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Digital Comptrollership Program

Operations and Application Lifecycle Management

November 19, 2020

MS Teams Meeting Protocols during the Session

- Please mute your audio when you are not speaking
 - Background noise can be really distracting. If you aren't sharing anything at the moment, go ahead and hit mute until you do
- When you have a question, please use the raise hand button or add a comment
 - We encourage questions but want to make sure we can manage the time effectively and ensure you can ask your questions so we ask you to use the raise hand button and our moderator will come to you 😊
 - Just select Raise your hand in the meeting controls or type your comment and the moderator will ask the question in the next break
 - When asking a question, please say your name, role and your sector, agency or department
- If you have a follow up question later, please send a mail to the Digital Comptrollership Program team @ xxxx

Introductions



Duncan Saunders

Manager, Centre of Excellence,
Design Authority at Treasury Board of Canada

Duncan Saunders is the manager for the Centre of Excellence for the Digital Comptrollership Program. Duncan oversees the implementation of Application Lifecycle Management (ALM) and operational support for the GC Digital Core, and the Digital Comptrollership Program.

Arthur Rusakov

ALM Architect, SAP America

Arthur Rusakov supports SAP customers with ALM and DevOps engagements in North America. He started to work with Government of Canada from mid 2019.

In his role he has been supporting the Digital Comptrollership Program as the architecture focusing on Application Lifecycle Management and Template Management for GC Digital Core.



Empowerment Sessions

Tuesday

November 17, 2020

Overview of the Digital Comptrollership Program

- Introduction from Yves Bacon, A/Comptroller General of Canada
- Lynn Gibault, Executive Director, Digital Comptrollership Program, will present an overall DCP Overview

Overview of the Business Authority

- Lynn Gibault, Executive Director, Digital Comptrollership Program, and Michel Turbide, Director, Digital Comptrollership Program, will present an overview of how the Business Authority will work, its roll and objectives

Introduction to the Design Authority

- Michel Turbide, Director, Digital Comptrollership Program, will introduce the design authority, its roles and objectives and how it will operate

Wednesday

November 18, 2020

DCP Architecture Review Board | Overview

- Michel Turbide, Director, Digital Comptrollership Program, will present an overview of the Architecture Review Board supported by Stephen Glynn, SAP Enterprise Architect

DCP Architecture Review Board | Target Architecture

- Stephen Glynn, SAP Enterprise Architect, will present the initial target architecture for DCP and the initial elements of the roadmap

DCP Business Process Owners | Overview and Mandate

- TBD, Digital Comptrollership Program, will present an overview of the role of the Business Process Owners, supported by Pablo Sebastian Revuelta, SAP BPO Lead

Thursday

November 19, 2020

DCP Center of Excellence | Overview

- Duncan Saunders, DCP CoE Lead, Digital Comptrollership Program, will present an overview of the Centre of Excellence for the DCP supported by Arthur Rusakov, SAP ALM Lead

DCP Center of Excellence | Operations and Application Lifecycle Management

- Arthur Rusakov, SAP ALM Lead, will present how the Digital Core will be orchestrated with application lifecycle management platform and processes

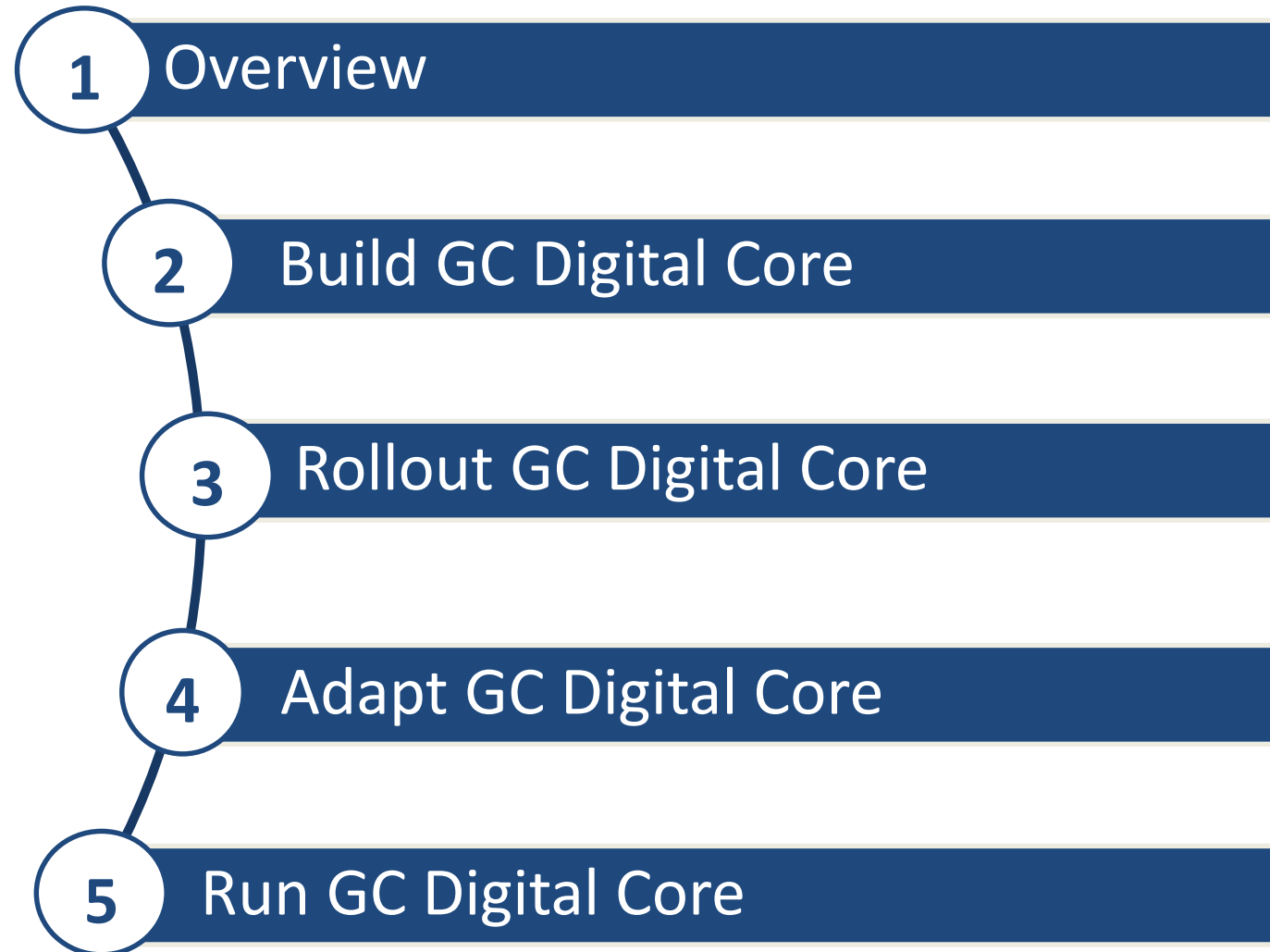
Engagement Week Wrap Up

- Yves Bacon, Assistant Comptroller General of Canada, will wrap up the engagement week and summarise the next steps

Thursday, November 19, 2020

Time	Topic	Speaker
09:00 – 10:00	DCP Center of Excellence Overview <ul style="list-style-type: none">Duncan Saunders, DCP CoE Lead, will present an overview of the Centre of Excellence for the DCP supported by Arthur Rusakov, SAP ALM Lead	<ul style="list-style-type: none">Duncan Saunders, DCP CoE LeadArthur Rusakov, SAP ALM Lead
10:00—10:15	BREAK	BREAK
10:15 – 11:45	DCP Center of Excellence Operations and Application Lifecycle Management <ul style="list-style-type: none">Arthur Rusakov, SAP ALM Lead, will present how the Digital Core will be orchestrated with application lifecycle management platform and processes	<ul style="list-style-type: none">Duncan Saunders, DCP CoE LeadArthur Rusakov, SAP ALM Lead
11:45 – 12:00	Engagement Week Wrap Up <ul style="list-style-type: none">Yves Bacon, Assistant Comptroller General of Canada, will wrap up the engagement week and summarise the next steps	<ul style="list-style-type: none">Yves Bacon, ACG/Digital Comptrollership Program

Agenda





Overview



SAP Solution Manager Landscape

SAP Solution Manager 7.2 SP09
Focused Build and Focused Insights SP04

English • French



DEVELOPMENT

DGM



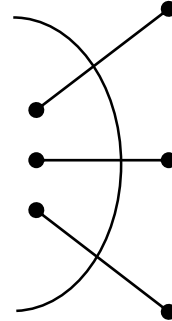
QUALITY ASSURANCE

QGM



PRODUCTION

PGM



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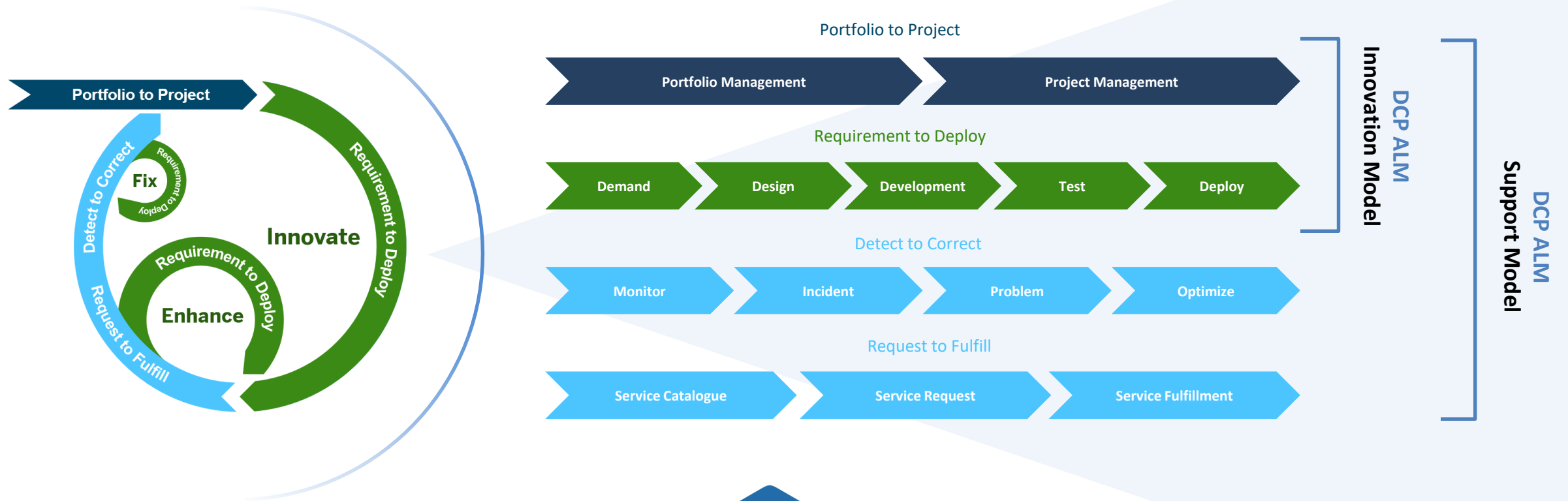
Treasury Board of Canada Secretariat
DCP Center of Excellence



Service consumed by:

