



Implementations in a Controlled Environment

The ICEflo Solution

increase control
reduce risk



ICEflo – What is it ?

An innovative web based SaaS solution, designed specifically to manage time constrained change whilst protecting service availability.

A solution with a unique real-time forecasting engine, continuous status monitoring and automated threshold alerting.

A flexible and generic solution that can be applied to any business or technical change scenario.

Changes of this type are managed via a Schedule of Events (SoE).

ICEflo facilitates the construction and execution of SoEs.

When would you use it?

Introducing a new application or infrastructure solution into Production service.

Upgrading an existing application or infrastructure solution – with either a functional enhancement or a maintenance release.

Planning and executing a Business Continuity / Disaster Recovery event – both regular planned rehearsals and the “real-thing” .

Rehearsal of implementation plans during operational acceptance testing, delivering confidence in the plan for “Go-Live”.

ICEflo is best used when time is constrained and when Service Level Agreements mean that availability is the top priority.

When Life Was Simpler...



IT & Business Team

- All in single location
- Easy and effective communications
- Continuous status updates (WoM)
- Limited 3rd party involvement

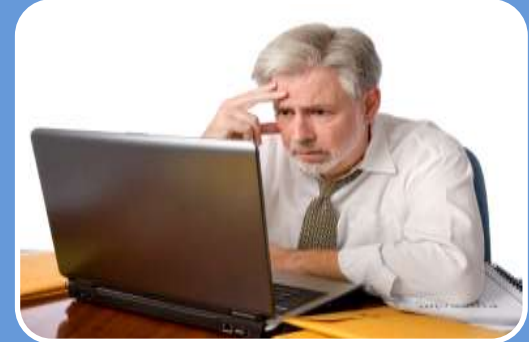
Playbook

- Spreadsheet based
- Available to all participants
- Easily updated
- Easily shared
- Lots of contingency in change windows

Relaxed CIO

- Few business critical systems
- Few 24*7 SLAs
- Ample time to execute change
- Minimal penalties for "failure"

The Current Scenario



IT & Business Team

- Multiple geographic locations
- Multiple 3rd parties
- Poor communications
- Challenge to provide real-time status updates
- Imp Manager role is much more challenging

Playbook

- **Still** spreadsheet based
- Multiple versions in circulation
- Quickly out of date
- Difficult to share
- Ever increasing risk & complexity profile
- Poor forecasting of end time

Stressed CIO

- Many more business critical systems
- More 24*7 SLAs
- Reducing time to execute change
- Significant penalties for “failure”
- Risk mitigation requires people, process & tools

The ICEflo Scenario



IT & Business Team

- Global locations with multi-time-zone view
- Multiple 3rd parties fully engaged
- Excellent communications and collaboration
- Automated real-time status updates
- Automated alerts
- SLA protection is priority

Online Playbook

- Web-based playbook
- Single, structured version of the truth
- Always up to date – to the minute
- Always available, anywhere
- Scheduling vs. SLAs built in
- Visualisation via gauges & gantt charts
- Manage complexity and reduce risk

Relaxed CIO

- Risk of failure reduced
- Costs reduced
- Availability assured
- Global staff & 3rd parties on common solution
- Lighter process, tools & people footprint
- Valuable MI acquired over time
- Evidence of achievement meeting regulatory reqt's

The Spreadsheet Version

Task Id	Status	Date	Depndnt	Start	Duration	End	Activity	Actioned By	Reported To	Technical Details
4.00	@	09-May-09		17:40	to	18:30	UNIX Server Activity			
4.01		Friday		17:30	00:10	17:40	On unixserver remove / moved old files	George Yunix	Andy Smith	Rm /data/download/myapp/host/old/* Rm /data/download/myapp/swift/old/* Mv /data/download/myapp/host/* /data/download/myapp/host/old/. Mv /data/download/myapp/swift/* /data/download/myapp/swift/old/.
4.02		Friday		17:40	00:05	17:45	Disable alerting on 4thserver for 24 hours. Disable application cron jobs	George Yunix	Andy Smith	/support/unixtools/start_maint C01234567 su - appuser crontab -e (comment-out entries, marking with CMR number)
4.03		Friday		17:45	00:05	17:50	Enable TCP-wrappers around telnet on unixserver and otherserver. Test that telnet only works locally and ssh still works remotely. Resolve any issues - leave as before if cannot be resolved.	George Yunix	Andy Smith	telnet localhost telnet unixserver telnet otherserver ssh unixserver ssh otherserver
4.04		Friday		17:50	00:05	17:55	Confirm scp access/permissions/password for scp	Nicolas Sarkozy	Andy Smith	If necessatry, as oracle, run ssh-keygen, with no passphrase on thirdserver (do NOT do this if ssh keys for oracle already exist) ssh-keygen -t rsa Verify that the same private key is installed for oracle on thirdserver and server06 Copy -oracle/.ssh/rsa.pub from thirdserver to end of -oracle/.ssh/authorized_keys on 4thserver Confirm connectivity as oracle from 4thserver: ssh server06 ssh server07a



