

Solution Brief

Automation with the Interwoven Composite Application Provisioning Solution

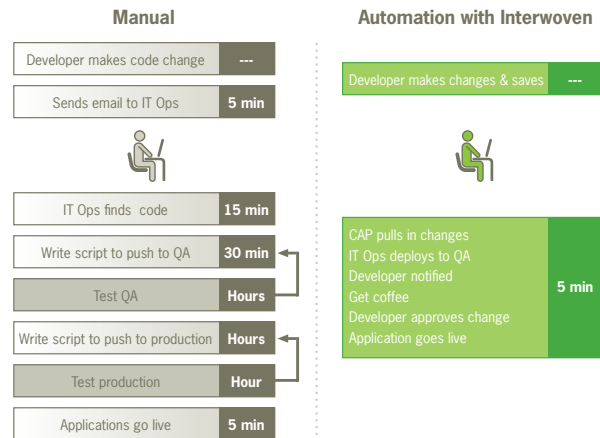
The automation challenge

Running IT like an efficient business is a top priority for many organizations. Interwoven customers gain efficiencies to meet this challenge by automating manual processes around change and release management for composite (or custom Web) applications. Typically, change and release management happens through untraceable e-mail and error-prone manual scripts. In addition, globally-distributed infrastructure has produced tremendous synchronization pain. IT groups spend countless hours checking and rechecking deployment scripts to be certain that application updates 'go live' in unison across servers hosted in multiple geographies. The current system, based on inefficient, manual FTP or Rsync scripts is error-prone, and expensive to maintain. By standardizing on an automated process with Interwoven, IT departments ensure application accuracy and accelerate time-to-market.

Without automation, a challenging manual process

Without a standardized, automated process for managing change and release of code, content and configurations to composite, or Web, applications, IT depends on manual, error-prone methods such as e-mail, spreadsheets, and FTP.

Because composite applications are made up of code, content, and configuration components, updating the applications requires efforts from many different people



within an organization—from developers to business contributors. Usually they make changes in various Web Content Management (WCM) or Source Code Management (SCM) tools.

The manual process for provisioning the composite application changes starts with the application developer or content contributor making and saving a change. The developer then sends an e-mail to IT Operations—generally with an excel spreadsheet attached describing the change. The change or release manager within the IT Operations group opens the multi-lined spreadsheet and identifies what the change is, where the change needs to go and who has to review the change. Once IT Operations locates the code or content change within its developed system, they write an FTP script to move the change to quality assurance (QA). Then an e-mail goes

back to the developer notifying him or her that the change is now on the QA server. The developer then tests the change and if he or she approves, sends an e-mail to IT Operations. The change or release manager then writes another FTP script to walk the changes out to staging and production. If changes need to be synchronized across multiple servers, the servers are taken down and the changes walked out to all servers, tested, and the servers brought back up again. This laborious "process" requires a long turn-around time, a large team, downtime, and does not account for incorrect changes or bad deployments. If an incorrect change is deployed to production, the entire process needs to start over again. And without tracking or reporting, incorrect changes can be difficult to detect. This is an extremely error-prone and tedious method of change management.

This is an example of one change being made to production. The unique characteristic of composite or Web applications is their high frequency of change. To keep up with business needs using manual processes, IT either needs to give a large lead-time—typically days or weeks for any change—or they roll up a lot of changes and go through this process on a monthly or bi-monthly basis. This is unacceptable to most businesses; they rely on the flexibility of composite applications to produce revenue and provide accurate, up-to-date information to their customers.

Automation with the Interwoven CAP Solution

With a standardized process for managing the change and release of code, content and configurations to composite applications, organizations can decrease time-to-market, eliminate costs, and mitigate risk. A standardized process allows developers to work in their preferred WCM or SCM tool—whether it's Microsoft Visual SourceSafe, IBM/Rational ClearCase, PVCS, MKS, Interwoven TeamSite, Vignette, Stellent, or another tool. When a change is made, the Interwoven CAP Solution automatically aggregates it into a state management server. There, IT Operations can review all changes, while an automatic deployment script sends the synchronized change set to QA. An automatic workflow-based e-mail goes to the developer for approval in a live environment. Once the developer clicks "approve," the system deploys the change automatically out to the distributed production environment.

Benefits of Automation with the Interwoven Composite Application Provisioning (CAP) Solution

- Standardize on a single process
- Reduce costs an average of 40%
- Eliminate manual, error-prone processes through efficiency
- Accelerate application time-to-market from days to minutes
- Deliver competitive advantage to business

Secure and painless

The Interwoven CAP Solution streamlines change and release management in a secure, automated, and synchronized way. IT departments can make hundreds of changes a day instead of a few changes in weeks and months. More importantly, the system tracks changes. Tracking not only allows for notification of an unsuccessful deployment but also provides full reporting for an auditable—for compliance and regulatory requirements—trail of who initiated a change and who approved it. If an incorrect change is deployed, IT can roll back to the last known good state, automatically ensuring application accuracy. In addition, changes can be synchronized out to a set of geographically distributed servers in unison—with no downtime.

Summary

IT Departments can meet the challenge of running like an efficient business. By standardizing on the Interwoven CAP

Solution, IT Operation leaders rely on a single solution that allows all composite application components to be pulled from development, synchronized in IT Operations and deployed throughout the enterprise. The solution automates what used to be a cumbersome, inaccurate, slow manual process, allowing for scheduling and synchronous transactional deployment to ensure the entire global organization is consistent and available.

Interwoven is a global leader in content management solutions

Interwoven's software and services enable organizations to effectively leverage content to drive business growth by improving the customer experience, increasing collaboration, and streamlining business processes in dynamic environments.

Our unique approach combines user-friendly simplicity with robust IT performance and scalability to unlock the value of content.

Today, nearly 3,800 enterprise and professional services organizations worldwide have chosen Interwoven, including: adidas, Airbus, Avaya, Cisco, DLA Piper, the Federal Reserve Bank, FedEx, HSBC, LexisNexis, Microsoft, Samsung, Shell, Samsonite, White & Case, and Yamaha. Over 18,000 developers and over 300 partners enrich and extend Interwoven's offerings. To learn more about Interwoven, please visit www.interwoven.com.

Interwoven, Inc.
803 11th Avenue
Sunnyvale, CA 94089 USA
(408) 774-2000