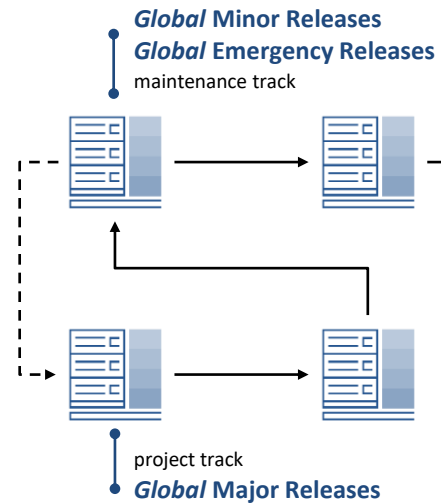
Government of Canada
Clusters

DCP Application Lifecycle Management: Processes

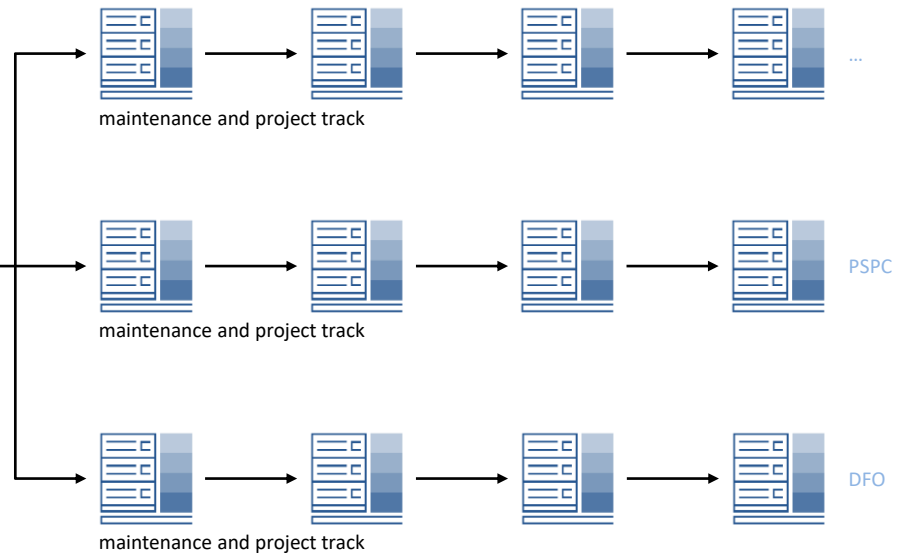


SAP S/4HANA Reference Systems Landscape

DCP GC DIGITAL CORE



CLUSTERS



Global Local

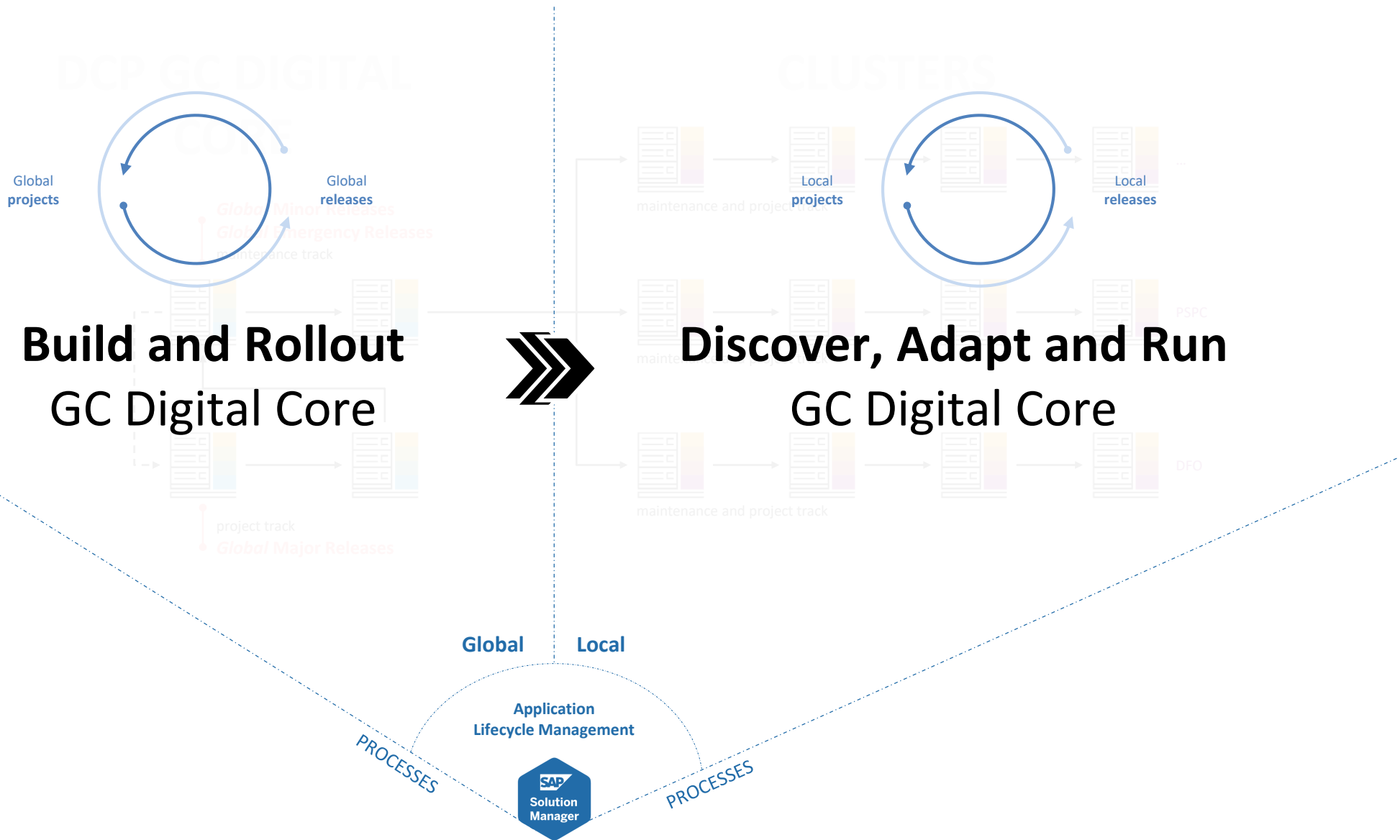
Application Lifecycle Management

PROCESSES



PROCESSES

Template Phases





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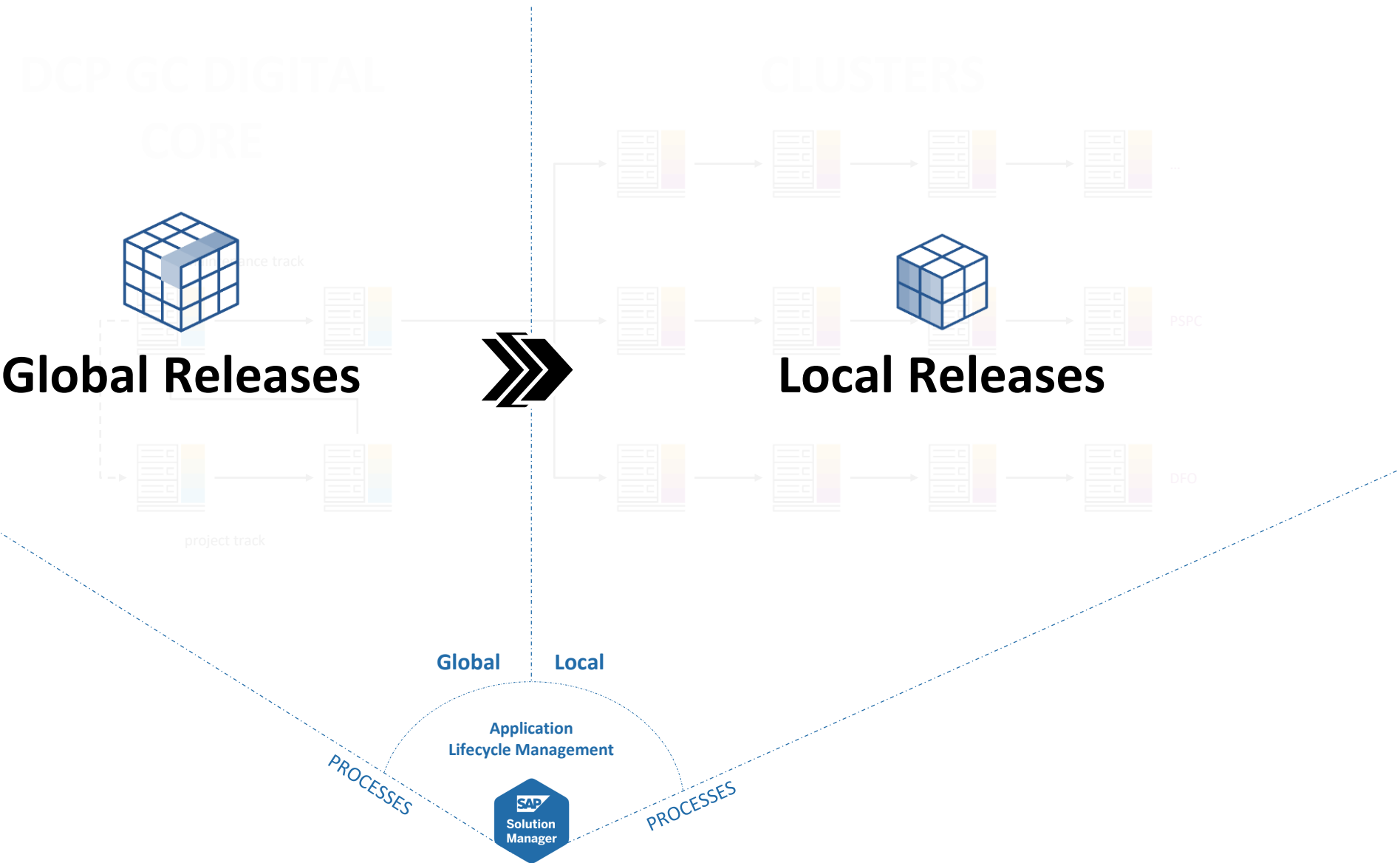
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Build GC Digital Core

