

**HUGO BOSS**

# **REQUIREMENTS MANAGEMENT** **with CA PPM**

**DACH User Group**  
15th of May 2018



# AGENDA

## 1. INTRODUCTION

2. REQUIREMENTS PROCESSES

3. LIVE DEMO

4. BENEFITS

5. CHALLENGES & OUTLOOK



# INITIAL SITUATION

- **No Alignment** across departments regarding planned changes
- **No standardized process** for change & release management and therefore no clear release strategy
- **Changes did not** have to **pass** through a consistent established **approval process**
- **No central platform** for managing all requirements & changes
- No linkage between requirements and required efforts → therefore, **no overview** about **releases** and their overall **efforts**
- Huge effort to get an overview about all changes due to **missing transparency**

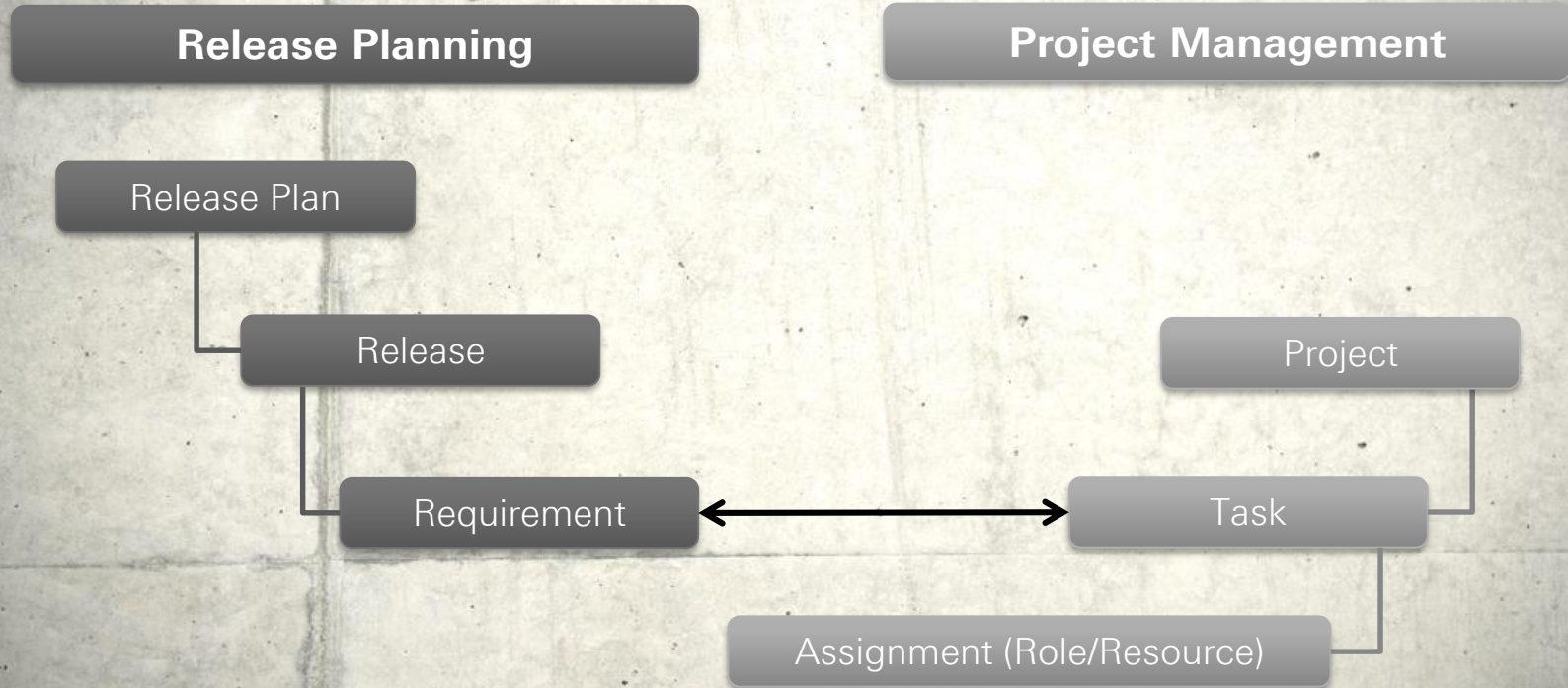


# INTRODUCTION TO CHARM@HUGOBOSS





# OBJECT STRUCTURE IN CLARITY





# AGENDA

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**2. REQUIREMENTS  
PROCESSES**

