



Project: Release management in EAI operations  
Date: Started 12/2005 up

### project

The day to day business of EAI is confronted with the following issues & opportunities:

Projects have increasing integration needs and often need new messages and flows between internal & external parties;  
New regulations (UMIG) impose changes to the way parties interact with each other;  
As integration needs grow the EAI architecture & infrastructure needs to keep up with increasing volumes, increasing need for auditing and monitoring, increasing complexity...

In short, as EAI is a key player in all exchanges between business partners both internal and external, EAI is constantly changing and evolving. Also, every intervention on the EAI HUB has a direct impact on all business processes.

This explains the need for a very thorough coordination between EAI and its internal and external partners. Every intervention, every change request and every roll-out of an entire project needs to be analyzed in depth, and screened for viability (GO / NO GO decision). The scheduling, communication and follow-up is immense.

The setup, rollout and control of a complete release management process, supported by the necessary tools was our first mission.

Case



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During the course of 2006 extra needs emerged: to be allowed on the NYSE Suez had to be SOX compliant by December 31, 2006. This meant improving the whole release management process and toolset to allow for traceability, auditing and evidence storage. To support this, the existing SAP system was tailored to cope with all these needs.

### **Tools**

The original release management process was using mainly by Office tools: Excel, Access and project management software. The need for SOX compliance made us move to SAP used in combination with some existing, in house made Access applications for the detailed follow-up of design, development & testing activities.