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The ICEflo Version

Implementations in a Controlled Environment | logged in as LANA.ELLIS@AGENOR.CO.UK |

[Logout](#)



Active/Available Tasks

Forecast End: 23-Mar-10 12:27 (+4min)

2.7;

236-Windows OS Patching

SOE Status

Imp RAG Status

BO RAG Status

- Home
- Client Admin
- User Admin
- Catalogues
- SOE Admin**
- Event Console
- MI Reporting

Home > SOE Admin > Maintain SOE > **Tasks - Implementation** Tuesday, 23rd Mar 2010 11:46:45

List Tasks

- Abandon
- Backout
- Suspend
- Done

Rows

Type = 'Stage'
 Type = 'Check Point'

State	Stg	Phs	Title	Id	Type	Start	Dur	Team	Owner	Flags	Add
	1	Pre	Stage: Positioning Changes	1.1	Stage	23-MAR-10 11:23	0h 18m	Technical Services	-		
	1	Pre	Ensure Change record is approved	1.2	Task	23-MAR-10 11:23	0h 03m	Technical Services	Genny Greene		
	1	Pre	Load Oracle binaries into temp area	1.3	Task	23-MAR-10 11:27	0h 09m	Technical Services	Simon White		
	1	Pre	Contact Service Desk confirm no incidents	1.4	Task	23-MAR-10 11:38	0h 03m	Technical Services	John Black		
	1	Pre	Stage CP: Positioning Changes	1.5	Check Point	23-MAR-10 11:41	0h 00m	Technical Services	Genny Greene		
	2	Imp	Stage: Implementation	2.6	Stage	23-MAR-10 11:46	0h 41m	Technical Services	-		
	2	Imp	Convene Go/No-Go Conference Call	2.7	Task	23-MAR-10 11:46	0h 01m	Technical Services	Genny Greene		
	2	Imp	Shutdown Insurance application	2.8	Task	23-MAR-10 11:47	0h 10m	Technical Services	Simon White		
	2	Imp	Shutdown Oracle database	2.9	Task	23-MAR-10 11:57	0h 10m	Technical Services	John Black		

Stage Maintenance

- Add Stage
- Delete Stage
- Copy Stage

Task Maintenance

- Add Tasks
- Edit Tasks
- Move Tasks
- Delete Tasks

Select View

- Tasks - Backout
- Timeline
- advice

SOE Management

- Raise Incident

Financial Benefits

Manpower Cost

- Planning Effort reduced
- Execution effort reduced
- Incidents reduced with manpower savings
- Estimated @ 20% saving on current costs