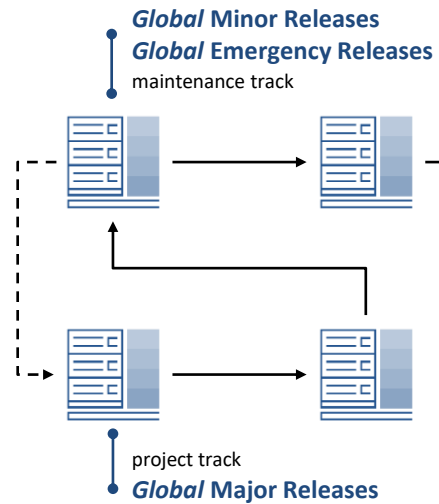


Release Strategy: Global and Local Releases

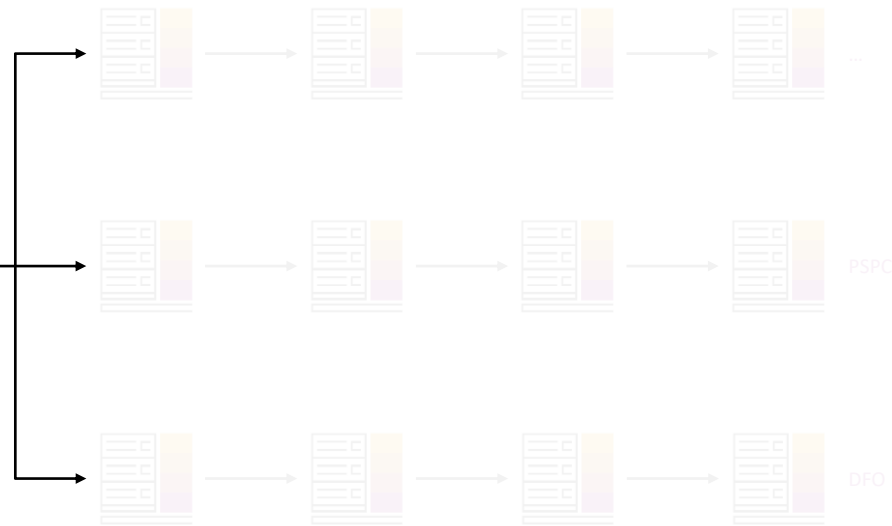


Reference Systems Landscape with mapping of Global Releases

DCP GC DIGITAL CORE



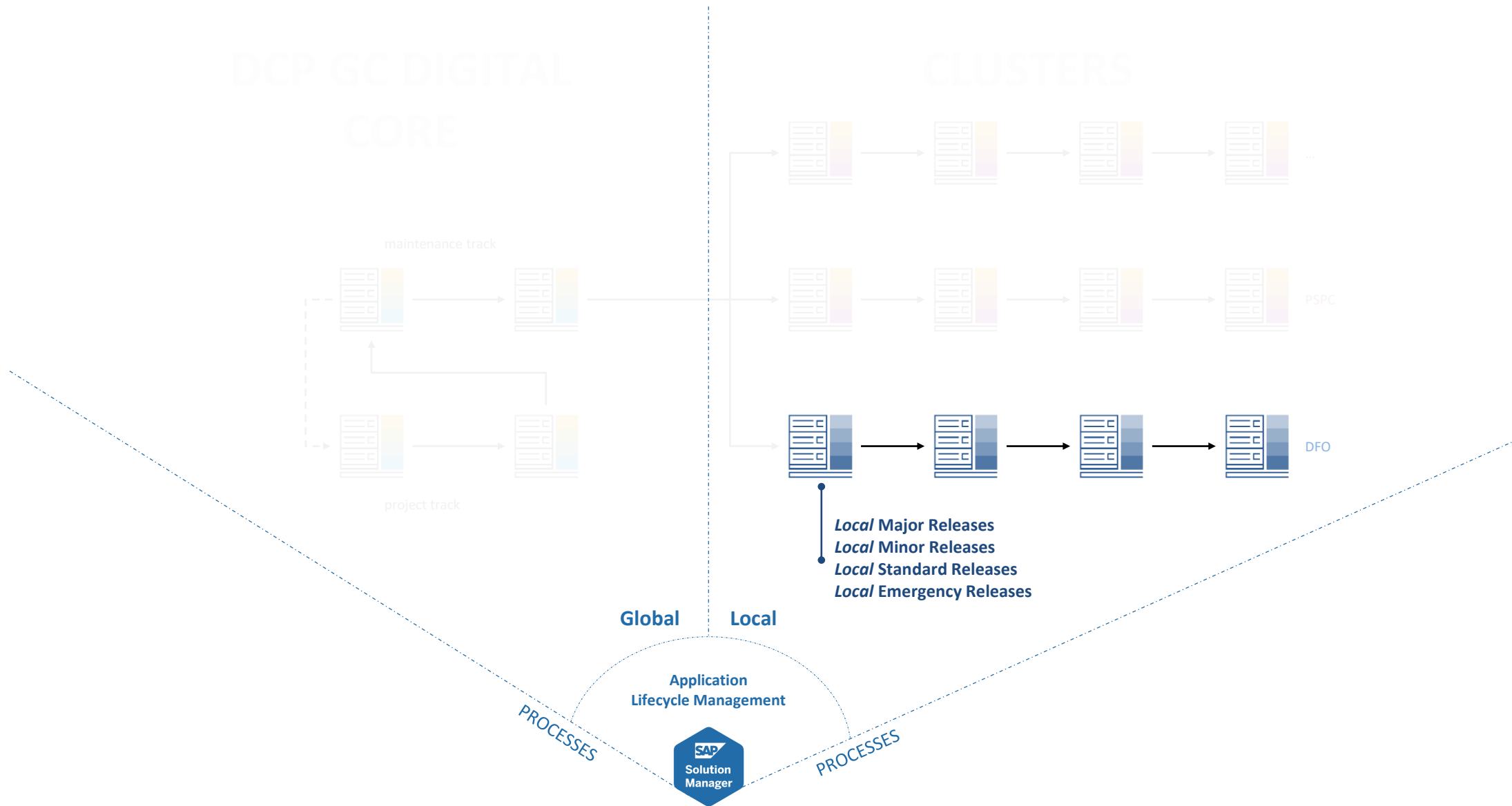
CLUSTERS



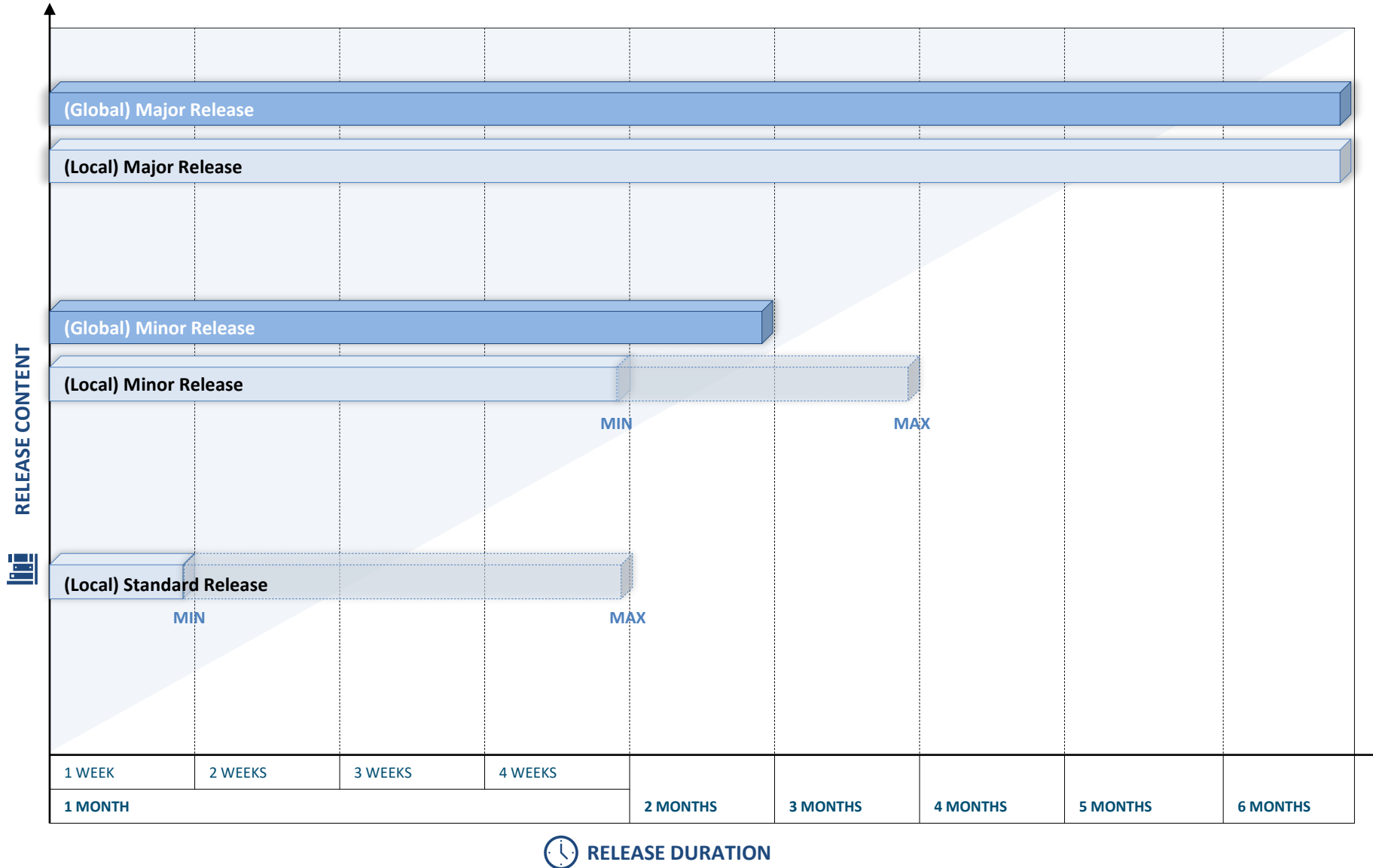
Global Local



Reference Systems Landscape with mapping of Local Releases



Release Content and Duration



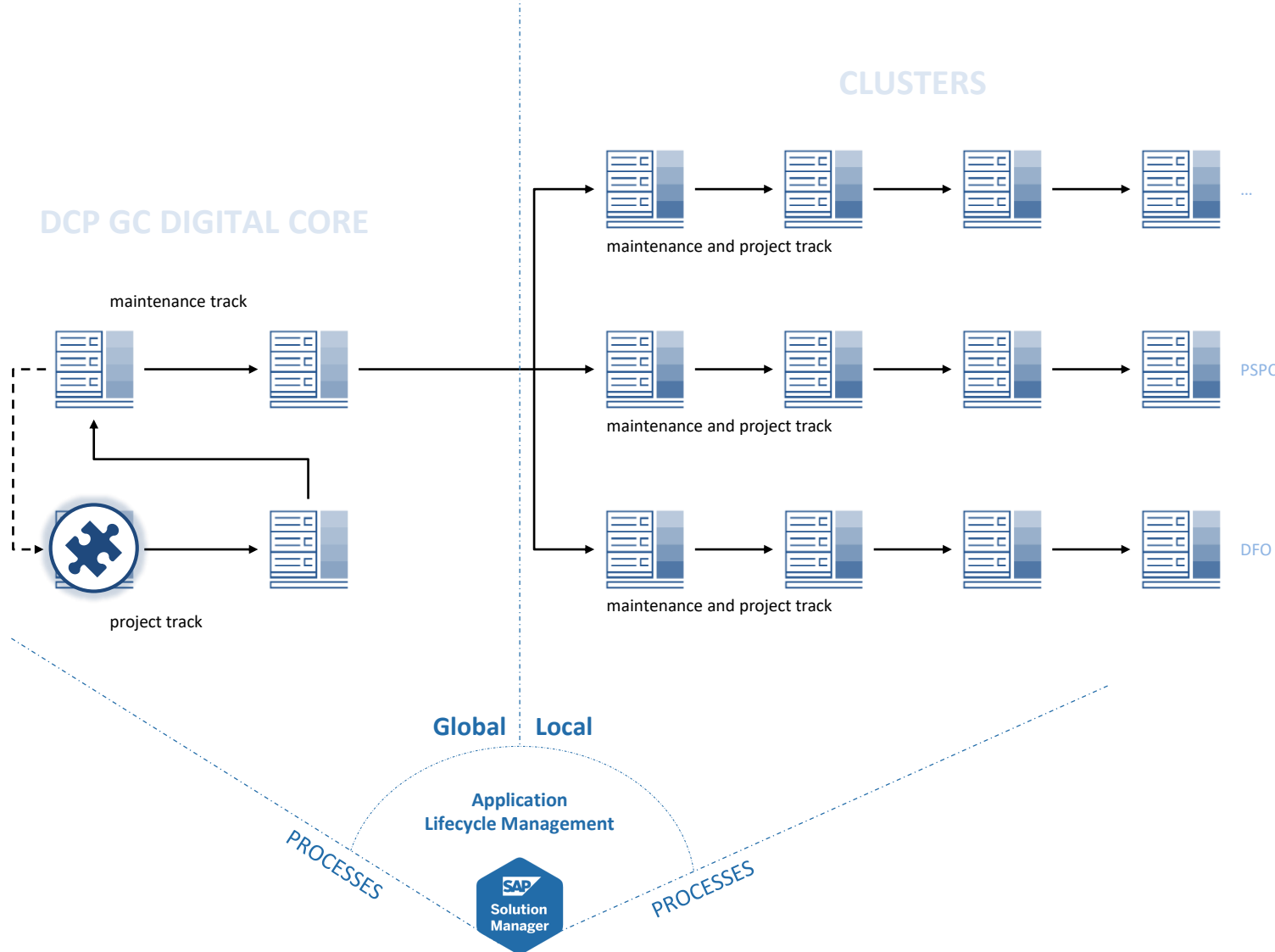
Legend:

-  Global Release
-  Local Release

* Emergency Releases are not shown since they are delivered on demand

Build GC Digital Core

Start Project(s) and Major Release for GC Digital Core



DCP uses different release categories to build and rollout GC Digital Core. Depends on release category, work can be started in project or maintenance track.

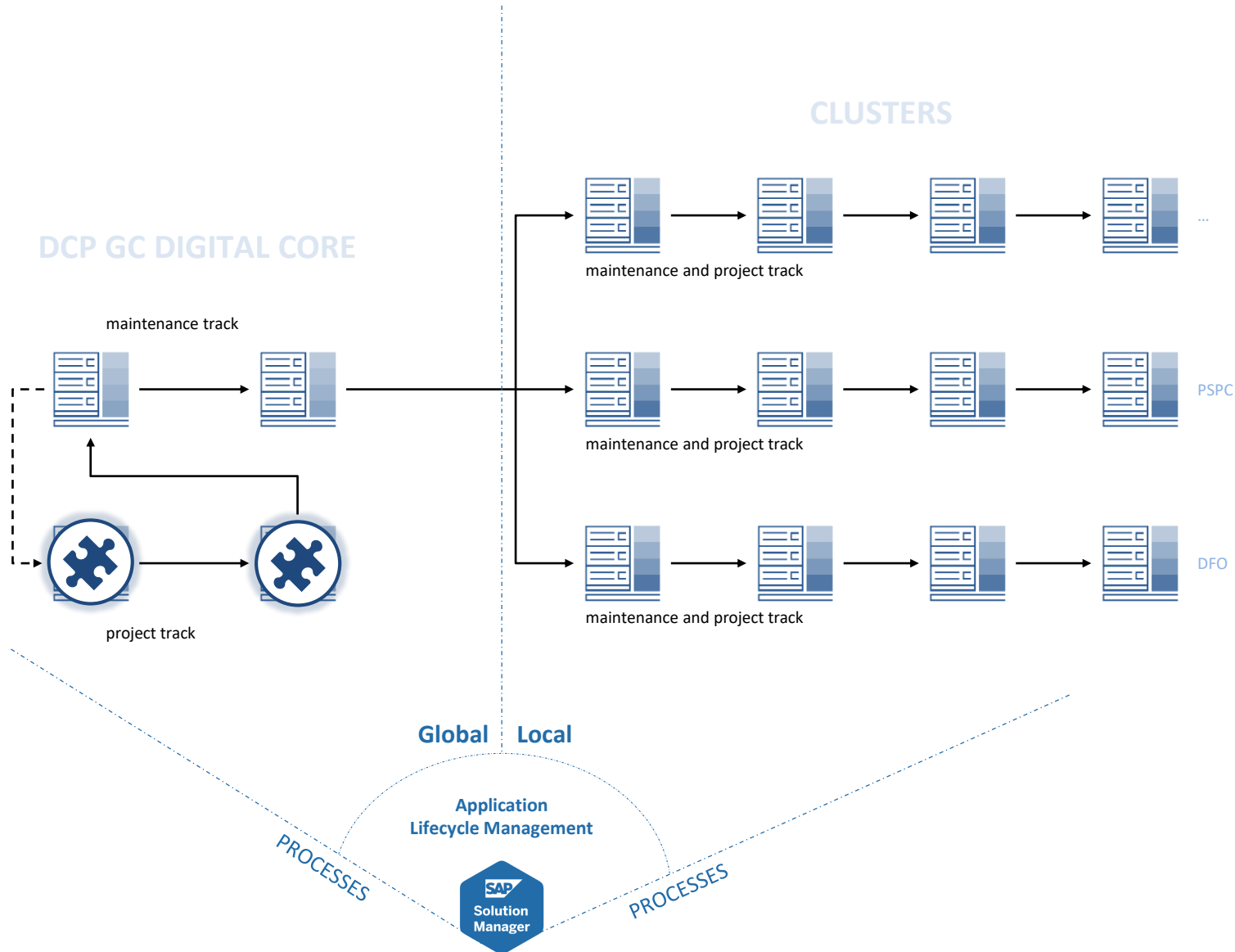
When work is planned and scoped for global major release, the cluster responsible for implementation of processes and features for GC Digital Core starts in project track. It organizes work in accordance with guidelines designed for DCP (including release schedule) by respective teams (DCP BPO, DCP CoE, DCP AB, DCP PMO and etc.)

- Impact: All clusters
- Scope: All clusters

Application Lifecycle Management is driven by DCP CoE.


 Major Release of GC Digital Core in GC Digital Core systems

Build GC Digital Core

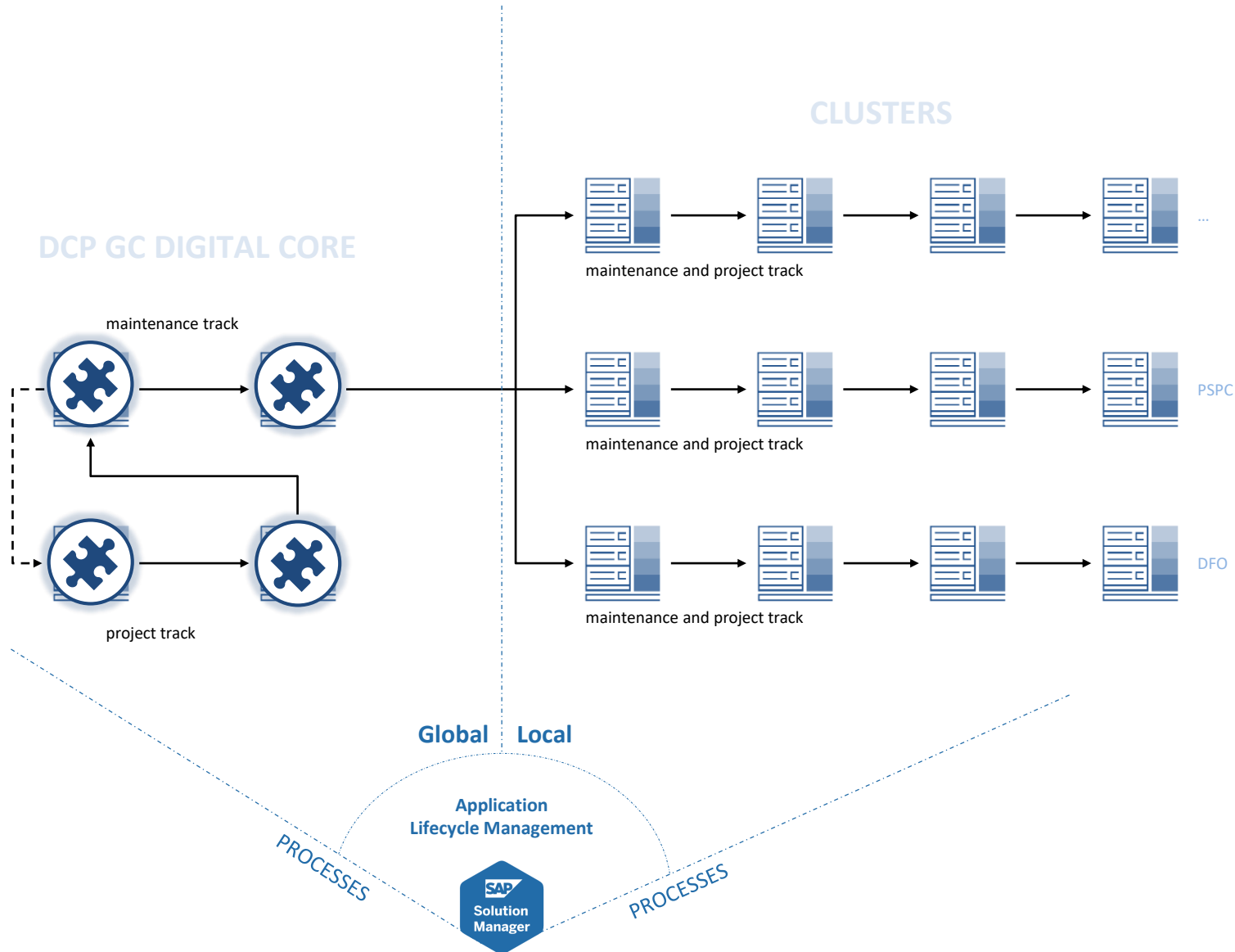


The cluster responsible for implementation of processes and features for GC Digital Core moves changes to quality assurance system of project track for required unit tests.

Application Lifecycle Management is driven by DCP CoE.


 Major Release of GC Digital Core in GC Digital Core systems

Build GC Digital Core

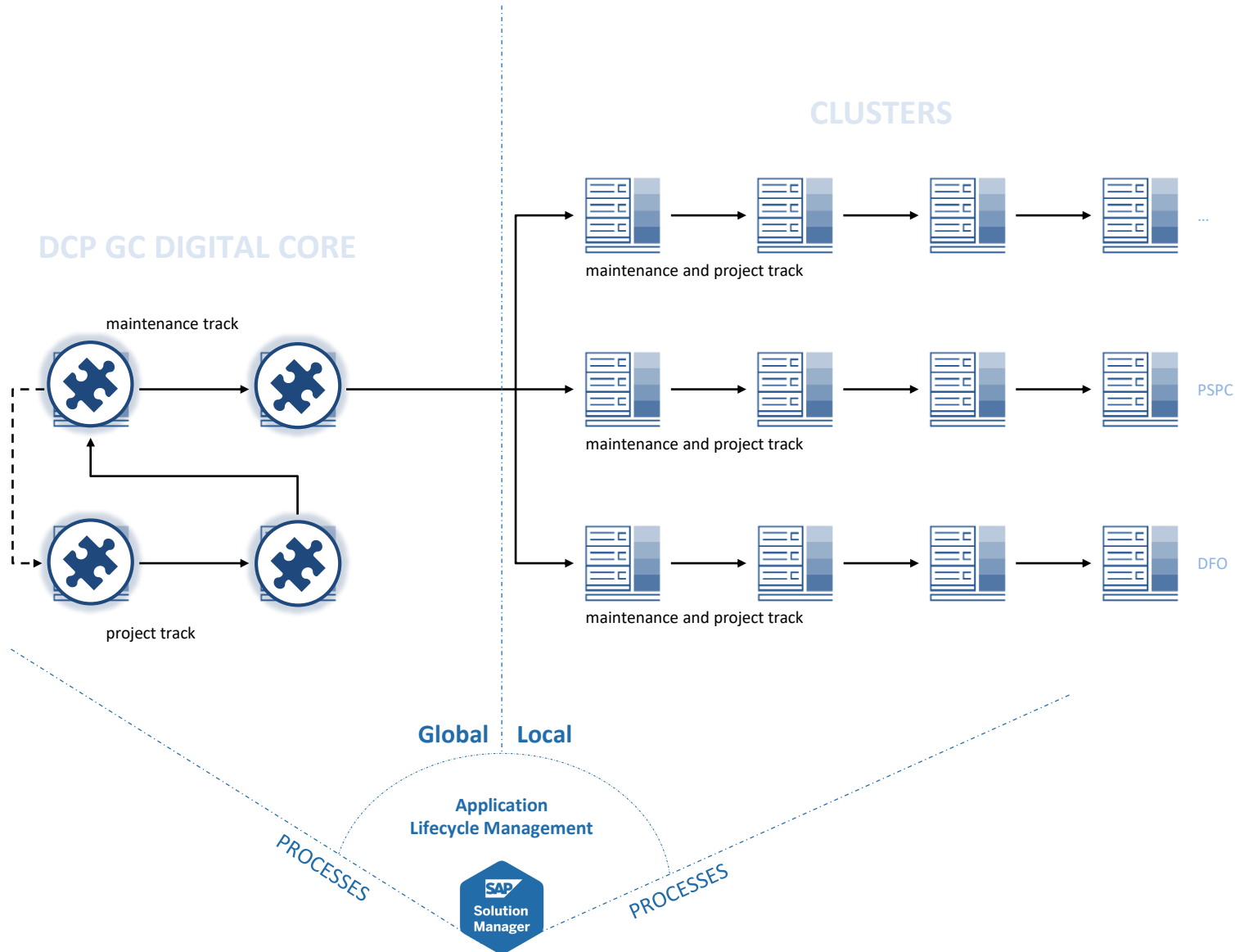


When functionality completed and tested in quality assurance system of project track, it's moved to maintenance track for further tests. Only fully completed and approved functionality moved to maintenance track.

Application Lifecycle Management is driven by DCP CoE.

 Major Release of GC Digital Core in GC Digital Core systems

Build GC Digital Core




Before the Global Release of GC Digital Core can be addressed to other cluster, responsible cluster must be tested it in its own environment.

