



Using standard software to ensure optimal risk management in SAP change, release and transport management

Logical units

Increasing numbers of SAP customers get an unwelcome surprise when it comes to the audit of their annual accounts. Owing to restrictive regulations such as ConTrag or Sarbanes-Oxley, auditing firms impose strict standards on approval procedures in SAP development and its complete documentation.

By Malte Klassen, CEO, Galileo Group

In the past, ensuring that documentation was complete involved a great deal of manual input or expensive individual solutions due to a lack of suitable tools. Nowadays, there is standard software that does this automatically. As a result, everyone involved in the process - from the release manager right up to the liable member of the executive board - can sleep calm. A beneficial side effect is that standard tools help to reduce manual administrative overheads by up to 30 per cent. With the help of the Galileo Group's Conigma Suite, NEW Service has satisfied itself that it is possible to achieve this without any media discontinuities. "We took the opportunity of an audit carried out by an external auditor to conduct a fundamental review of our processes", said Wolfgang Seemann, Project Manager at NEW Service. "After the accompanying assessment, we decided to purchase the Conigma Suite. We undertook a complete paradigm-shift, moving away from thinking on a technical transportation level and towards a holistic approach which sees releases and changes as logical units, which are controlled automatically according to our rules by means of the development, test and implementation workflow."

Due to the many media discontinuities, each year it became increasingly arduous to provide evidence of a continuous audit trail, despite having valid processes in place. This included which transports belonged to which change/release and how, when and by whom this was released or tested in accordance with the regulations. At NEW Service, this is a complex undertaking given the many thousands of transport assignments. Since 2004, the company has been providing services such as information technology, billing and measuring point management for entire enterprises. This provides the customer with, among other things, electricity, natural gas, water and waste water. Depending on the project, 40 internal SAP employees are supported accordingly by roughly the same number of external consultants. NEW Service is thus responsible for numerous SAP systems in the classic three-system infrastructure. The

aims of a comprehensive new design under the leadership of Wolfgang Seeman were clearly defined:

- High degree of comfort along the entire CR&T workflow - from the released request in the Incident Management System right up to the automated transportation.
- High level of compliance and audit compliance for both internal and external audits.
- SAP project processing system - sometimes various SAP projects are processed at the same time. Given the use of a linear three-system infrastructure, it was particularly worthwhile to automate the sequential handling of SAP transports. This was previously supported with a separate and individual developed shell scripts. There were also external consultants who worked alongside the internal SAP team.
- It is intended that the Hey-Joe System will be replaced by a new consistent and transparent system. The motto to follow here is "No request, no change!"

This and other related requirements ultimately led to an evaluation process of standard tools. In brief, the Conigma system best fulfilled the requirements, which is implemented throughout in ABAP. The following criteria were critical in choosing the preferred solution: broad functionality, comfortable customization and high criticality of the business processes that are depicted with SAP.

Change management was the fundamental challenge while realising the project: "Thanks to the intensive involvement and support of the SAP development manager from the very beginning, and due to the small amount of effort required in customisation, we were able to ensure a high degree of acceptance very quickly. These days we can afford to spend far less time working on administrative procedures", Wolfgang Seemann said of his experience of dealing with the software. "We were moreover very

pleased with the Galileo Group's close cooperation with our existing supplier, Empirius, whose Blue System Copy product we have been using successfully for many years." In retrospect, it turns out that Conigma fulfils the compliance requirements with a high degree of comfort. According to Seemann, the solution also exhibits further advantages such as shortening the processing time in the double-digit percentage range, a 100% SLA compliance, less effort required to distribute the software and in reworking, as well as higher output quality thanks to greater process quality. Future auditors are also able to access audit information directly by means of a guest account.

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Malte Klassen founded the Galileo Group in 1998 with a business model focussing on software and consulting. As CEO of the company, he was the driving force behind the Conigma Suite, a piece of standard software for SAP change, release and transport management. This technology is used by international firms in Europe, North and South America as well as Asia to automate systems and ensure auditing compliance in SAP development and operation.