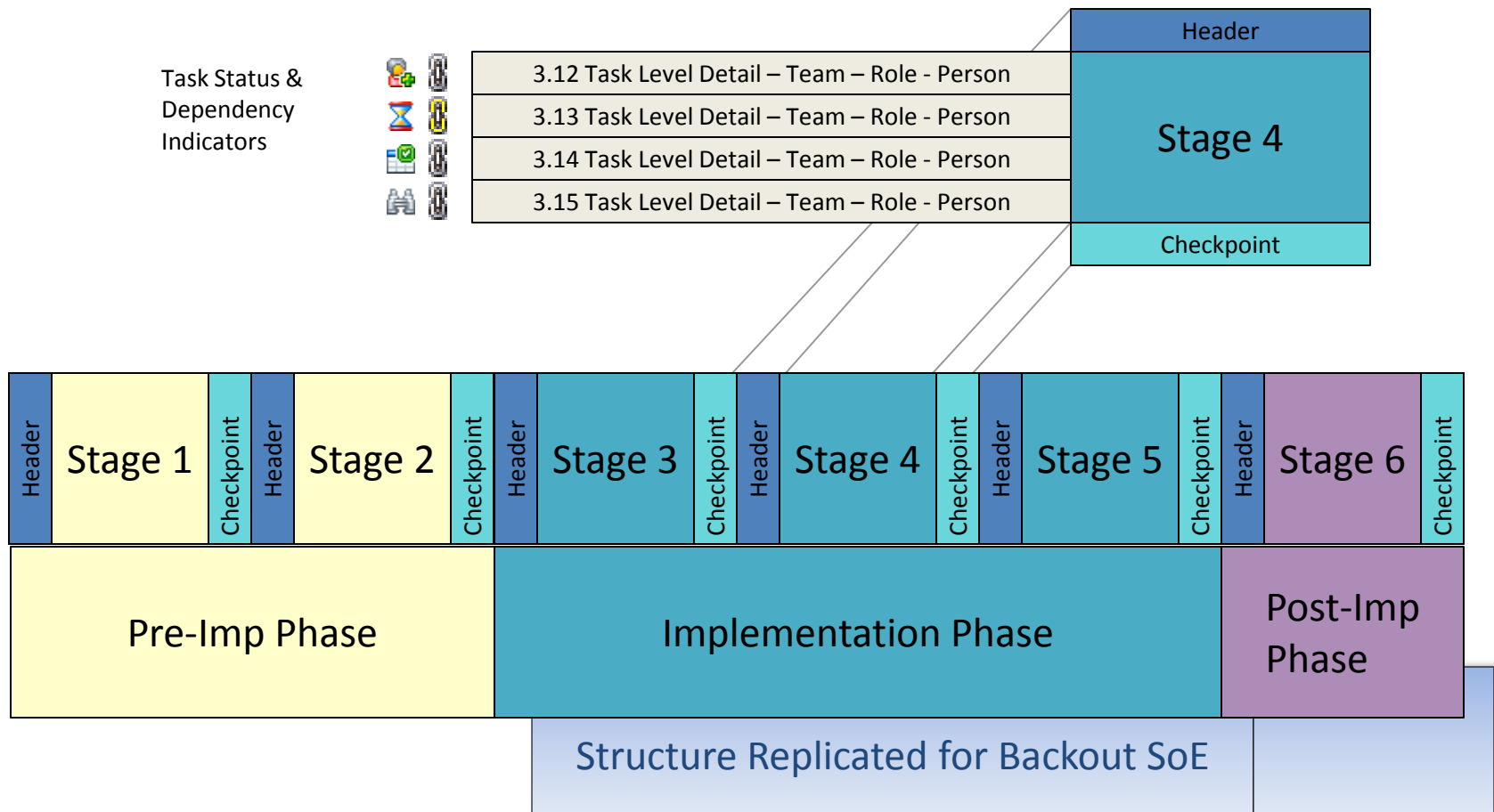
Support Costs

- SaaS Model
- No capital investment required
- No hardware or software to install & config
- No operational support costs