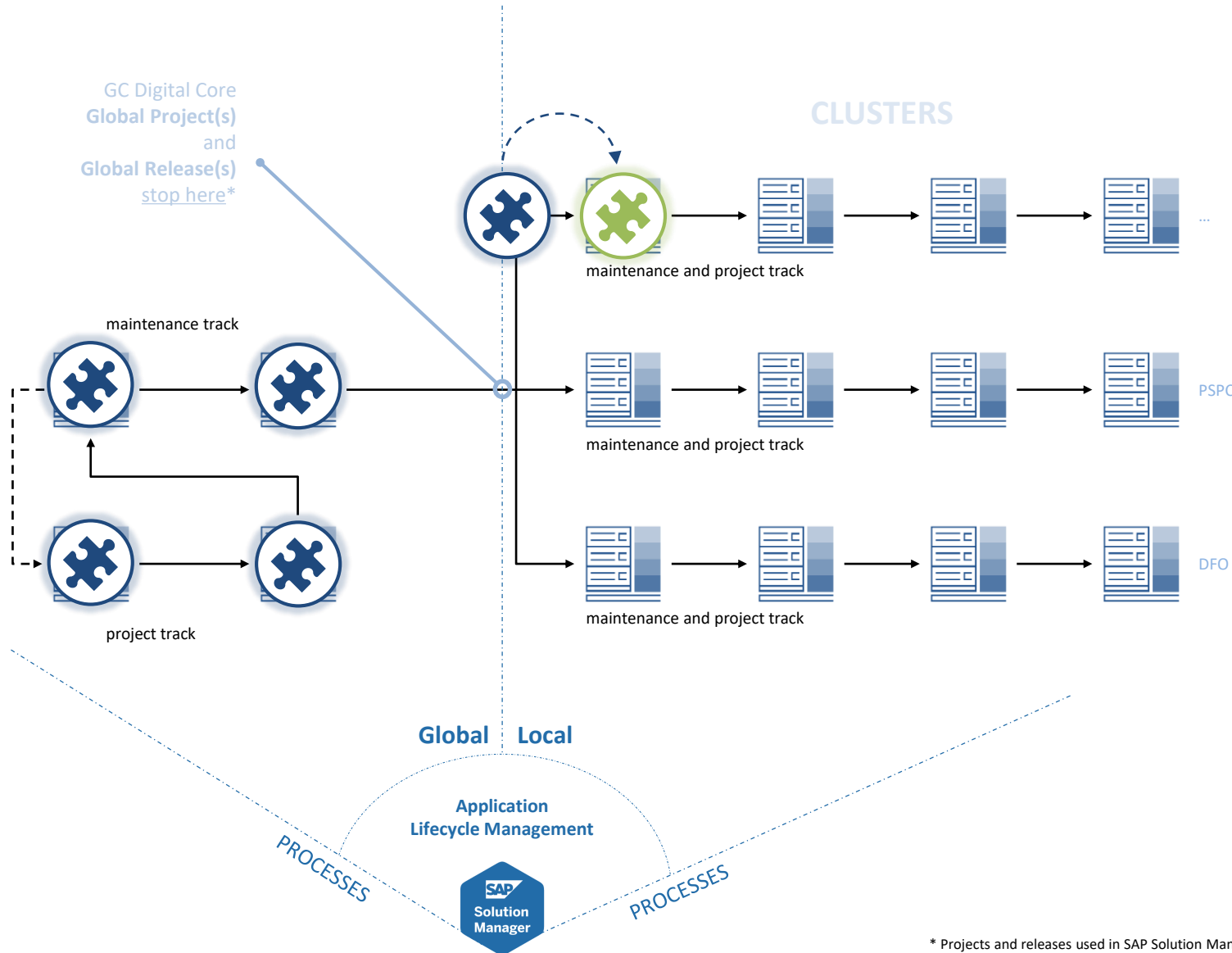
The responsible cluster must focus on testing activities rather than adapting of this release in their environment.

This phase also known as **Controlled Delivery**: only limited set of clusters (mainly responsible cluster and some authorized beta testers) get Global Release of GC Digital Core at this time.

Application Lifecycle Management is driven by DCP CoE.

 Major Release of GC Digital Core in GC Digital Core systems



Build GC Digital Core



DCP repacks all transport requests of GC Digital Core Global Release to the Local Release of responsible cluster. Starting from this point the responsible cluster involves its own Application Lifecycle Management team.

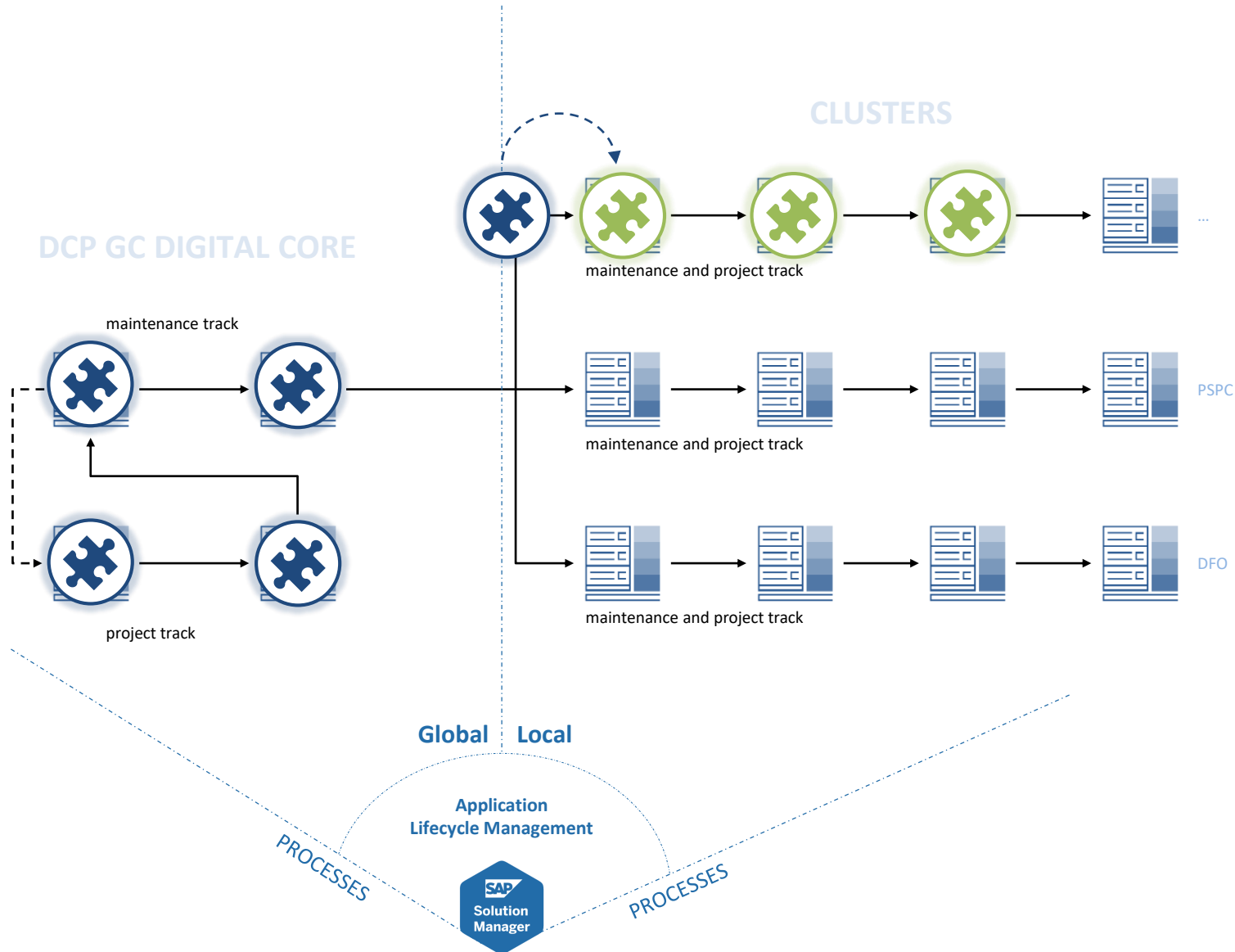
Cluster doesn't use (global) projects configured in SAP Solution Manager for GC Digital Core: cluster must use its own (local) project(s) in SAP Solution Manager.

Application Lifecycle Management is driven by the cluster.

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems



* Projects and releases used in SAP Solution Manager and Focused Build

Build GC Digital Core

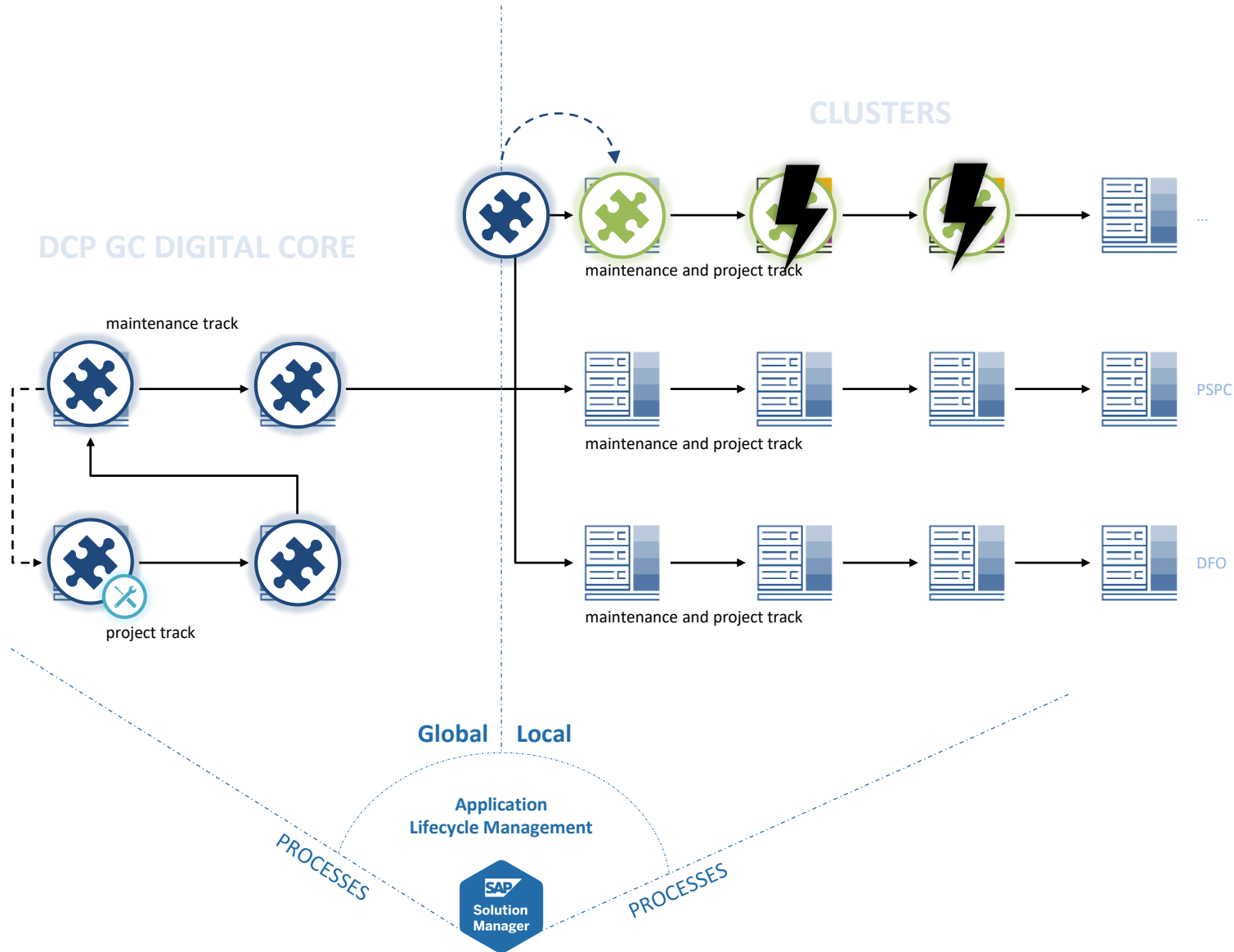


The responsible cluster moves changes of GC Digital Core using Local Release to its quality assurance and pre-production systems for testing.

Application Lifecycle Management is driven by the cluster.

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems

Build GC Digital Core

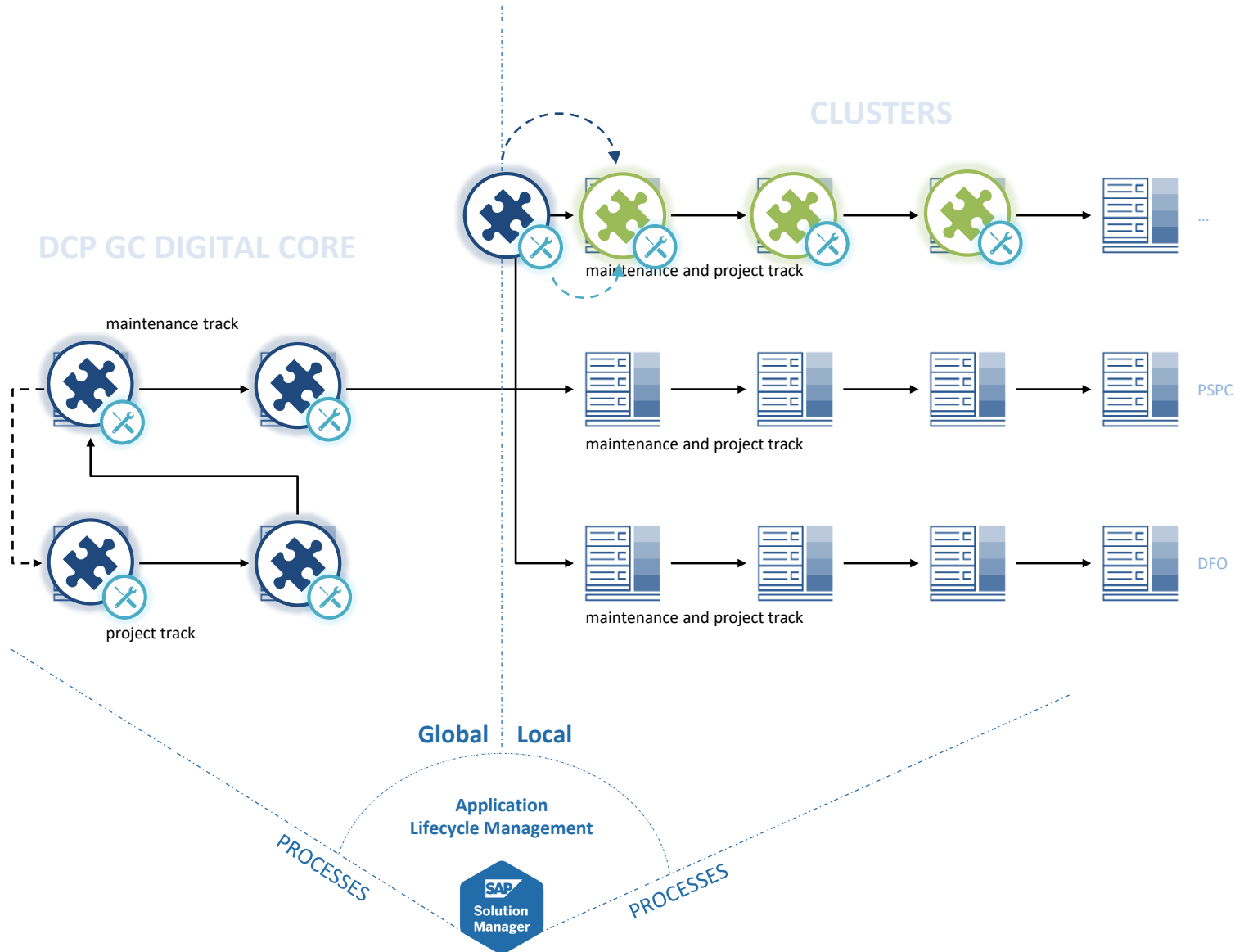


The responsible cluster performs bug fixing in project track of GC Digital Core and not in its own environment.

Application Lifecycle Management is driven by the cluster.


- Major Release of GC Digital Core in GC Digital Core systems
- Major Release of GC Digital Core in clusters' systems

Build GC Digital Core



When bug(s) fixed, it's moved to cluster's environment in the same way how it was done for release of GC Digital Core (including repacking of transport requests in cluster's development system using SAP Solution Manager).

Application Lifecycle Management is driven by the cluster.