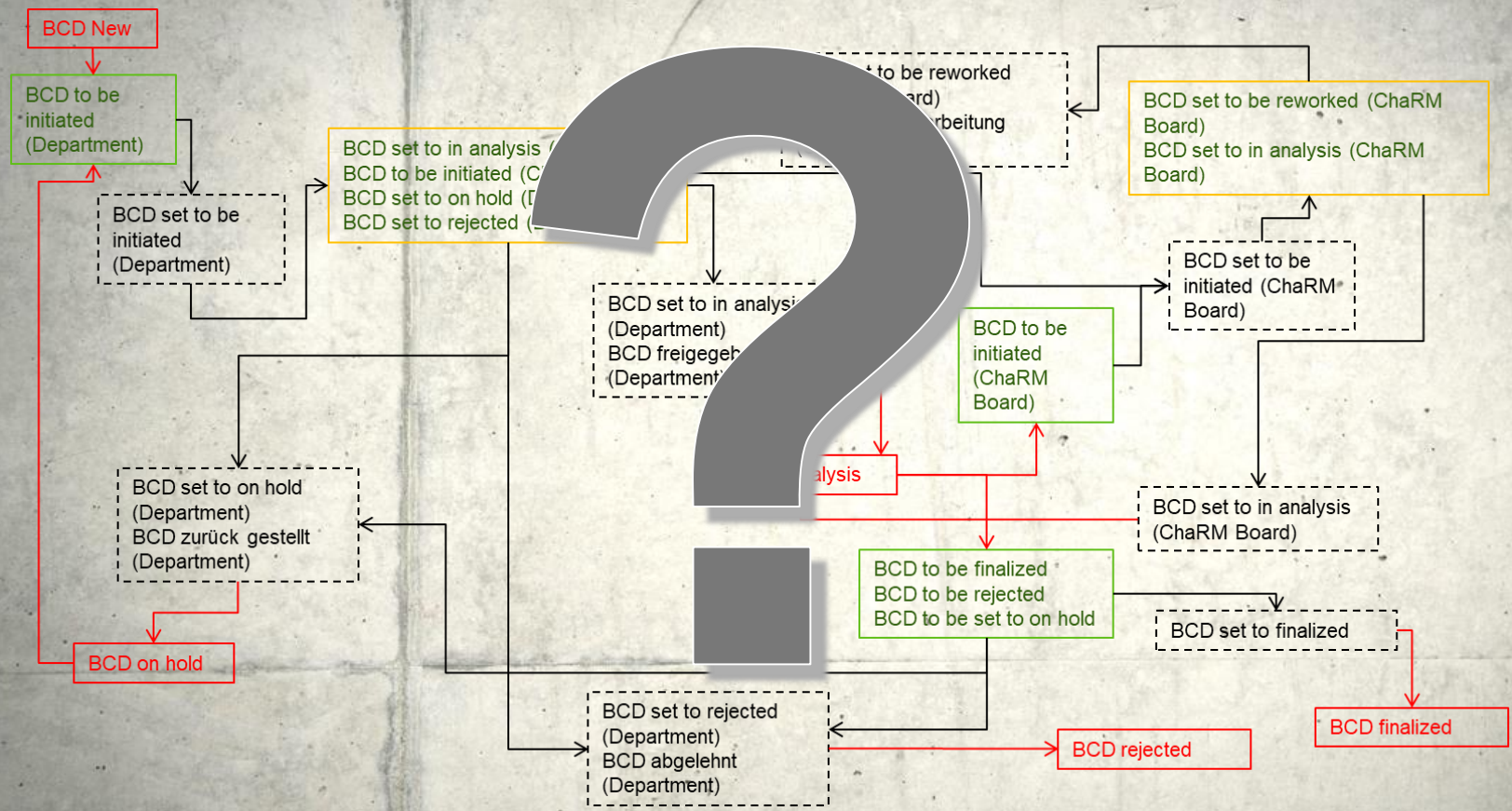
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# REQUIREMENTS PROCESSES



## BCD PROCESS (SIMPLIFIED)

BCD NEW



BCD IN ANALYSIS



BCD FINALIZED

- The BCD requirement is created in Clarity.
  - A BCD document should be present and linked to the requirement.
- The work on this BCD is in progress.
  - A document exists.
  - Depending on the progress of the BCD, CRDs will already be initiated.
- All chapters of the BCD document are finalized.
  - There are no further changes regarding the content.



