

CASE STUDY

Automated deployment solution drives improved efficiency and tighter application architecture.

The key to this successful code deployment process was Leveraging Technology's use of operational data to build a bridge of meaningful requirements between the System Administration and Application Development to support a new automated deployment process.

THE SITUATION

The customer in this case is a health care payer that provides more than 100 plans, services and products to over 365,000 customers. Like the IT departments at many other HMOs, the customer was swamped by a workload spurred by the Affordable Care Act, ICD-10 recoding and the need to support the new business models emerging in the U.S. health care business.

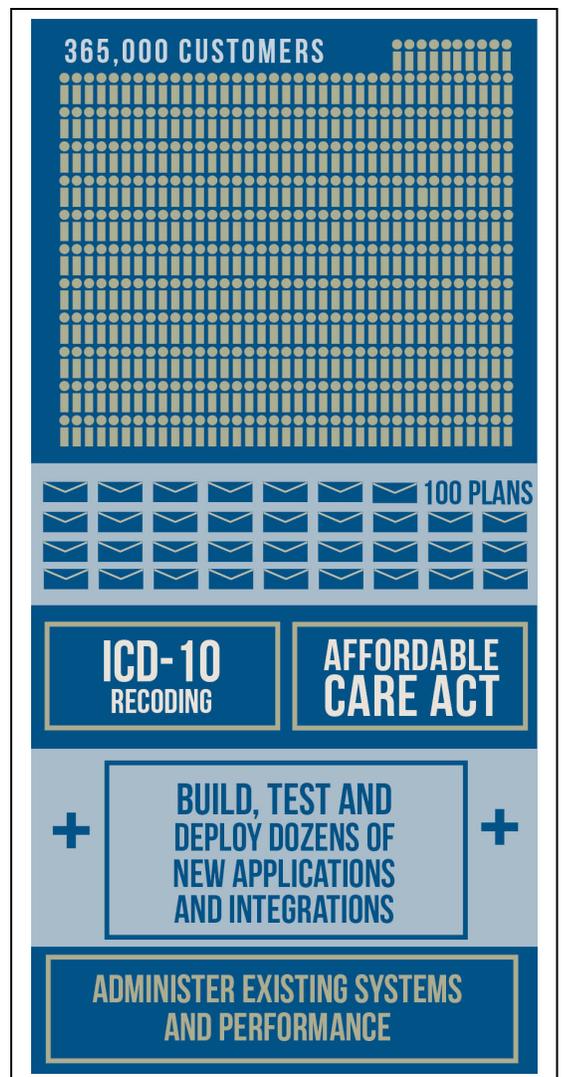
When Leveraging Technology entered this engagement, the customer's deployment process was at the root of many problems and the cause of much risk in production.

The Service-Oriented Architecture development team was under deadline pressure to "get it done yesterday" and lacked visibility into the full requirements for a successful deployment. Consequentially, the Systems Administrator was spending up to 90 percent of his time on the coding and programming necessary to "fix" applications in the deployment phase.

THE SOLUTION

The customer recognized the opportunity for an automated deployment process; that it could enable IT to deploy many new applications, programs and code more efficiently, while troubleshooting the inevitable problems that crop up. The available resources were too busy with deployments to create automated scripts. In addition, Leveraging Technology discovered several organizational barriers with the existing process. For instance, the application development team didn't understand the systems and therefore could not code for program efficiency.

Leveraging Technology assigned an Integration Specialist with system administration knowledge to lead the project. His understanding of the two worlds of application development and system administration enabled him to search for the root causes of problems – including the conflict between the groups – and design an automated process that worked for both sides.



Key steps leading to the success of the project: The specialist created an objective design space by collecting data about the problems created by the developers' practices and the coding changes forced upon the System Administrator.

1. Using the data, he educated them about what did and did not work, thereby gaining their trust and confidence. **He effectively neutralized the situation with evidence.**

While managing the cultural/organizational issues was a foundational step, the Leveraging Technology solution also included:

2. Requirements documents with much greater detail that reinforces company standards for naming, location and design, among other specifications. This enables the smoother interaction with developers' artifacts required for efficient automation.
3. Resolving server access issues. The new automated processes reside on both administration and development servers. Giving the development team administration rights on the development server also facilitates automated deployments. Development resources can now test, troubleshoot and deploy their own programs much faster without being dependent on administrative resources.

The customer has now seen these benefits of automated deployment:

New services and functionality are available more quickly and with fewer errors.

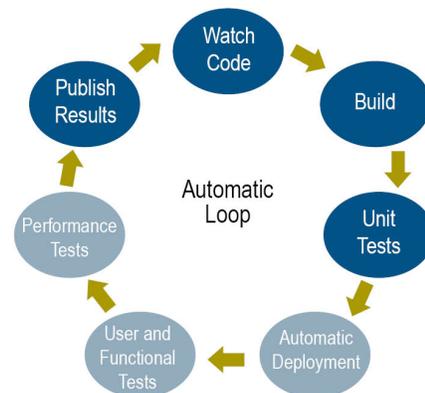
- ✓ Lesser-skilled resources can manage the automated deployments.
- ✓ An audit log that shows specific issues in all environments.
- ✓ Quality is improved.

The HMO has been able to redeploy resources to implement new claims processing systems that are flexible and provide a better fit to future plans, while expanding by capitalizing on new partner business opportunities.

Instead of spending the bulk of his time on coding, the System Administrator can now monitor and improve systems efficiency and focus on tasks with higher business value. In effect, the solution has netted the department a full-time resource, which is itself a substantial return on investment.

An added bonus: *Things are running more smoothly in the IT department overall.*

Continuous Integration and Continuous Deployment



Want to learn more?

Contact us at info@leveraging.com or 585.454.4250 x100.

About Leveraging Technology

We are a business consulting firm founded in 1998 that fully understands how all aspects of the information technology lifecycle can impact business results. We employ a practical, partnering approach to transforming the design and architecture of your business and information technology environment to drive business performance.

Working with Leveraging Technology is different than with other consulting firms because we look at each client's organization and not just the technology. We partner with clients in unique ways to help them design and build internal capabilities and sustain them in the most cost-effective way.