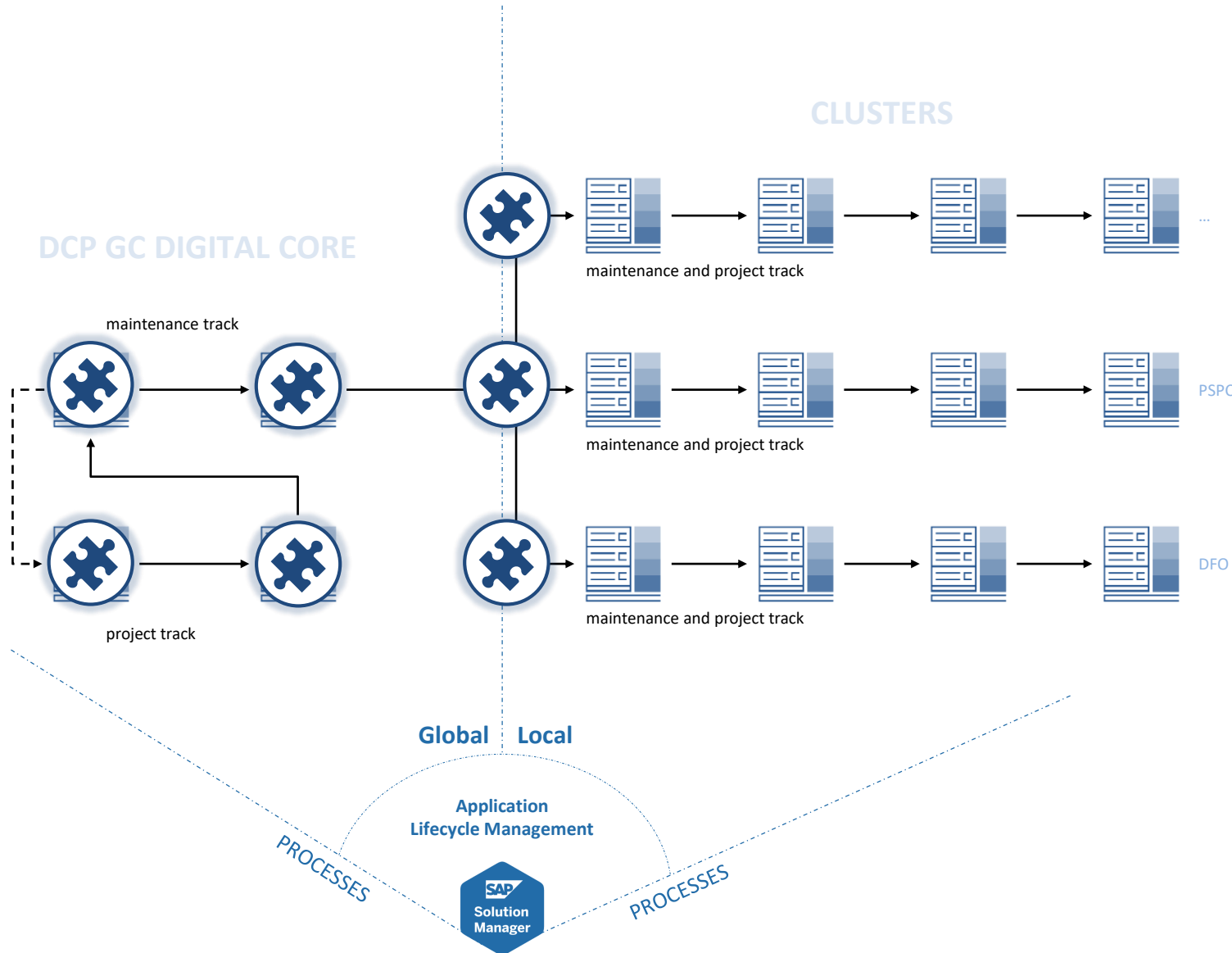
-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems



Rollout GC Digital Core



Rollout GC Digital Core: Major Releases



When the Global Release of GC Digital Core is ready, all clusters receive communication and details about it.

DCP provides the following information:

- Release number of GC Digital Core
- Content file with updated business process hierarchy, business processes, diagrams and design documents to be imported by clusters
- Information about scope and changes in release of GC Digital Core
- Information about cluster(s) responsible for original design and build of release
- Other details

This phase also known as **Unrestricted Delivery**: all clusters get Global Release of GC Digital Core.

Application Lifecycle Management is driven by DCP CoE.

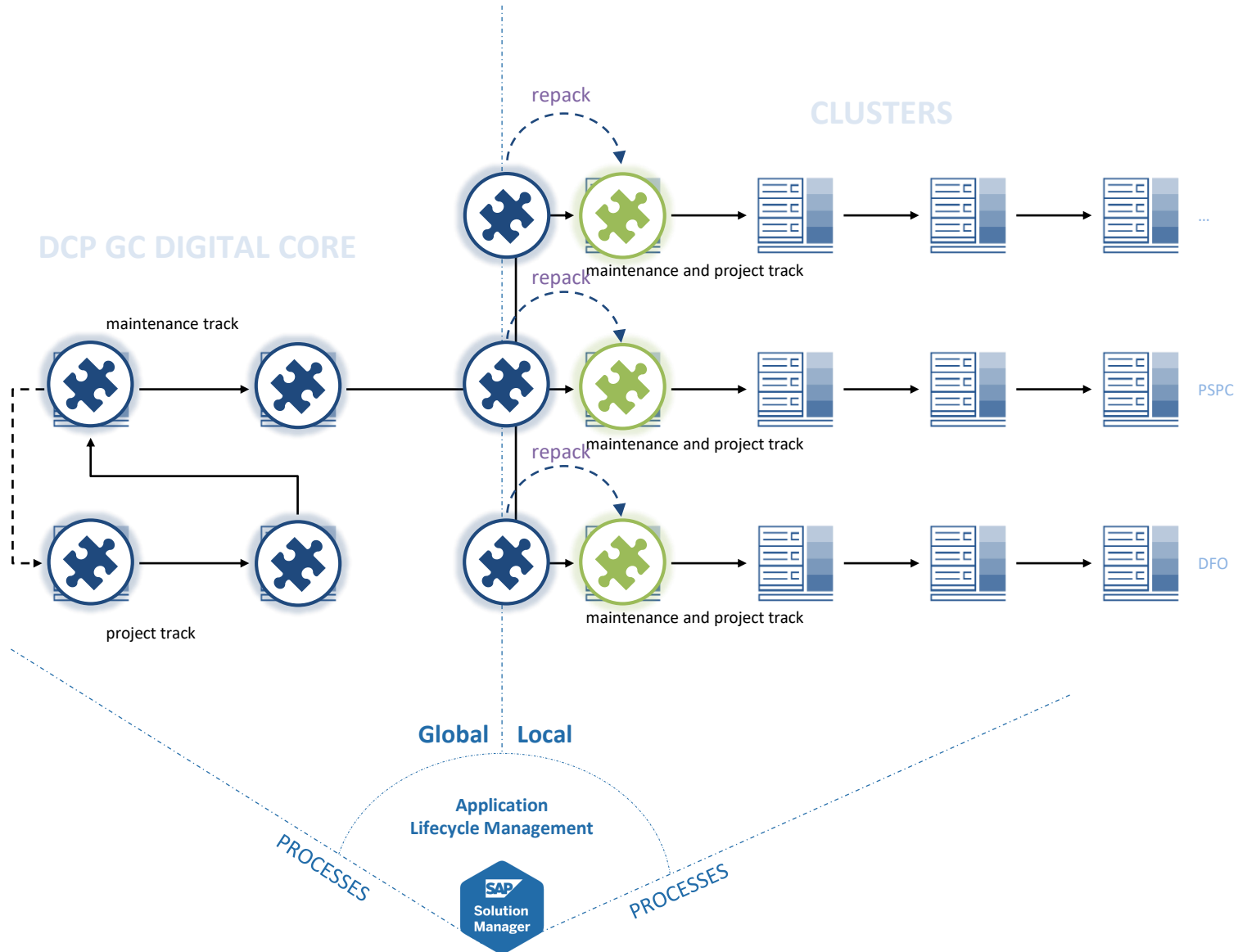
 Major Release of GC Digital Core in GC Digital Core systems



Adapt GC Digital Core



Adapt GC Digital Core





The next release of GC Digital Core applied to clusters' development systems by DCP.

Clusters use its application lifecycle management processes (requirement-to-deploy) in SAP Solution Manager to discover, adapt and run the next release of GC Digital Core. It includes but not limited to:

- Identify or setting up local project(s)
- Identify or setting up Local Release
- Identify or setting up branch to import copy of Solution Documentation content (BPH) provided with the next release of GC Digital Core
- repacking of transport requests of GC Digital Core to Local Release

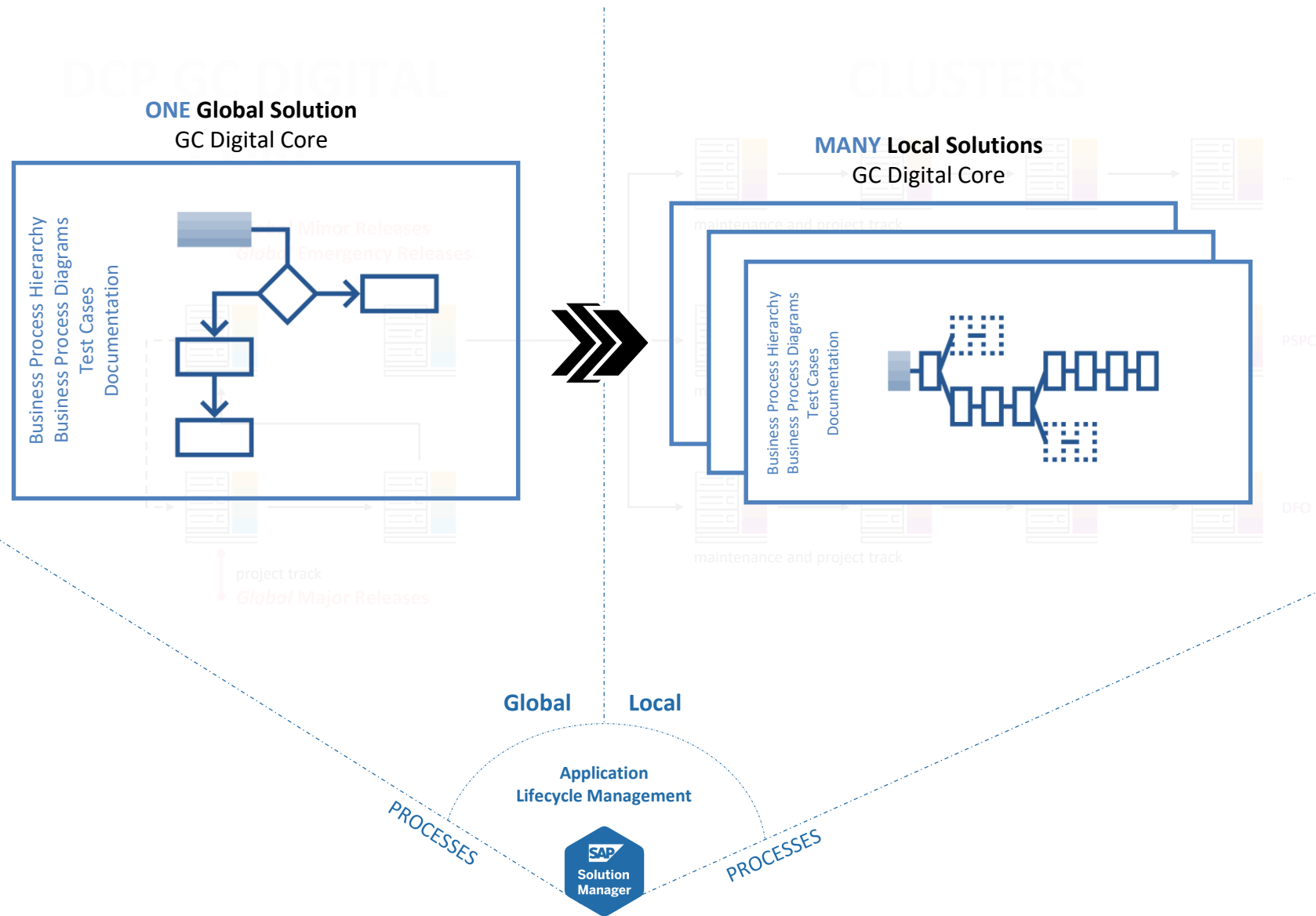
Application Lifecycle Management is driven by the cluster.

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems

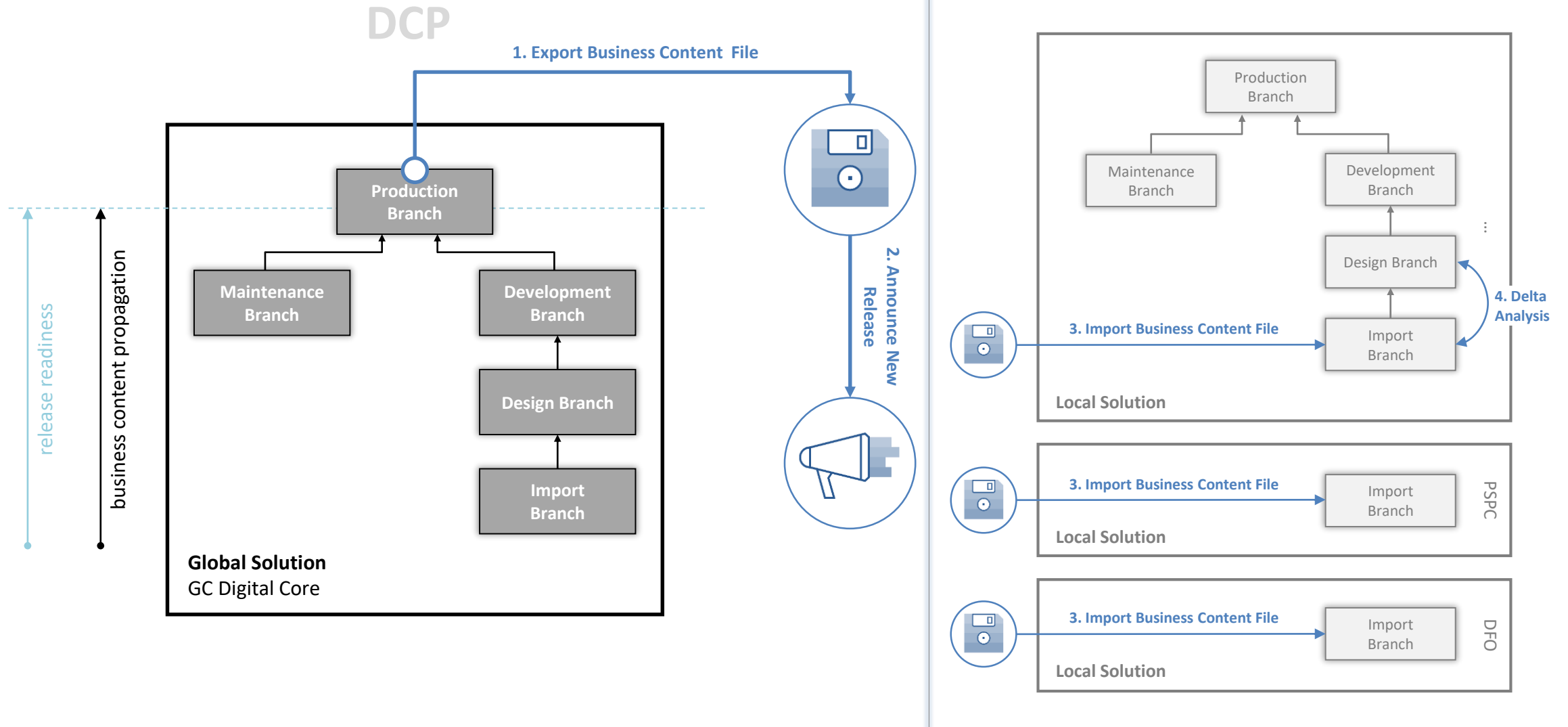
Segregation of Duties

- SAP Solution Manager is application lifecycle management platform of choice for Digital Comptrollership: all parties involved work in the same production instance and use the same features of this instance.
- To achieve **segregation of duties between DCP GC Digital Core and clusters teams**, minimize impact and dependencies on each other, the following design decisions made:
 - GC Digital Core and clusters have **separate solutions** in SAP Solution Manager for Solution Documentation. Solution stores business process hierarchy, business processes, diagrams and design documents. DCP provides updated content file for each release of GC Digital Core and clusters import this one to their solutions and identify delta.
 - GC Digital Core and clusters have **separate releases and landscape setup** in SAP Solution Manager. GC Digital Core releases and landscape end in development systems of clusters from technical point of view. *For the purpose of data integrity the import of transport requests to clusters' development systems as well as operation of repacking are executed by DCP.*
- To achieve **segregation of duties between DCP GC Digital Core and clusters teams**, minimize impact and dependencies on each other, the following design decisions made:
 - GC Digital Core and clusters have **separate projects** in SAP Solution Manager. Projects are connected to respective solutions, landscapes and releases (see previous points) and they are mandatory for the use of requirement-to-deploy process in SAP Solution Manager. GC Digital Core projects end in development systems of clusters.