# CRD PROCESS (SIMPLIFIED)

CRD NEW



CRD IN  
ANALYSIS



CRD  
APPROVED &  
SCHEDULED



CRD  
IMPLEMENTED

- The CRD requirement is created and linked to a BCD.
- Approval to create the CRD needs to be received.

- The technical concept is being written.
- At the end of this analysis all efforts are determined, the integrative nature is clarified and the planned release date is defined.

- Approval is granted to implement the requirement. The release is confirmed.
- The whole implementation phase needs to be followed and completed.

- All associated tasks with this requirement are done. The changes are deployed to production and a final check is done.
- The requirement is completed.



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# BENEFITS OF THE CHARM PROCESS MANAGED IN CLARITY

## Continuous alignment

- Weekly change manager meetings
- Involvement of all IT departments
- Reduced consolidation effort for release and go-live planning

## More transparency, about...

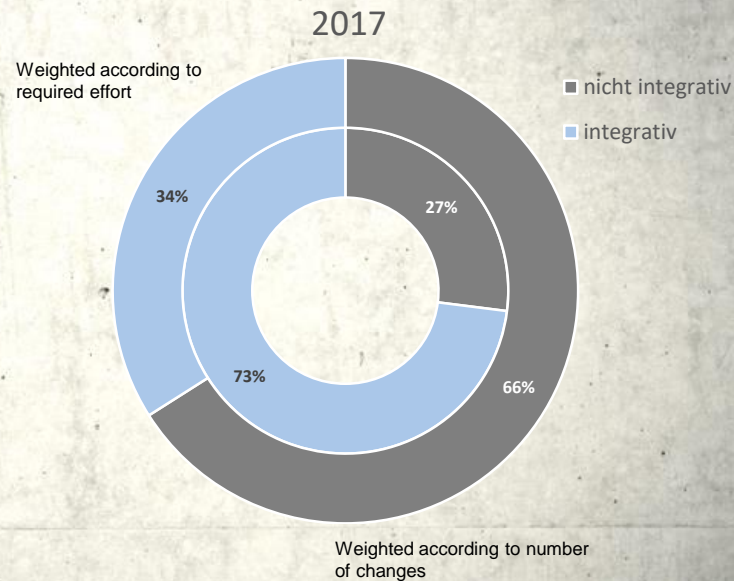
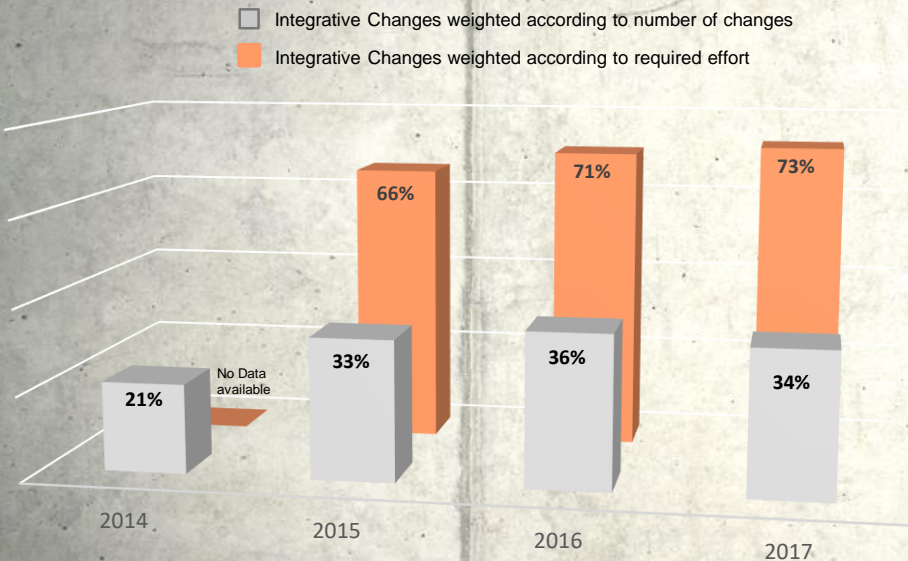
- Topics
- Dependencies
- Involved departments
- Efforts

