

## ITIL Compliance with the Interwoven Composite Application Provisioning Solution

### The IT Compliance Challenge

IT groups are struggling to meet an increasing number of regulatory compliance requirements that apply to code and content reflected in Web or composite applications. The scope of the compliance challenge is well beyond the ability of any manual solution to address; strategies offered by enterprise planning (ERP) vendors and audit firms have proven inadequate for composite or Web applications. A more effective method comes from choosing a solution that is capable of keeping up with the level of changes that occur with composite or Web applications and offering a single solution to automatically provision all changes from a wide variety of code, content and configuration vendors.

### ITIL (IT Infrastructure Library)

SOX regulation recommends publicly traded companies select and follow a control framework in order to reduce risk and ensure quality and repeatability. One of the most popular frameworks, ITIL which details specific rules, guidelines and best practices, not only ensures SOX compliance, but also assists IT Operations by recommending automating process to achieve IT efficiency.

### Achieving IT Compliance and Governance

The Interwoven Composite Application Provisioning (CAP) Solution helps companies achieve IT compliance and governance by offering built-in auditing, reporting, workflow and automated snapshots, or versions, of code and content change activity. The reporting capability gives IT a complete view of who initiated a change, who approved it, as well as the success or failure of a deployment. The workflow engine provides an audit trail of the deployments that occurred and provides the requirement of segregation of duties by separating the application development and operations organizations.

The Interwoven CAP Solution addresses the areas of the change and release management for composite applications within IT and satisfies the following SOX guidelines set forth by ITIL.

### ITIL Regulations

Among other things, ITIL requires companies to implement more effective control, monitoring and reporting capabilities around the provisioning of changes by authorized users to application code, content and configurations. Compliance with this requirement is especially difficult in the case of composite or Web applications, which are managed in a complex and dynamic browser environment spanning multiple systems, servers and workgroups. Such applications are becoming increasingly prevalent, giving added

### *ITIL Requirements*

- **Segregation of Duties**—The Interwoven CAP Solution provides proof of the required “ethical wall” between application development and production.
- **Standardized, Repeatable Process**—The Interwoven CAP Solution comes with out-of-the-box workflows specifically designed for change and release management of composite or Web applications. These workflows ensure a standardized and repeatable process while capturing a complete audit trail of all code and content activity.

importance to the search for an effective technology solution to address the compliance and governance needs of composite applications. Without a compliance solution for such applications, the risk for non-compliance may reach into the millions of dollars.

### ITIL Change and Release Management Rules

ITIL outlines specific requirements for Change Management, Release Management and Application Management.

The Interwoven CAP Solution enables enterprises to address key mandates specified by ITIL for securing, controlling and documenting the flow of application code, content and configuration changes to composite or Web applications.

#### *The ITIL definition of change and release management*

The goal of the change management process is to ensure that standardized automated methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently improve operational efficiency .

Release management is used ensure that all items being rolled out or changed are secure and traceable. Quality control is also the responsibility of release management. This guarantees that all software can be optimized to meet the demands of the business processes. Another goal of release management is to control the deployment and installation of changes to IT systems. The focus of release management is the protection of the live environment and its services through the use of formal procedures and checks.

### ***Interwoven addresses the ITIL change and release management process***

By automating the change and release management process with out-of-the-box workflows, the Interwoven CAP Solution is specifically designed for changes to composite or Web applications. These workflows ensure a standardized and repeatable process while capturing a complete audit trail of all code, content and configuration activity. This process accelerates application time to market by automating the change and release management process of composite applications while improving operational efficiency.

The ability to aggregate, synchronize and deploy application assets with a standard solution ensures application consistency across distributed environments. The Interwoven CAP Solution aggregates assets from any development environment, synchronize them for versioning and retention and deploys them securely to Web servers, application servers, databases, storage devices, and caches anywhere in the world. These changes can be made to a live environment with no downtime and will occur at the same time ensuring data consistency and integrity of all geographic locations.

### ***The ITIL definition of segregation of duties***

Separation of the management or execution of certain duties or of areas of responsibility is required in order to prevent and reduce opportunities for unauthorized modification or misuse of data or service. One critical area where segregation of duties is required is between the application developers and the production environment. One person should not be solely responsible for developing, testing and pushing application changes into the production environment.

### ***Interwoven addresses segregation of duties***

The Interwoven CAP Solution provides the required "ethical wall" between development and production. The solution provides a single repository within IT operations that allows application developers to check in their code, content and configuration changes but then requires a member of IT Operations, with defined user access rights, the ability to approve and deploy those changes into the production environment. This centralized solution allows the change and release management team in IT Operations to track and streamline all composite or Web application changes from a centralized point without having to check into multiple development systems while ensuring that there is a clear separation of development and production roles within the organization.

## ***Components of the IT Compliant Interwoven CAP Solution***

- **Workflow**—Provides audit trails to capture all site content activity, demonstrating who did what and at what time to ensure full accountability
- **Versioning**—Captures and maintains an accurate whole application snapshot of every production instance, including code, content and configurations
- **Deployment Logs and Change Reporting**—Provides a detailed, fully searchable log of deployment events and application changes

## **Summary**

The Interwoven CAP Solution ensures IT compliance and governance for change and release management of composite or Web applications. The solution satisfies ITIL regulations for change and release management by providing a repeatable process, an audit trail of all code and content activity, synchronization of updates across a distributed environment, automated rollback in case of error or deployment issues, and segregation of duties between application development and IT operations. The solution enables companies to comply with the strictest IT compliance and governance regulations currently enforced as well as providing a foundation for streamlined compliance with future regulations.

## **About Interwoven**

Interwoven, Inc., provider of Enterprise Content Management (ECM) solutions for business, enables organizations to unify people, content and processes to minimize business risk, accelerate time-to-value and sustain lower total cost of ownership. Interwoven delivers deep industry-specific solutions which reduce business process cycle time from initial collaboration through design, production, sales, marketing, legal review, IT and service. Interwoven leads the industry with a service-oriented architecture today and easy-to-use, best-in-class components and solutions. Today, 3,400 enterprises, law firms and professional services organizations worldwide are Interwoven customers, including BT, Ford, Freshfields Bruckhaus Deringer, General Motors, Jones Day, Motorola and Yamaha. For more information visit [www.interwoven.com/cap](http://www.interwoven.com/cap).

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