

## Enterprise Deployment of Serena Dimensions



### Snapshots of Dimensions Deployment

- **Deployed at the department level and implemented company-wide based on success**
- **Provided an immediate ROI with increased productivity and shorter turnaround time**
- **Simplified and automated processes so the organization is no longer reliant on one person**

“**cognence’s** consultants are domain experts. But beyond that, they were forthright, conscientious and interacted well with our team. Upon completion of the project, **cognence** hosted a lunch-and-learn with a standing-room-only turnout, which I attribute primarily to the strong relationship they built with our staff over time. They continue to be available for troubleshooting and assistance. Anyone would be lucky to have their services.”

Gerry Lyon  
 Change Manager

**Situation:** Balboa Insurance Group’s IT department was managing software changes manually, and each development group followed a different process using different source control software. Balboa chose to implement Serena Dimensions to standardize and accelerate their releases.

*“Processes lacked definition, were largely undocumented and manual in nature. Releasing files into production in a timely manner, while complying with clear separation of those duties, would be flat-out impossible without an automation tool.”* - Gerry Lyon, Change Manager

**Challenge:** Manual change management was leading to errors. Releases were labor-intensive and, therefore, time consuming, sometimes taking an entire evening to get all the files in the right place for just one release. The existing process required a high level of project expertise and didn’t lend itself to automation. Only one person in each product group was trained to coordinate releases, manually running files through QA and migrating them individually into production.

*“In my experience, there is about a 10% error rate inherent to manual entry of release-related activities. These errors can range from trivial to catastrophic. From a typo that is immediately discovered and fixed to a slipped digit that erases the whole system.”* - Gerry Lyon

**Solution:** Serena hired **cognence** to assist Balboa with the implementation of Dimensions on a departmental basis and to set up the framework for a company-wide rollout. **cognence** led a thorough discovery effort to examine product features and their potential applications within Balboa. At the same time, they interviewed each development group to gather and blend requirements in order to create a model that could be implemented universally and would integrate with project management tools. Builds and baselines were automated according to the process model to accelerate releases.

*“It’s easy to create a complex model for a complex problem, but much harder to come up with a simple model to solve a complex problem. **cognence** consultants displayed experience and pragmatic innovation both in the area of Serena tools and enterprise implementation in general. They worked concertedly to discover the true capabilities of the product family, help formulate a process model and other deployment strategies and overcome each “operational nuance.” And because of past efforts, they knew where the pitfalls were and helped us to avoid them.”* - Gerry Lyon

**Results:** Deployment of the Dimensions toolset provided an immediate return on investment by increasing productivity and greatly improving turnaround time. The simplified, automated processes allow for cross training so the organization is no longer reliant on just one individual. Additionally, the configuration management team is now able to quickly identify abandoned item revisions, perform immediate rollbacks and reconcile baselines against actual releases. Based on pilot successes, Balboa is now implementing Dimensions company-wide.

*“We’ve experienced enormous speed improvements and the elimination of manual deployment errors altogether. In general, our release schedule is 10 to 100 times faster with Dimensions than it was using conventional processes. Automation lets each release take less than a minute, dramatically increasing productivity. Scripts are used daily and during training elicited a most affirmative comment, ‘Is that all I have to do?’”* - Gerry Lyon