## Increased software quality & system stability, therefore less...

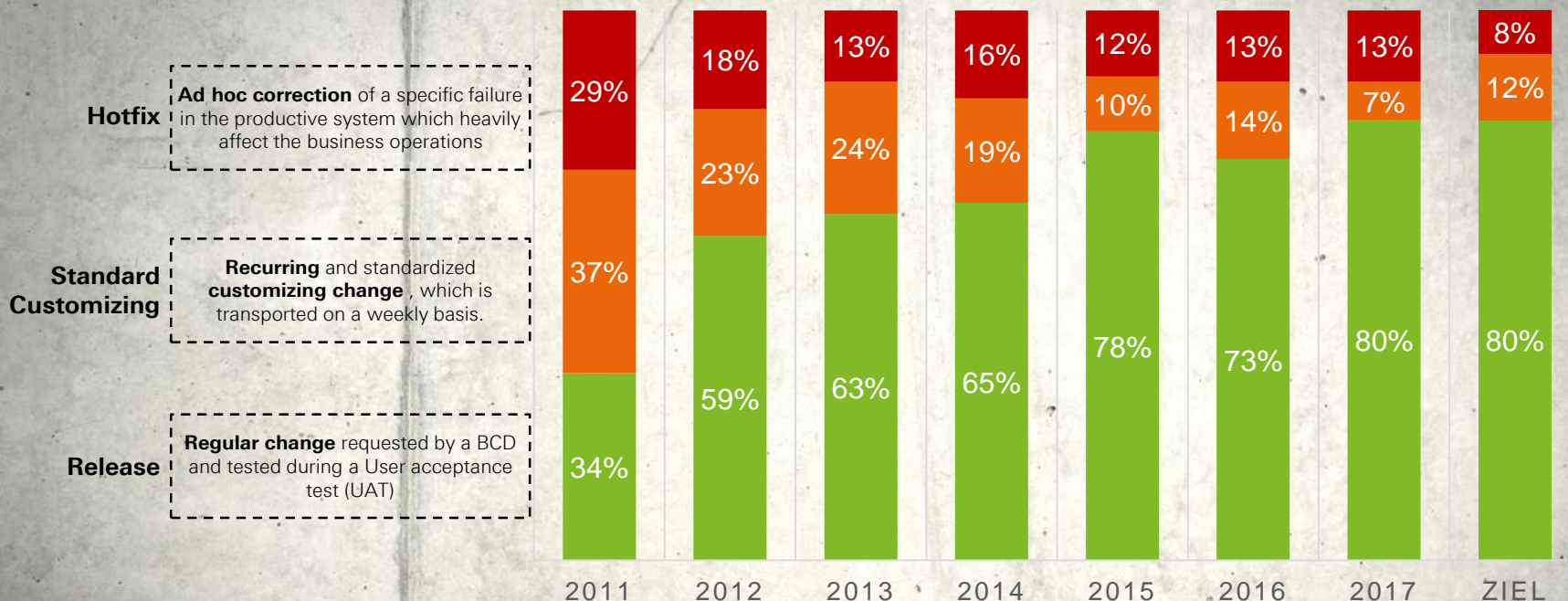
- Hot fixes
- Downtimes (caused through hot fixes)
- Interference on productive systems



# BENEFITS OF THE CHARM PROCESS MANAGED IN CLARITY



# BENEFITS OF THE CHARM PROCESS MANAGED IN CLARITY



- With the introduction of the ChaRM process in 2012 the amount of **regular changes** has been steadily **increasing**.
- And the **hotfix rate** has **decreased**.





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# CHALLENGES



*User perspective*

- Very bureaucratic, especially for small changes
- Too many approval steps



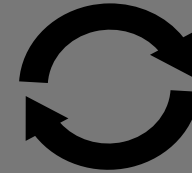
*Lead time*

Fixed SAP Release:  
2 months:

- Even „small changes“ have lead time of about 2 months



# GOALS



*Solution*

## Charm Reloaded

- Introduction of “Minor Changes”
    - new process only for “small changes” (<10 Man Days)
  - “Minor Release” every 2 months just for the “Minor Changes”
- There will be a release every month



## CHALLENGES



Currently the Clarity/ChaRM process is **mainly** used in the **SAP landscape**

## GOALS



**Establish** the Clarity/ChaRM process for the **non-SAP landscape** as well.

# QUESTIONS?

**DACH User Group**

15<sup>th</sup> of May 2018

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