

6th June, 2011

Executive Summary

Advanced Database Systems (ADS) has been invited to put forward a proposal to execute the IT strategy towards refreshing the University's Secondary Business Systems, namely those systems developed in FileMaker Pro™.

The approach will be to encourage schools, faculties, centres, departments & units within the University and those bodies associated with it, to come forward and register their systems for inclusion in the Program. It is anticipated that a transition period will be specified during which time the ADS/IT team will be provided with and help to gather additional information about each of the systems, in an administrative and technical configuration management exercise. It will allow the ADS team to become familiar with each of the additional systems by gathering information, understanding system functionality and the business processes they support. This should dramatically reduce the ramp-up time required to provide on-going application support & maintenance in the short to medium term.

The Refresh Program will include the registration of FileMaker systems and the identification of those systems for possible consolidation, decommissioning, remediation and migration to the IT mainstream strategic platform and SOE infrastructure.

Background

Where does FileMaker Pro fit?

FileMaker Pro is a cross-platform relational database application. It integrates a database engine with a GUI-based interface, allowing users to modify the database by dragging new elements into layouts, screens, or forms. The software is highly customisable and allows solutions to be rapidly created and modified in real-time. It's robust architecture offers greater scalability and yields higher productivity compared to lower end desktop applications such as Microsoft Excel, Access or ACT!. FileMaker Pro allows you to create two- way live connections to Microsoft SQL Server, Oracle and MySQL data sources.

Development and Deployment of Solutions

FileMaker Pro helps to bridge the gap between long-term strategic projects and the need for tactical workgroup solutions. Solutions are built and deployed in less time with the customisable and intuitive interface of FileMaker Pro. The cross-platform architecture allows both Windows and Mac OS users to design, share and modify the same databases.

The Problem

Traditionally, FileMaker Pro has not sat comfortably within IT because it is not an enterprise development platform and therefore is generally considered unsuitable within their Standard Operating Environment. However, the business takes a different view as it lends itself to rapid application development, without having to rely upon IT for a solution.

- I. As a consequence, there is often a proliferation of FileMaker development within the business by people who will inevitably call upon IT or Certified FileMaker professionals for help.
- II. These key people are often the single point of failure for many business units as they come to be relied upon. They become the in-house systems developer, administrator and subject matter expert, leaving the unit exposed when they move on or change role.
- III. Over the years and under the radar of IT, many of these FileMaker systems grow and are depended upon by many different work groups who use the system to work collaboratively. Often there are upstream & downstream dependencies which can have an impact on critical enterprise systems or become a critical system themselves.
- IV. Because these systems are developed & supported internally by a few key individuals within the business, important IT procedures & governance issues are often overlooked. These may include: system backup regimes; business continuity planning, disaster recovery and documentation.
- V. IT has little control over this predicament even though these systems rely heavily on the infrastructure provided by them.

Scope

The scope of this program is to identify all current FileMaker Pro business systems, and offer the business on-going support & maintenance in a controlled and disciplined hosted environment.

Refresh Program Strategy

The implementation of the IT strategic imperatives, will take a staged approach. The stages will run concurrently with the initial transition period and on-going application support & maintenance.

- 1. Communication:** To communicate the Refresh Program to the various schools, faculties, centres, departments, and business units within the university, bringing awareness and inviting the owners of systems to register.
- 2. Registration:** To provide an on-line registration facility to help expedite the process. This will form the basis of the on-going administrative and technical configuration management exercise, in line with service management methodology and ITIL service delivery principles. This information will be captured in a 'Systems Catalogue'.
- 3. Consolidation:** Based on the information captured within the Systems Catalogue, there will be a process of identifying duplicate and/or similar systems as potential candidates for both hardware & software consolidation and the decommissioning of redundant systems.

- 4. Remediation:** Based on the information captured within the Systems Catalogue, there will be a process of identifying those systems as potential candidates for remediation. This will involve the identification and prioritisation of those systems to be considered for an upgrade of version software (eg: from earlier versions of FileMaker Pro to the current version).
- 5. Migration:** Based on the information captured within the Systems Catalogue, there will be a process of identifying those systems that have reached their End-Of-Life and can be ear-marked for migration. This will involve the migration of the FileMaker System to an IT strategic platform or the decommissioning of the system.

