



TAME: Tool for Configuration & Change Control

Managing change within a bank's IT environment in a controlled manner is an important part of supporting the business needs of the bank

This is of particular importance to banks in a period where they have to constantly change their systems due to:

- Higher customer expectations
- Regulatory needs and pressures
- Risk management and good governance
- Velocity of technological changes

The IT industry has many cases where uncontrolled changes into production environment resulted in severe impact or disruption to ongoing operations. Release of incorrect version of programs has resulted in erroneous account statements being sent to the

customer or in wrong balances being reported to central bank authorities. These operational issues have caught the attention of regulatory bodies and banks have to comply with the BASEL Accord and the Sarbanes-Oxley Act. Proper change management processes play a significant part in meeting the BASEL II requirements of operational risk management.

For these reasons, banks have implemented various levels of change management processes based on standards like ITIL and others. For banks using Temenos T24, there is a need for a tool that can manage changes in T24 environments and can support the generic change management processes followed by banks. Typically banks using T24 find difficulties in:

- Maintaining different environments for development, test, user acceptance testing
- Identifying and maintaining of configuration/change items
- Releasing and deploying to different areas
- Reporting on change management to business

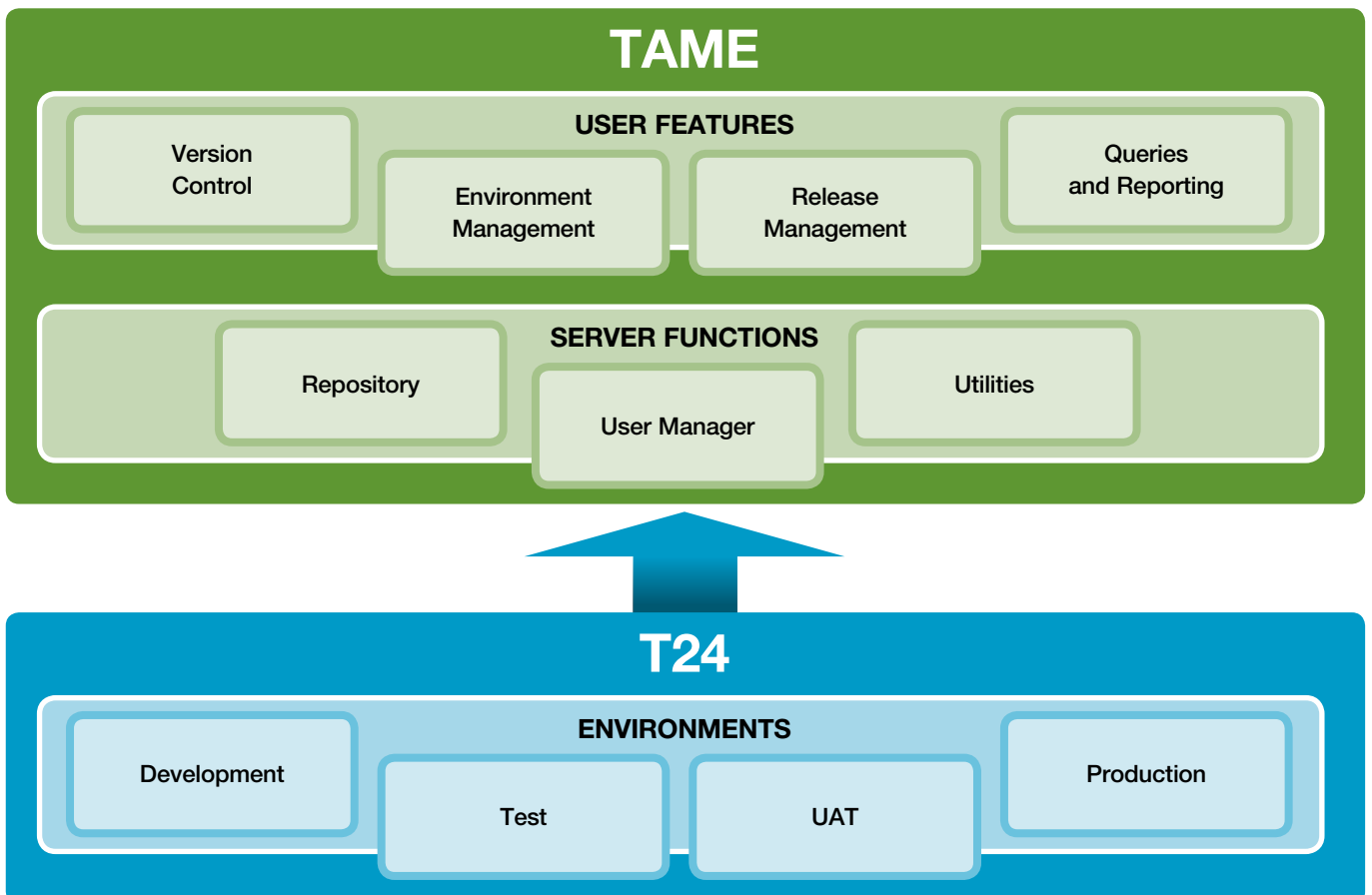
Capgemini, with the combined experience in information technology service management and in T24, has developed TAME, a tool for change management in T24 environments.