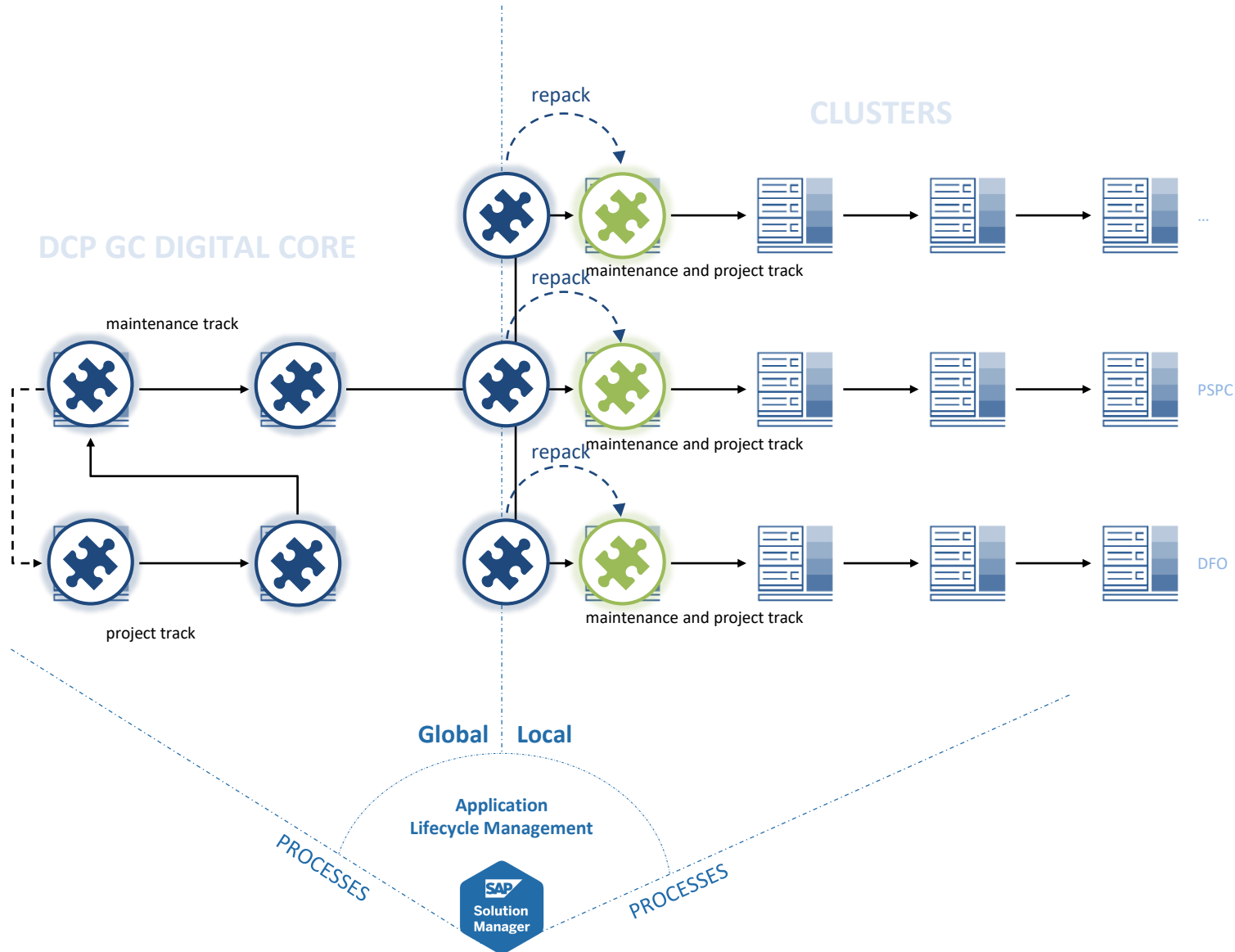
Process Management: Solutions Architecture



Process Management: Solution Documentation Content



Adapt GC Digital Core





Clusters run discovery workshops and evaluate the next release of GC Digital Core by themselves. At this stage clusters can do localization of GC Digital Core.

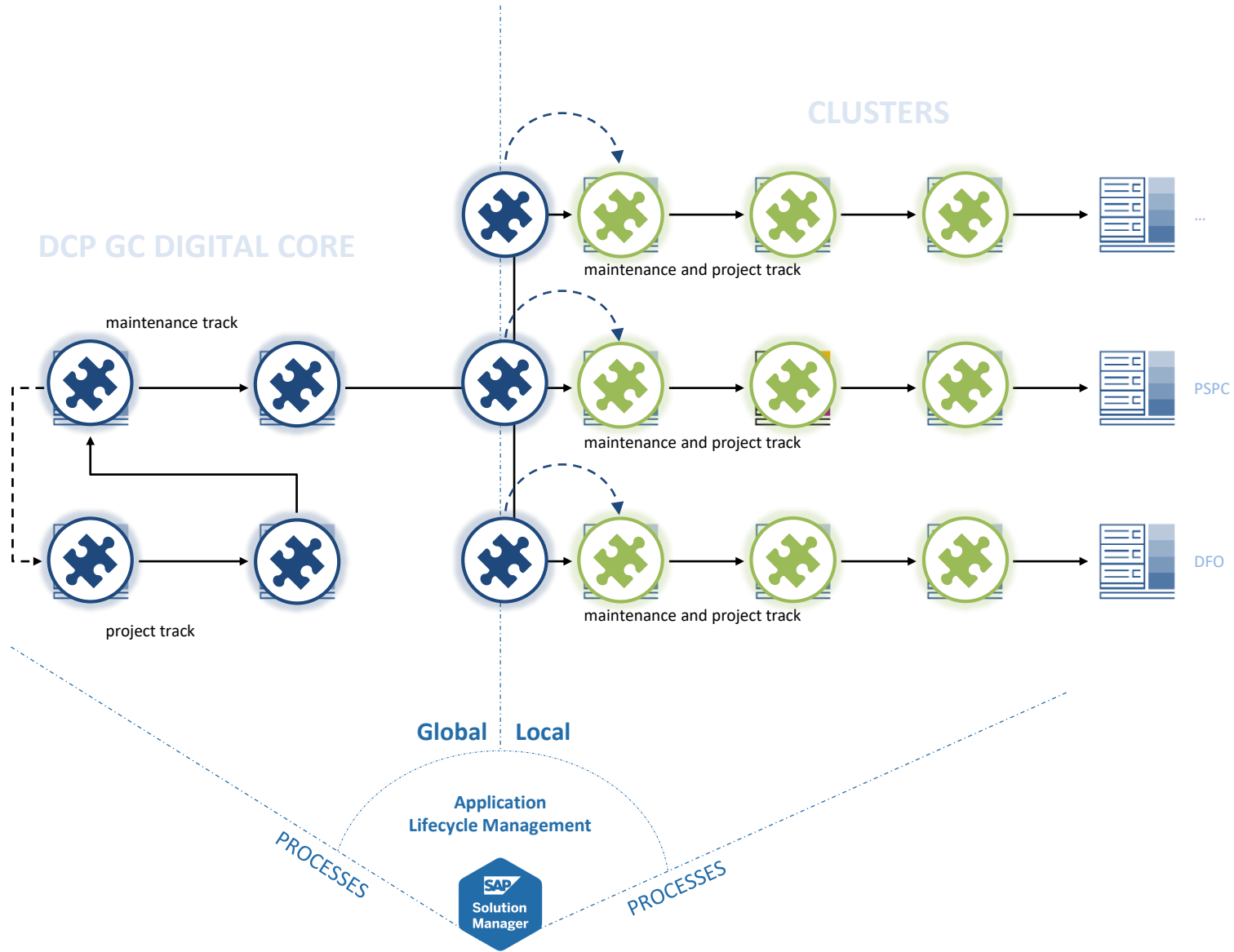
While clusters must apply every next release of GC Digital Core to the systems from technical point of view, it's up to cluster will they use delivered features and processes from business point of view.

- Impact: Cluster only
- Scope: Cluster only

Application Lifecycle Management is driven by the cluster.

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems

Adapt GC Digital Core





Clusters move their releases with GC Digital Core to their quality assurance and pre-production systems in accordance with their own release schedule.

Clusters use their own quality assurance and pre-production systems to make sure that GC Digital Core doesn't impact their localization. It's achieved by executing both tests provided with GC Digital Core and prepared by clusters.

DCP provides clusters independent test cases: localization of GC Digital Core must be tested with cases prepared by clusters.

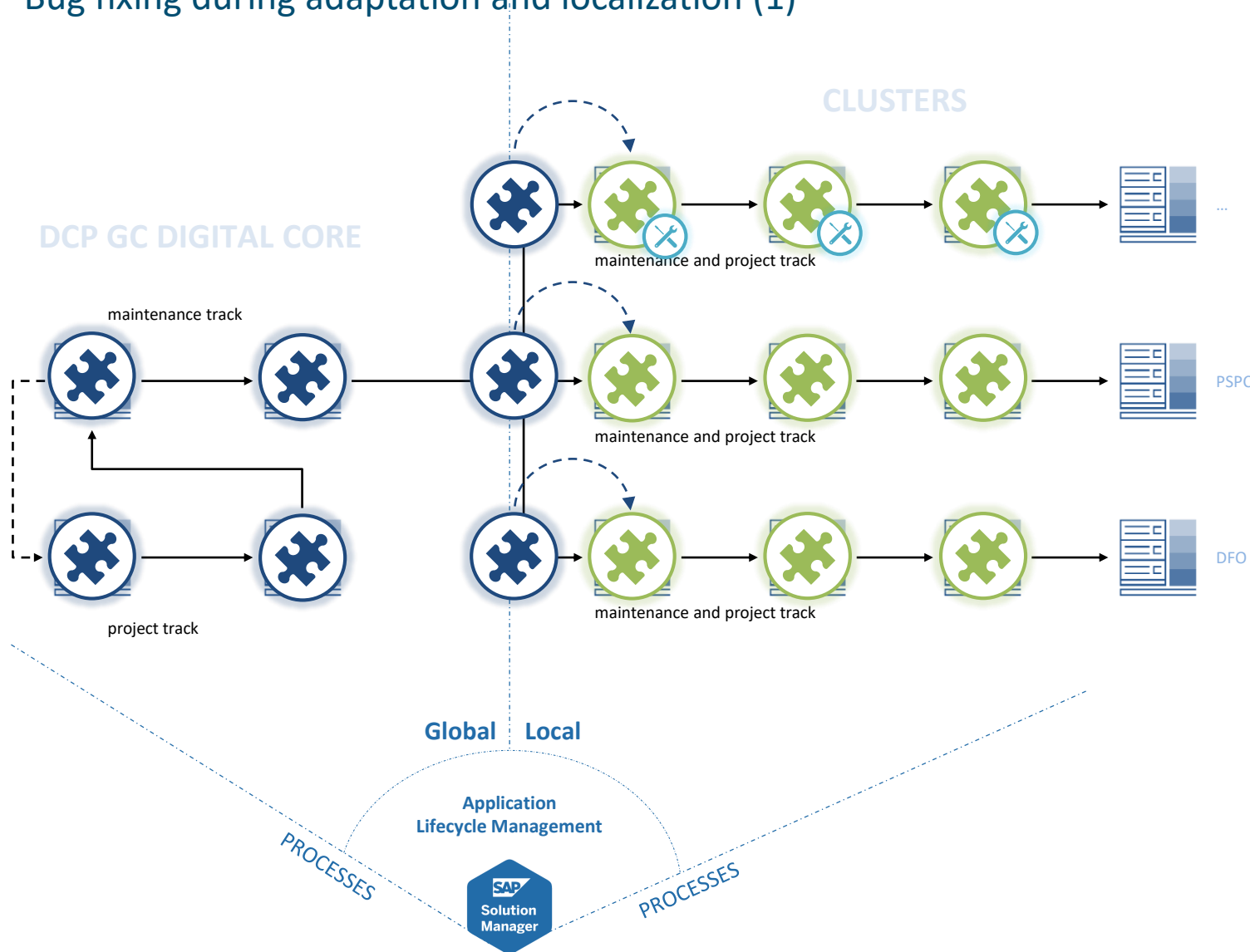
DCP defines and provides only deadline when the next release of GC Digital Core must be in production systems of all clusters.

Application Lifecycle Management is driven by **the cluster.**

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems

Adapt GC Digital Core

Bug fixing during adaptation and localization (1)



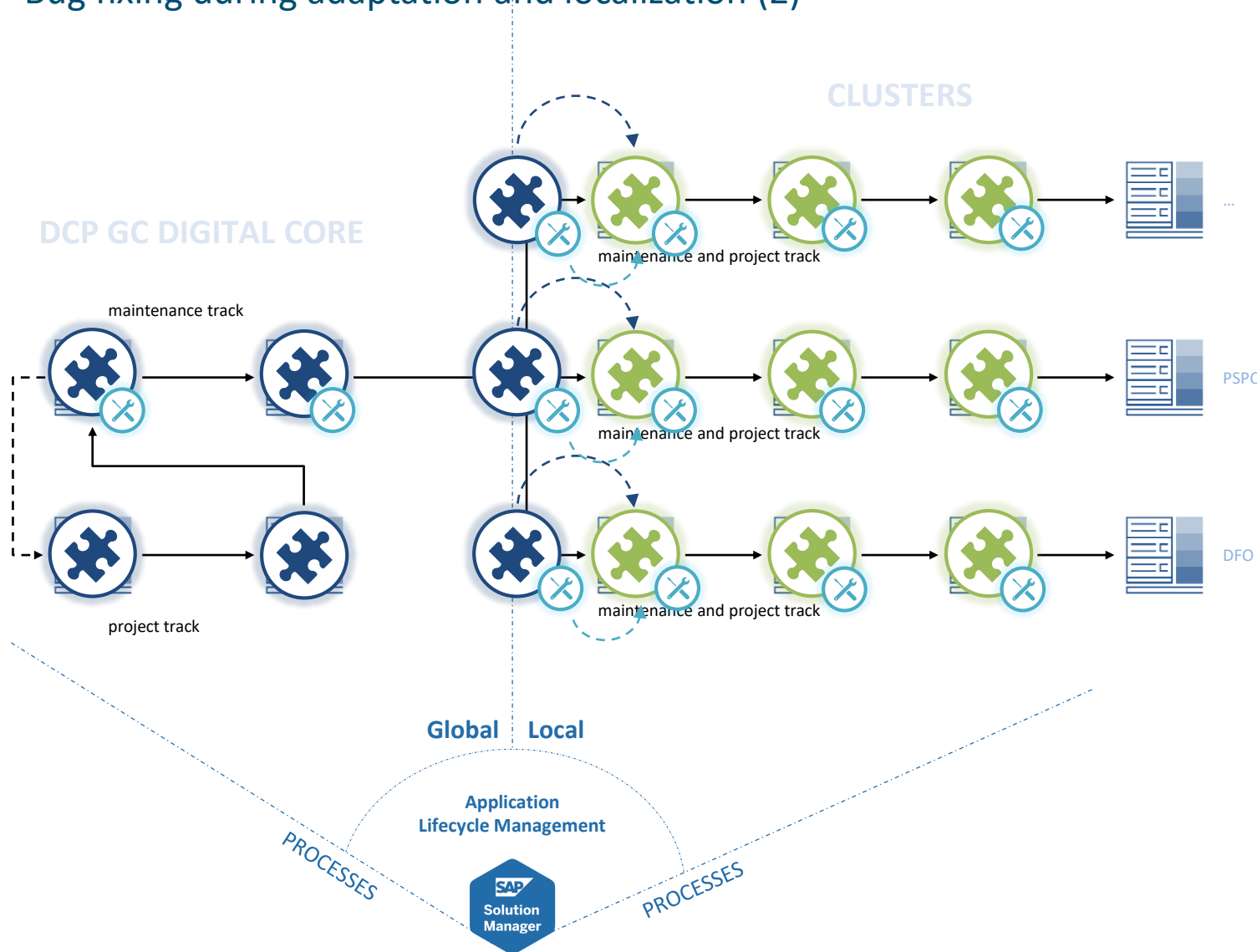
When it's necessary to do bug fixing and related configuration is not protected by GC Digital Core, clusters do that in their environments.