Operational Description

It is envisaged that throughout the audit and transition period, various members of the ADS FileMaker support team will work closely with the university IT department. The registration and transition period should be determined and communicated to the various university communities.

During this period, system registrations will result in the capture and storage of comprehensive information in the Systems Catalogue. A detailed breakdown of the administrative and technical configuration is outlined in Appendix A. A change request freeze should be established throughout the transition, with the facility for freeze exemptions for critical applications only.

Key Proposal Benefits

The implementation of the IT strategic imperatives, will provide the following benefits in the short to medium term:

Registration & Configuration Management:

- The invitation to register systems and become involved in the FileMaker Refresh Program will improve the relationship between IT and its clients.
- Provide better control of IT assets and documentation.
- Assist in improving Incident and Problem handling and impact assessment of changes.
- Provide easier identification of legal and/or regulatory obligations.
- Provide a definitive check that assets reported to the service desk are registered and supported.
- Reduce duplication of effort.

Consolidation & Remediation:

- Duplicate or similar systems double the cost of ownership. By identifying candidates for consolidation, it can dramatically reduce application support, infrastructure costs and network demand.
- Provide tighter governance and allow for more powerful and consistent reporting.
- Minimise the duplication of data and enhance data integrity.

- Have Systems officially supported, by remediating older versions and upgrading them to current versions with improved functionality and specification.

Migration:

- By identifying those FileMaker systems that meet certain criteria; for example, where a number of disparate systems are used in common end to end business processes, and lend themselves to being replaced by one integrated system.
- Where there is a genuine business need due to capacity issues, functional limitations of FileMaker or the need for an enterprise solution.
- Where IT can provide a common infrastructure platform and set of development tools, offering a real alternative to in-house ad hoc development.
- Where a more appropriate enterprise-wide solution would lend itself better (eg: Document Management, Business Process Management or Business Intelligence Software).

Application Support & Maintenance:

- It is timely. The program can begin immediately and will have very little ramp-up time before support can be offered.
- ADS Staff have skills in a broad range of technologies.
- ADS follow service management methodology and ITIL service delivery principles. As a result, there can be certainty that our services are offered in accordance with documented procedures and that we can be relied upon.
- Clearly defined contact points are offered within our organisation including a defined escalation process.
- Absolute transparency with justification of the cost of our services supported by weekly and monthly reports.
- World Class Hosting Services available at the Global Switch Data Centre, Sydney.
- A strong and enduring business relationship.

Investment

The investment cost will be based on the number of identified systems. The University will be offered the concessionary educational rate or less, depending on the scale of the support & hosting services required.

Appendix A.

Administrative Configuration Details System Details:

System ID
System Name
System Description
System Status (In development/Moved to Production/In Production/Decommissioned)
System Criticality
Used frequency
Number of Users
System Documentation Y/N
System Documentation Location (physical/electronic)

Stakeholder Details:

Functional Group Team/department/Faculty/School/Unit Business Owner
Administrator
Developers Name
Server Administrators Name

Interface Details:

Interfaces: Upstream/downstream dependencies Interface Contract Details

Technical Configuration Details:

Server Details

System File Names | Client Software Version | Server Software Version | Server Name
Server IP Address | Server Node | Server physical location

Hardware Platform

Server Hardware Make
Server Hardware Model
Server Hardware Serial Number CPU Type
No of CPU's
CPU Speed
L2 Cache (per CPU)
Memory
Bus Speed
Boot ROM Version

Operating System

Server Operating System
Server Operating System version# Database
Multi-User Y/N
No of Data Files
Database File Names
Database Description
Language
Scripting languages
Development language

Modules/Components

dependent excel spreadsheets Troi Plug-ins Associated Scripts: Applescripts; 5PM;
Java; PHP, XML & other tools etc..