TAME enables the banks to:

- Implement changes in a controlled manner with minimal or no disruption to normal production operations
- Comply with industry best practices like ITIL service management
- Minimize system availability issues and risks
- Reduce costs (hardware/software/manpower)

In short with TAME the banks can tame the changes.

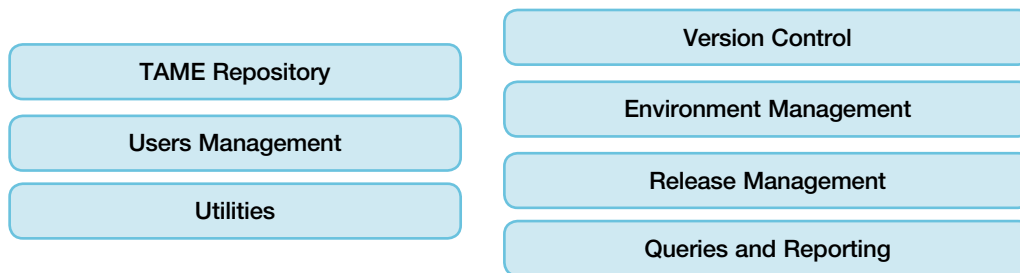
Product Architecture



Product Description

TAME is a comprehensive tool for managing changes in T24 environments and can easily adapt to the specific change management process followed by the bank.

TAME comprises the following functional components



TAME Repository

TAME has a built-in repository that keeps track of various change items, status, users and their roles and provides the following:

- Identify and maintain change items
- Registry of programs and data items (Version, Menu, Enquiries)
- Maintain environment information (Development, Test, User Assessment Testing, Production)
- Record changes and release packs

User Management

TAME identifies and maintain list of authorized users and assigns roles for the users.

The users can belong to development or change management roles and the functions that can be performed are controlled by TAME.

Utilities

TAME provides utilities to support the following operations of the tool:

- Source code comparison between two versions
- Pack conversion utilities (TAME/ DL.DEFINE/BCON)
- Support for NFS Mount and Non NFS movement across servers

Version Control

The Version control module of TAME provides features for:

- Check in/Check out functions
- Items can be deleted from release packs
- Verify users and their assigned roles
- Maintain change history

Environment Management

Controlling different environments and release of change items is managed by the features provided as part of the environment management:

- Define and maintain T24 environments
- Classify environments (Development, Test, User Assessment Testing, Production)
- Add new environments

Release Management

The release management module provides comprehensive features that enable changes to be implemented in a controlled manner. These include:

- Preparation of release packs
- Install and Rollback
- Control movement packs across development, test and production environments

- Install release packs across sites
- Automatic authorization of data items based item release sequence
- Compile and catalog of programs
- Create files at the time of releasing the pack where necessary
- Convert DL.DEFINE and BCON packs to TAME pack and vice versa

Queries and Reporting

TAME provides different queries and reports that help in communicating to the business and operations users. Queries and reports are available to:

- Query the status of the packs
- Query module wise pack list
- Ad-hoc queries to find out reasons for change, release dates to different environments

In addition additional queries can be built to suit the change management processes followed by the bank and to suit the reporting needs of the bank.



Technical Description

- TAME is an add-on tool to function on top of T24 and supports most of the releases of T24
- TAME can function on jBASE/ Universe and supports UNIX and Windows Server operating systems
- The tool is built using standard features available in T24 and complies with programming and architectural standards of T24
- Rollback changes in a controlled manner
- Authorize data items and create files automatically
- Reduce service management costs
- Facilitate system upgrades
- Works with DL.DEFINE and BCON packs
- Comply with standards like ITIL and regulatory frameworks like BASEL and Sarbanes-Oxley

Key Benefits

- Manage changes with no impact to production environments
- Control changes to items and their deployment
- Manage multi-company and multi-site release operations

To find out more about our Temenos offerings please visit www.capgemini.com/temenos

You can also contact us directly by sending an e-mail to financialservices@capgemini.com



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