New Edit... Go to Configuration Item

Task = CTASK0010486

Configuration Item	Class
IGS.ProductManagement	Application

# Urgent Change Process Flow



- change
- StartNow Implementation
  - RIDAC
  - Changes
- Change
  - Create New
  - Open
  - Closed
  - All
  - Change Templates
  - Overview
  - Scheduling
  - Administration
    - Risk Conditions
    - Blackout Windows
    - Maintenance Windows

**Changes Awaiting Approval**

Number	Type	Short description
<b>Monthly Change Summary Counts</b>		
<b>Urgent Changes</b>		<b>13</b>
Active urgent changes for this month		
<b>Comprehensive Changes</b>		<b>2</b>
Open Change Requests that have Critical priority		
<b>Pre-Approved Changes</b>		<b>0</b>
Change Requests that have attained an overdue escalation value		
<b>Changes Opened &gt; 1 Week</b>		<b>0</b>
Change Requests that are open for longer than a week		
<b>Monthly Urgent Change Requests by Reason</b>		

IT-discovered bug = 5 (38.46%)
Business enhancement = 4 (30.77%)
Business-discovered bug = 4 (30.77%)

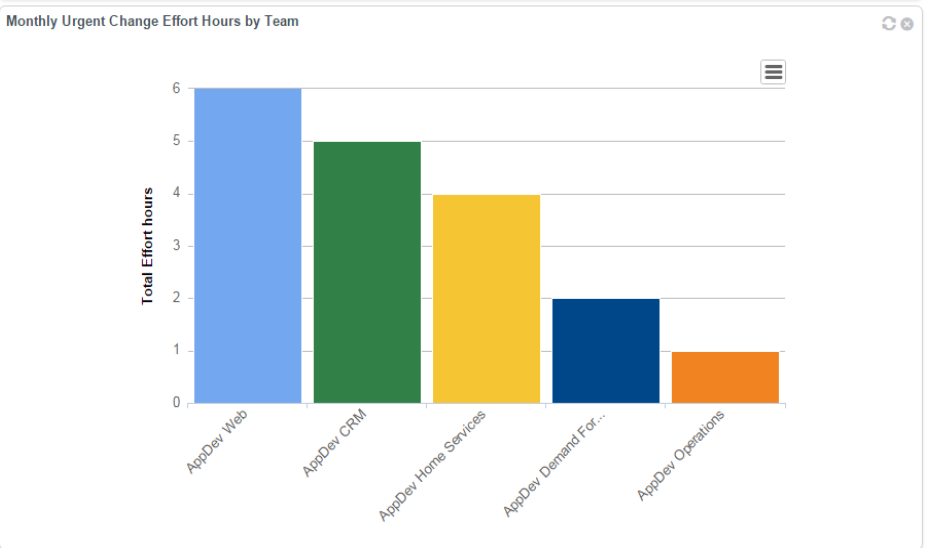
**Change Overview**

Off Change Layout

**Current Urgent Changes**

Number	Short description	Approval	Type	State	Planned start date	Planned end date	Assigned to
CHG0030586	bulk sales import object reference error causing all bulk sales imports to fail	Approved	Urgent	Deploy	2015-11-06 21:00:00	2015-11-06 23:59:59	Rick Kierner
CHG0030585	Texas EFL error out when generated	Approved	Urgent	Deploy	2015-11-06 21:00:00	2015-11-06 23:59:59	Rick Kierner
CHG0030577	forecasting data load failed	Approved	Urgent	Deploy	2015-11-04 10:00:32	2015-11-04 12:00:00	Amit Mhaskar