Application Lifecycle Management is driven by the cluster.

-  Major Release of GC Digital Core in GC Digital Core systems
-  Major Release of GC Digital Core in clusters' systems

Adapt GC Digital Core

Bug fixing during adaptation and localization (2)



When bug is related to the release of GC Digital Core, it impacts all clusters. In the most cases it cannot be fixed in the environment of cluster because related configuration of GC Digital Core is protected.

In this case cluster has to address the bug to DCP: it will be fixed in maintenance track of GC Digital Core and rolled out to all clusters.

Clusters will be responsible to apply the bug fixing.

Application Lifecycle Management is driven by DCP CoE.

- Major Release of GC Digital Core in GC Digital Core systems
- Major Release of GC Digital Core in clusters' systems



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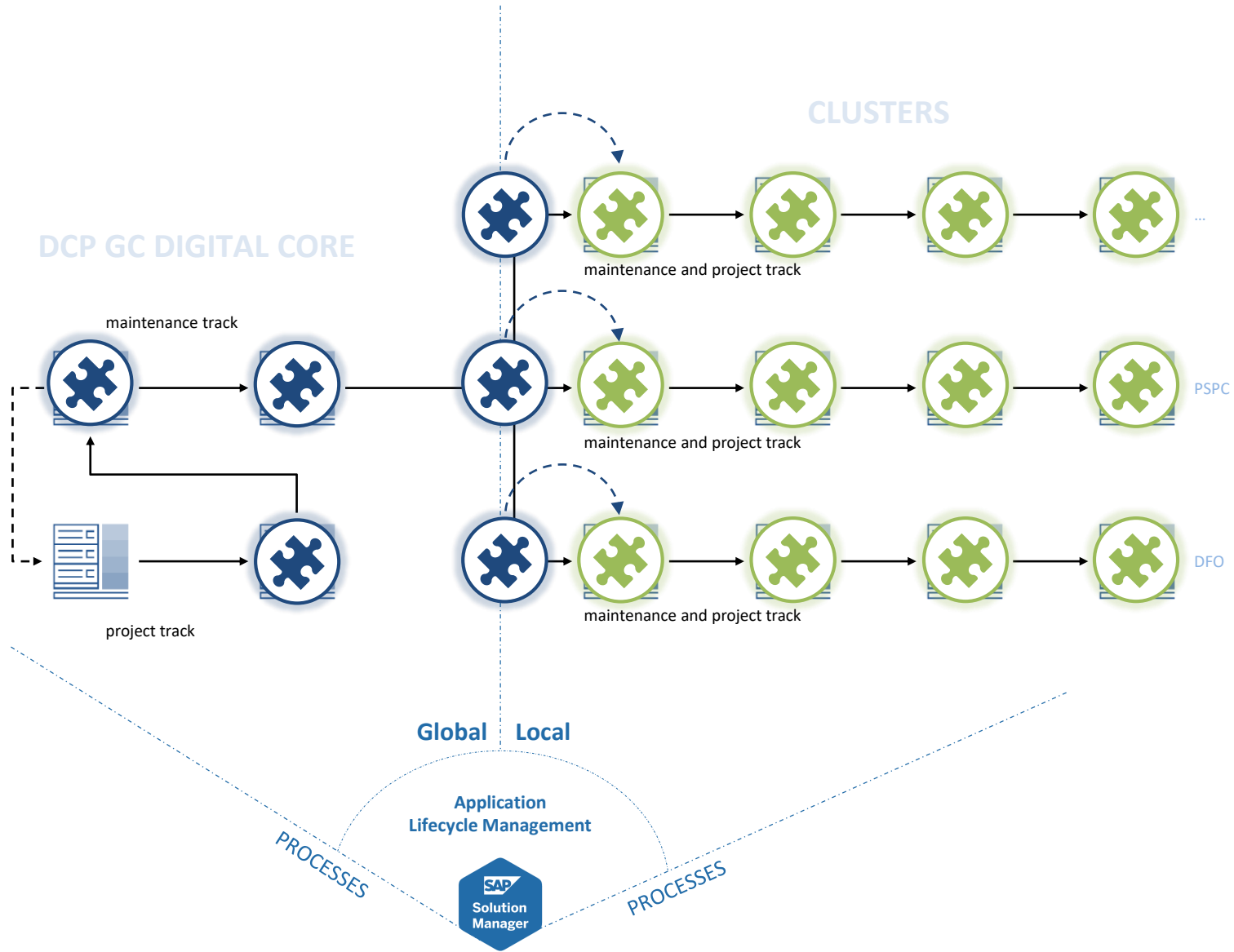
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Run GC Digital Core



Run GC Digital Core: Go Live





When clusters completed with testing of the next release of GC Digital Core in their quality assurance and pre-production systems, they moved it to production systems.

As it was stated before clusters must move the next release of GC Digital Core to their production systems on or before deadline communicated by DCP.

Starting from this point clusters are considered as aligned with stable release of GC Digital Core.

Application Lifecycle Management is driven by DCP CoE.

 Major Release of GC Digital Core in GC Digital Core systems

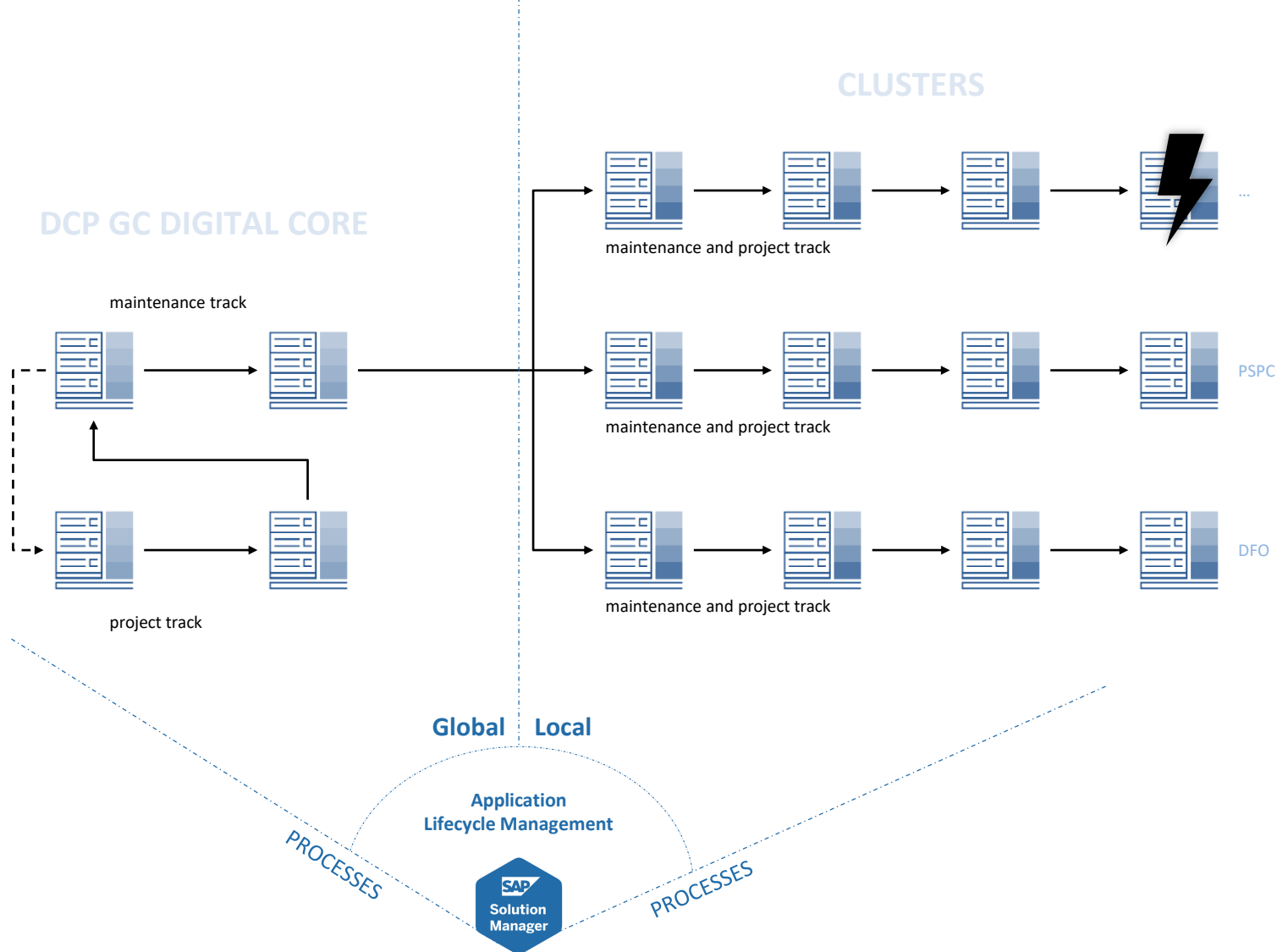
 Major Release of GC Digital Core in clusters' systems

Deadline for Transition to Release of GC Digital Core

- DCP delivers the next versions of GC Digital Core following its release strategy, release management process and release schedule. The systems landscape for GC Digital Core brings the following constraints:
 - DCP can support only the latest stable release of GC Digital Core in its maintenance track;
 - DCP can design, build and test only one major release of GC Digital Core in its project track.
- By delaying or trying to skip release of GC Digital Core, clusters can face with the following risks:
 - **Lose support from DCP** in case of bug(s) related to GC Digital Core due to lack of environment where bug(s) can be reproduced, fixed and tested.
 - **Incur extra effort to analyze dependencies between releases** of GC Digital Core and test them in their own environment.
- Therefore DCP requires all clusters to apply releases of GC Digital Core in accordance with announced deadlines.
- DCP sets deadline when the latest release of GC Digital Core must be applied to production systems of clusters. It doesn't set any deadlines for development, quality assurance or pre-production systems: clusters follow their own schedule in this case.

Run GC Digital Core


Bug fixing for live solution (production systems)



context

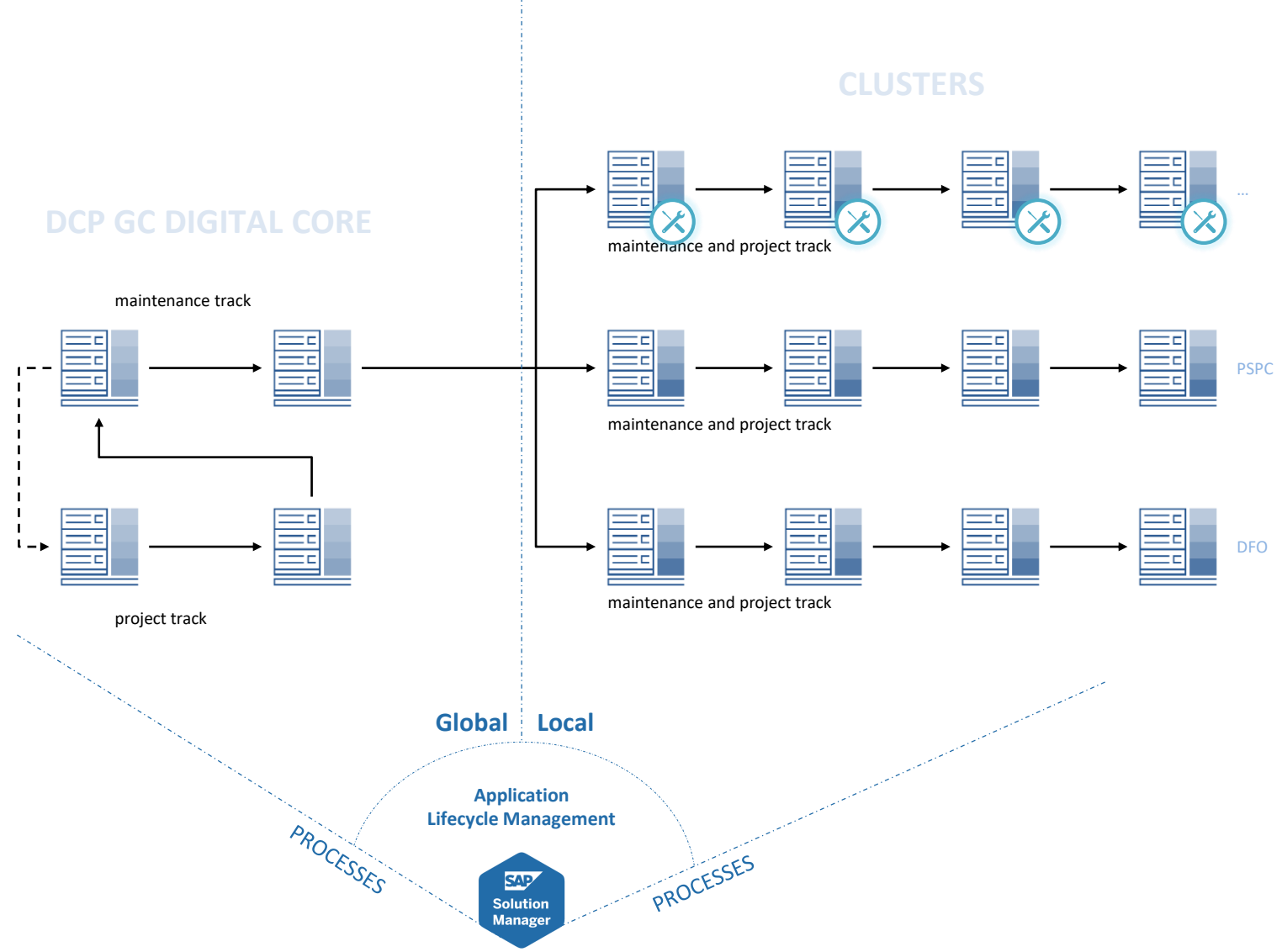
When users face with issues, they follow IT Service Management processes of cluster (raise incidents in respective IT Service Management system and etc.).

Application Lifecycle Management is driven by the cluster.