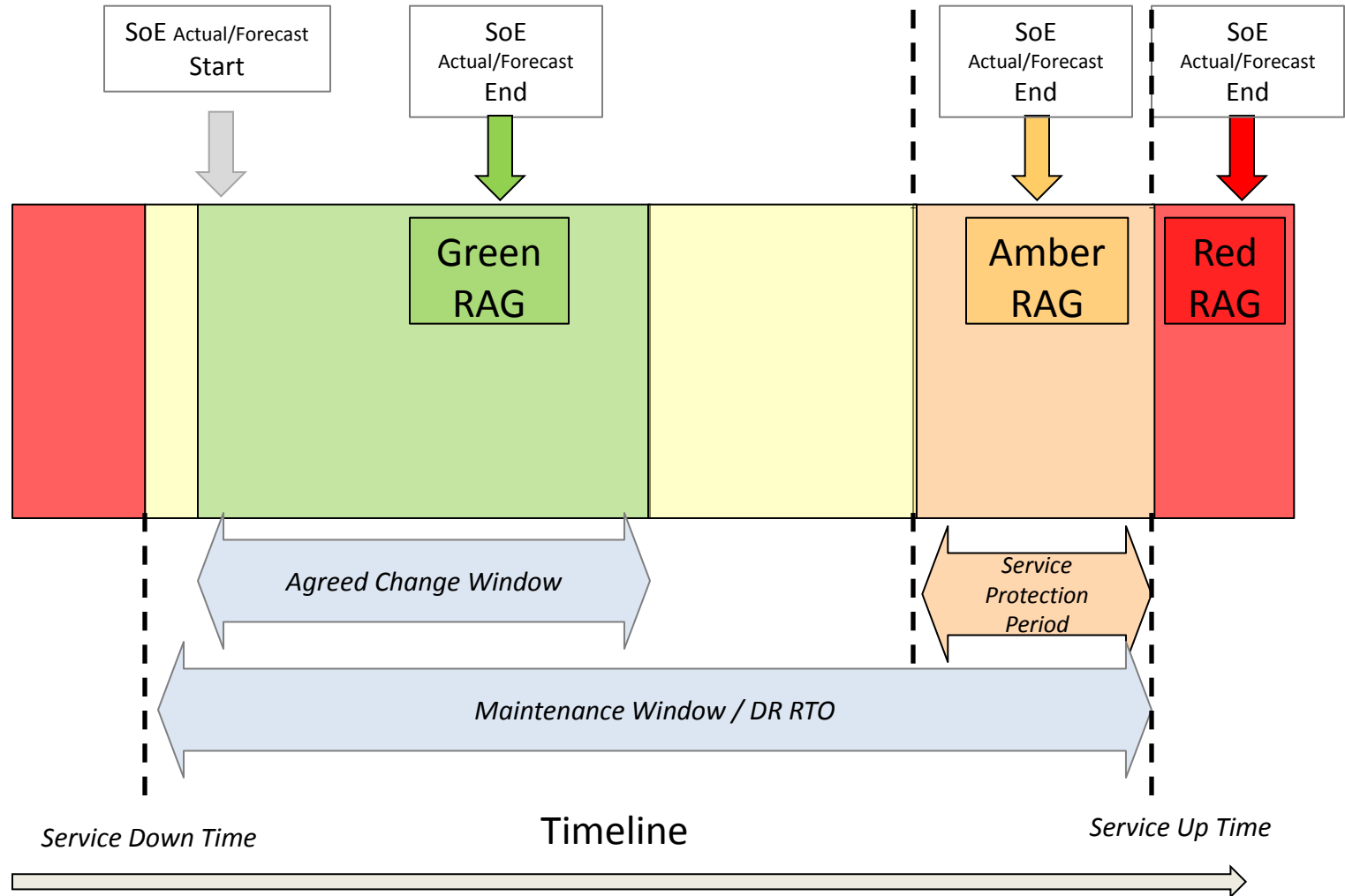
ROI

- ROI Calculator available online
- Based on customer defined assumptions
- Typical ROI = 4 * annual cost of ICEflo

ICEflo SoE Structure



ICEflo Scheduling Schematic



Customer Success

"We are using ICEflo to help us manage our mission critical infrastructure maintenance jobs. These can be very complex, always at anti-social times, and having ICEflo gives us confidence that we are monitoring our SLA stopwatch, allows management and other team members to remotely view progress, and also gives us a detailed record of what we did and when.

*Next time we perform a similar job, we can use that record as a template, both for the planning and implementation. **It's a big step forward for us.**"*

Richard McGrail, Head of IS, Baillie Gifford

*"Since adopting ICEflo, we've used the solution to quickly and efficiently define a series of structured implementation plans. While the ability to create solid pre-implementation checklists is very helpful, ICEflo delivers a powerful real time capability to monitor, manage and take decisions during a live change. **The increased visibility in these scenarios is of significant benefit to our organisation.**"*

"ICEflo is a well structured application with an intuitive user interface. It has proven easy to adopt and we have been impressed with the level of support provided by Agenor. As an organisation, they clearly understand our business and the importance of controlled IT implementation programmes"

Bruce Paterson, Ignis Asset Management

Thank you for taking a closer look at the ICEflo solution.

For more information or to arrange a full demo, contact:

**Jackie.smith@agenor.co.uk
0800 917 5882**

**Check out the Quick Tour to see more of the ICEflo features:
<http://www.iceflo.com>**