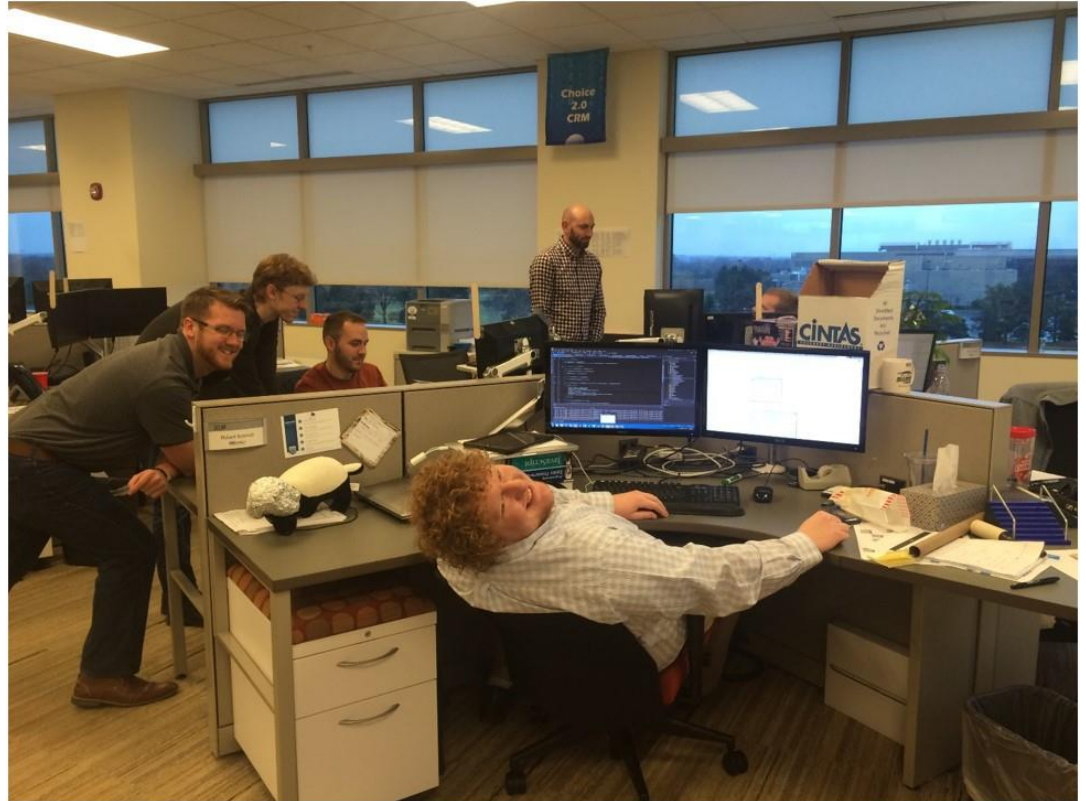
<< < 1 to 3 of 3 > >>





## Keeping the Developers Happy!

- Can create a change when needed
- No roadblocks
- Easy to fill out <5 minutes
- Retain control of the process
- Have the power to deploy and validate the change
- Not reliant on DevOps or Infrastructure intervention



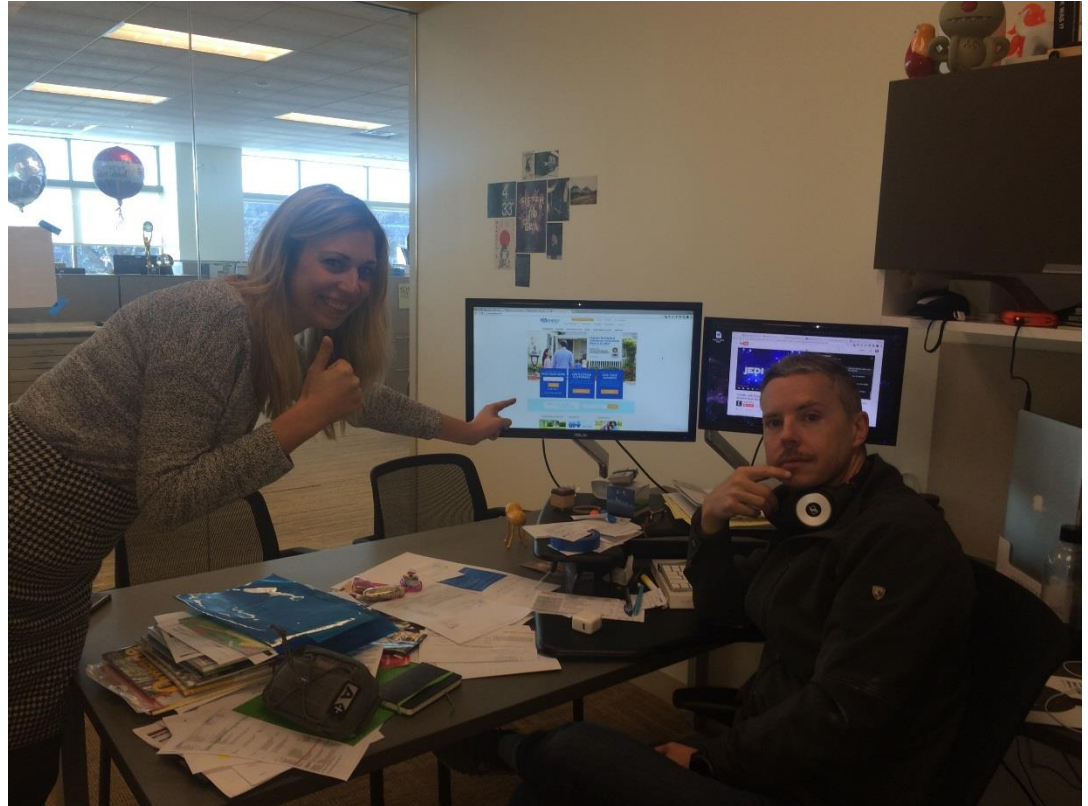
## Keeping the Product Owners Happy!

- Have the final say
- Aware of what the dev's are deploying to production
- Can stop the bleeding for any bug fixes that are needed prior to the next release
- Can say yes to the business if they are in need of an enhancement
- Have the supporting metrics



## Keeping the Business Happy!

- Rapid proven delivery of software
- Better developer productivity
- IT can accommodate changes during an iteration
- Less \$\$ wasted due to faster bug squashing
- No excuses – we have high expectations



## Keeping the Honey Badgers Happy!

- No more after hour deployments
- Self-running
- ITIL best practices
- Competition on who has the lowest change requests
- Visibility
- Automation, automation, and more automation
- Complaint desk closed