 Issue in clusters' systems

Run GC Digital Core

Bug related to cluster's localization



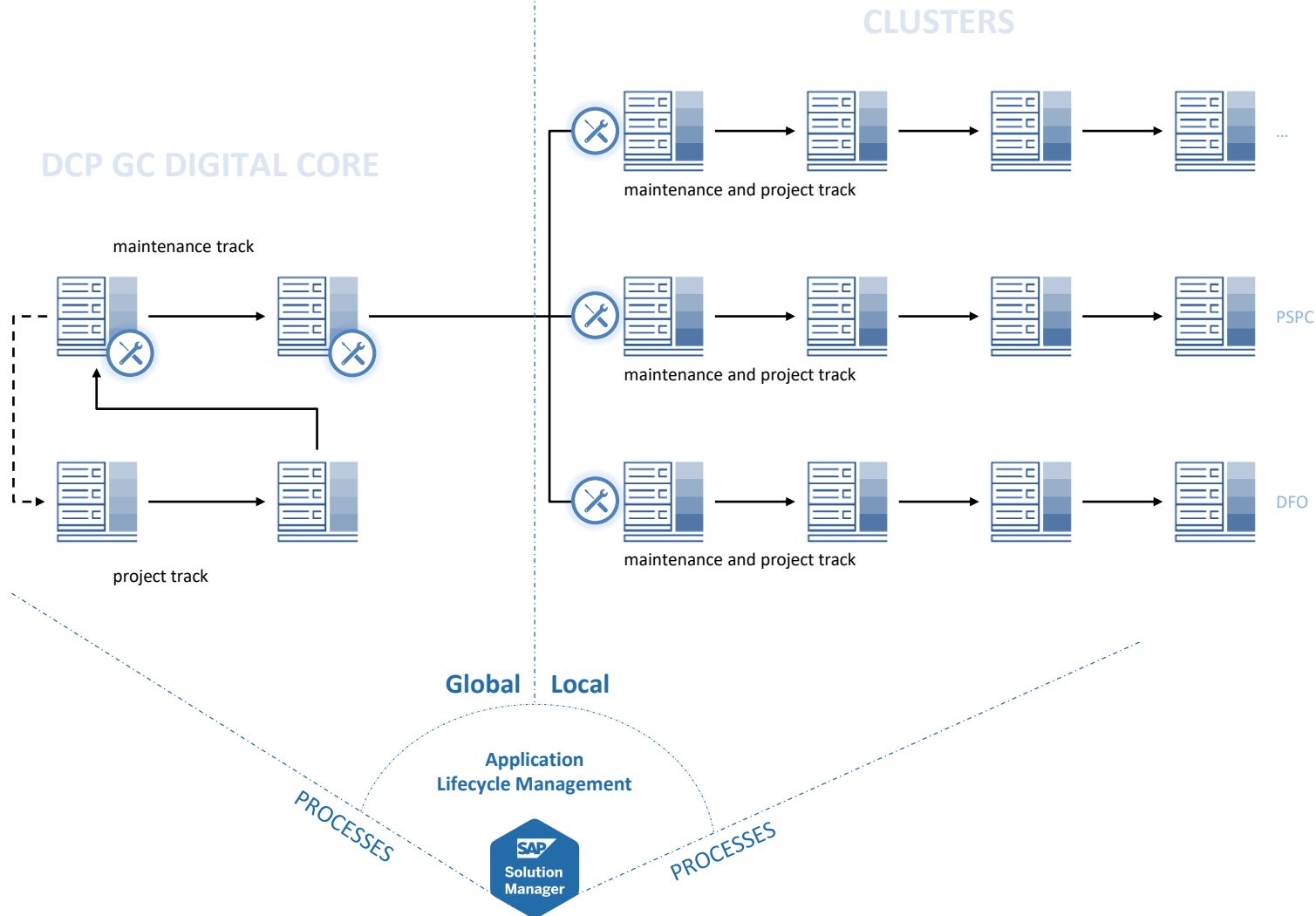
The cluster is responsible to investigate bug and solve it in its own environment if it's related to localization of GC Digital Core. It also includes any functionality implemented out of original scope of GC Digital Core by cluster.

Application Lifecycle Management is driven by the cluster.

 Bug fix in clusters' systems

Run GC Digital Core

Bug related to GC Digital Core (1)



When the bug is related to GC Digital Core and cannot be resolved in cluster's systems, it's addressed to DCP.

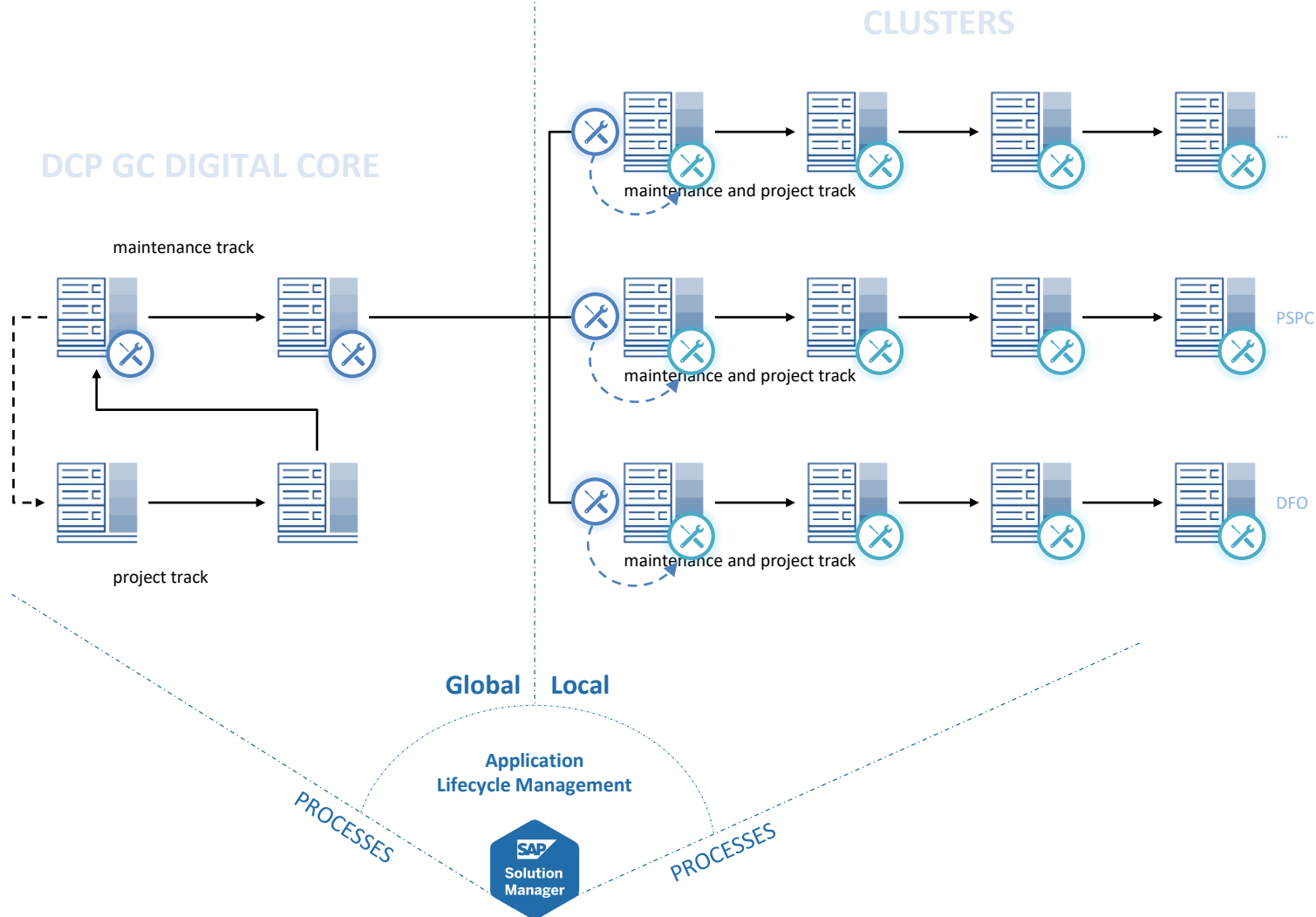
DCP investigates issues and provides bug fix within upcoming release of GC Digital Core. In some cases bug fix can be delivered independently from release — in the way of urgent change.

Application Lifecycle Management is driven by **DCP CoE**.

 Bug fix in GC Digital Core systems

Run GC Digital Core



Bug related to GC Digital Core (2)



When clusters receive bug fix in the way of urgent change, they must apply it with priority.

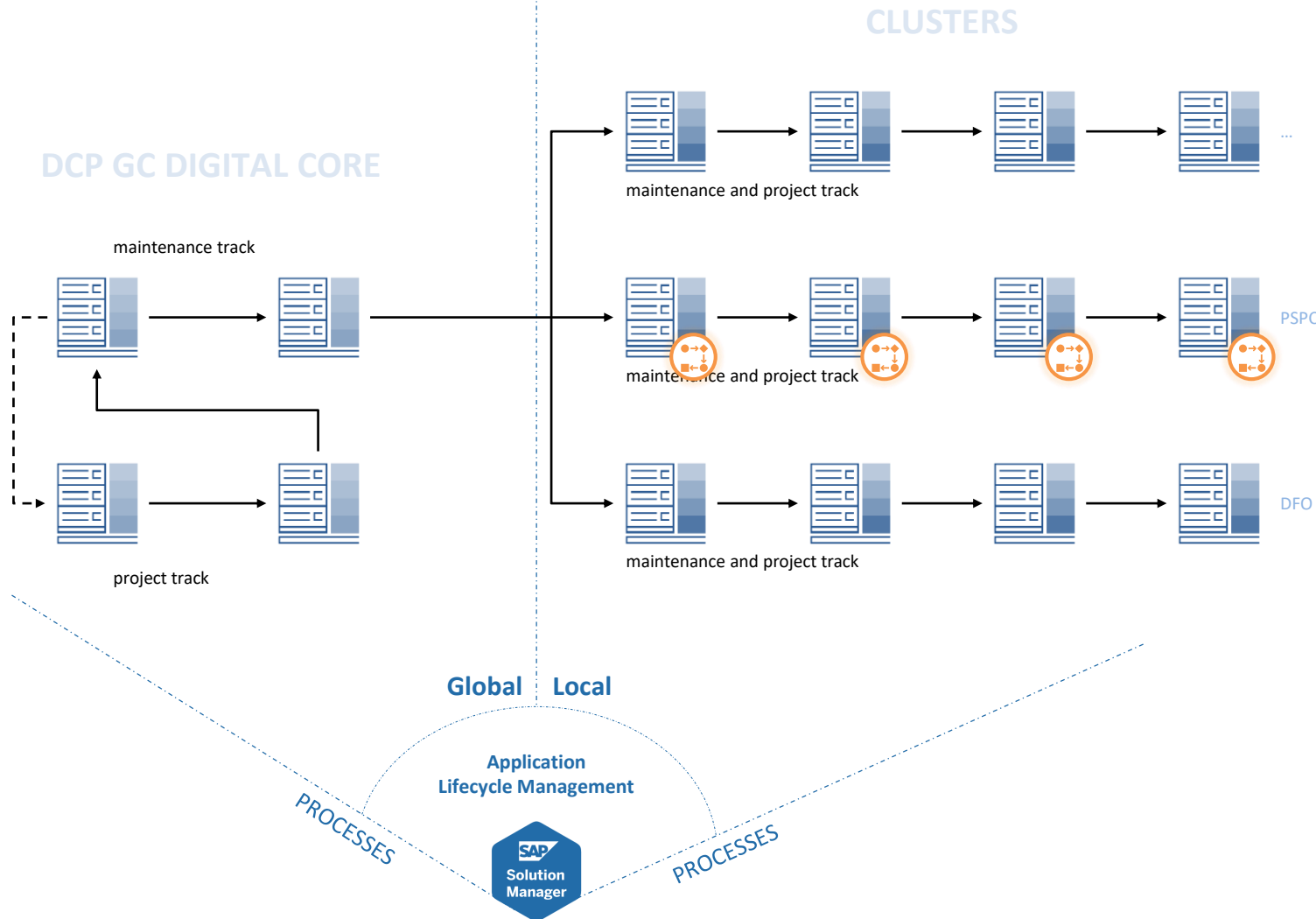
Clusters repack transport request(s) to the nearest Local Release in their environments and follow application lifecycle management processes (requirement-to-deploy) in SAP Solution Manager.

Application Lifecycle Management is driven by the cluster.

-  Bug fix in GC Digital Core systems
-  Bug fix in clusters' systems

Run GC Digital Core

Requirements from Clusters (1)




When clusters have requirement to change or implement processes and features, the direction depends on size, scope and impact on GC Digital Core.

Requirements not impacting and not planned for GC Digital Core are implemented in cluster's systems by themselves and following application lifecycle management processes (requirement-to-deploy) in SAP Solution Manager. Clusters use their release schedule for such requirements aligned with guidelines from DCP (to avoid conflicts with upcoming releases of GC Digital Core).

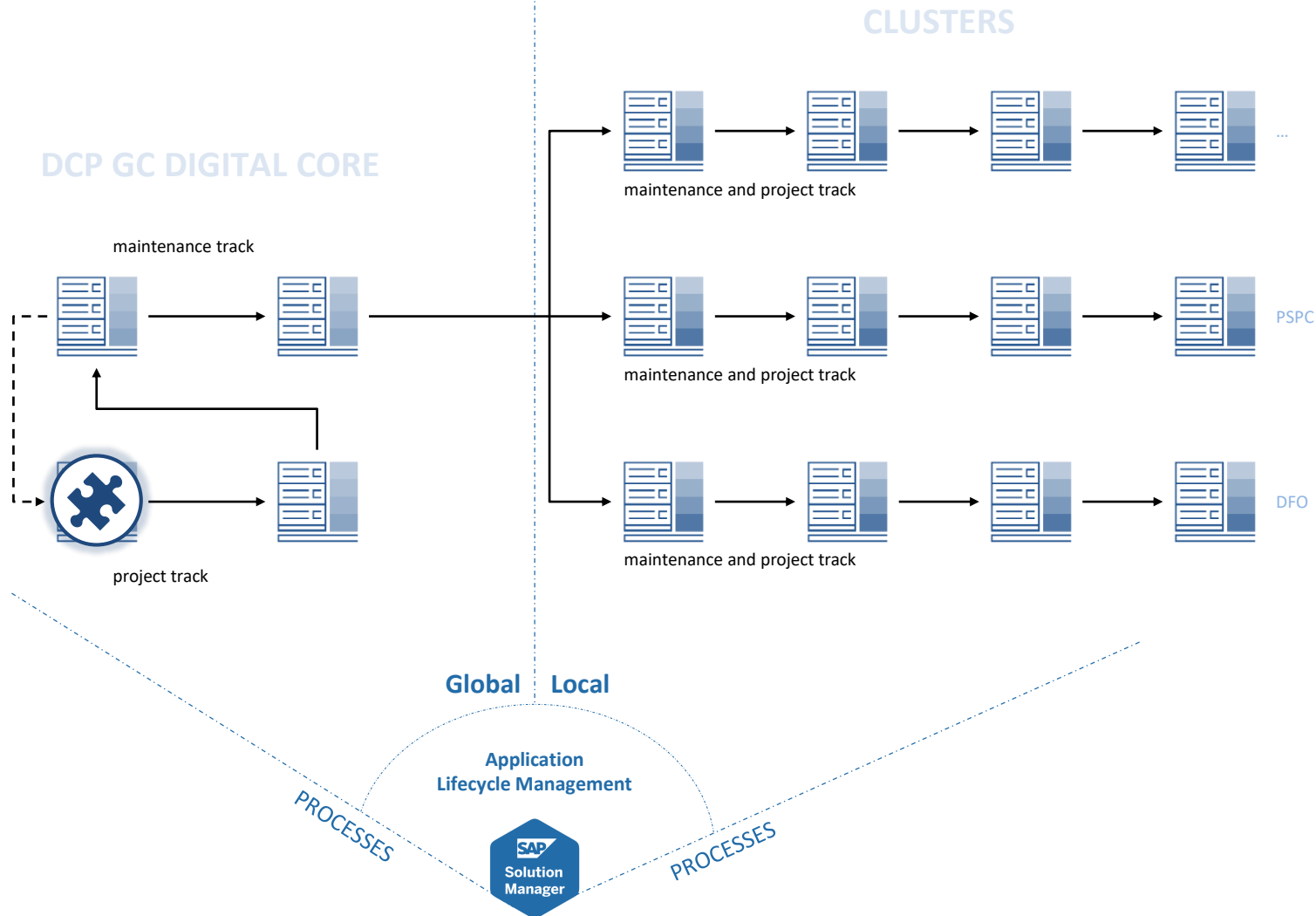
DCP is not involved in implementation of these requirements.

Application Lifecycle Management is driven by **the cluster**.

 New requirement in cluster's systems

Run GC Digital Core

Requirements from Clusters (2)



When requirement impacts GC Digital Core or it's planned for implementation in future releases of GC Digital Core, cluster must address it to DCP: these requirements follow processes coordinated by DCP BPO.

Depends on scope, size and impact DCP may allow cluster to implement requirement in GC Digital Core maintenance or project track. In this case cluster will follow procedures explained in previous chapters.

Application Lifecycle Management is driven by DCP CoE.

 Major Release of GC Digital Core in GC Digital Core systems

Questions?

