

Cronacle Health Check Service

Maximizing the benefits.

Maximizing the benefits and ensuring optimum efficiency.

The Redwood Software process automation products Cronacle, Cronacle for SAP solutions and CronacleBeans manage important, mission critical processes within your organization. As a result you rely heavily on the robustness and performance of the solution. Furthermore you've made a significant investment in implementing the solution and want to ensure that you receive the maximum possible return on this investment and greatest benefit from using it.

There are, therefore, good reasons for periodically checking the health of the Cronacle installation in your IT environment even if there are no day to day operational problems in your current environment. You will want to make sure that the system delivers optimum performance, that it is not over stressed at any point but also that you use the functionality where and how it should be used.

Perhaps you are using an older version of the product in which some of the requirements were implemented using local customization at the time for which a current version of Cronacle could now provide a more sophisticated and easy to maintain solution. Maybe your company has invested in new solutions which are not identified yet as being targets for scheduling by Cronacle and are, therefore, not fully integrated and part of the single point of control Cronacle can provide. Furthermore you might have had staff changes over the years and are concerned about clear definition of responsibilities and where the expertise lies across the organization.



For all these reasons Redwood Software Professional Services has developed the "Health Check Service"; an evaluation of your current Cronacle environment and advice on how to enhance it. The Health Check also offers you advice for future configuration and use of Cronacle within your organization, identifying areas where extending the use of Cronacle will help you derive even greater benefit.

In summary, the Health Check Service aims to increase organizational benefits from using Cronacle while minimizing the overall total cost of ownership of the solution. This is achieved by pointing out under utilized potential for optimizing process automation and scheduling both within your current Cronacle landscape and across your wider IT-landscape.

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Health Check Service Deliverables

The Health Check Service delivers a complete Health Check Report. This Health Check Report contains the following elements:

- Management summary
- Description of the current environment including details of:
 - Current Cronacle version, patch level and configuration
 - Current Oracle version, patch level and configuration
 - Fail-over / backup and recovery configuration
 - Inconsistencies between test / acceptance-QA / production environments
 - OS versions
 - Applications and versions managed by Cronacle
 - Hardware platforms used and managed by Cronacle
 - Cronacle scripts used, including documentation
 - Network architecture and capacity
 - Security
 - Housekeeping
 - Cronacle objects that cannot be upgraded
- Advice on improvements that could be made to the current Cronacle landscape
- Advice on Cronacle upgrade policy (including identification of any upgrade dependencies)
- Evaluation of your total IT-landscape with suggestions for using Cronacle to improve processing reliability and efficiency
- Description of roles and responsibilities regarding Cronacle
- Advice on the organizational changes that might improve the Cronacle implementation (e.g. training requirements, clear definition of administration role etc.)
- Assessment and “clean up” of any outstanding issues that have been raised with Redwood Support

Health Check Service Time Frame

From initiation to the final reporting, the Health Check Service takes approximately a week to complete. The precise time and effort needed for the service depends on the complexity and size of your Cronacle environment and, in cases where investigation of broadening the use of Cronacle is being carried out, the total IT-landscape. It is imperative that appropriate technical staff and project sponsors are made available at various times during the research phase. Availability of the sponsor may also be required when preparing the report.

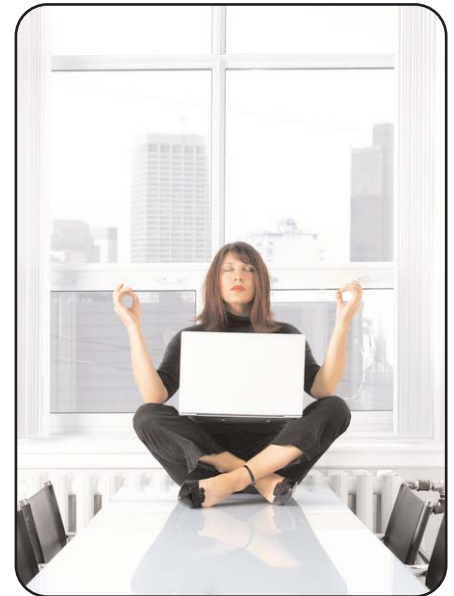
Methodology

The Health Check Service consists of several steps as detailed below:

Preliminary Consultation

The Health Check starts with an information gathering exercise, on-site or by telephone/conference call. This serves various purposes including:

- Providing additional explanation to the customer on how the Health Check is conducted
- Establishes a rough overview of the current Cronacle landscape
- Identification of any specific reasons for conducting the Health Check
- Investigation of any outstanding tickets regarding the configuration
- Definition of customer contacts and technical staff needed to successfully perform the Health Check service.



Technical overview and check-up

In this step the Cronacle configuration is analyzed in detail. Documentation is checked, corrected or augmented. Any errors or potential areas for improvement in the current configuration are documented. Areas covered include:

- Technical infrastructure (hardware and network)
- Use of specific applications/functions/procedures developed by your own staff
- Security configuration, definition and use of roles/responsibilities
- Fail over/ backup or disaster recovery configuration
- Several checks on current usage of standard Cronacle functions, scripts and features
- Oracle Database (Cronacle Repository) configuration and overall efficiency
- Change management procedures
- Identification of differences or inconsistencies in environment test/ acceptance-QA / production environments
- Identification of Cronacle objects that cannot be upgraded
- Upgrade/Patch policies
- Checks on use of Cronacle modules (like SAP)

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Analysis Potential for Extending the use of Cronacle

This step identifies areas where the use of Cronacle can be extended to further optimize process automation within the scope of the current implementation (how can Cronacle functionality be used in more “depth”) as well as how use of Cronacle could be broadened to extend the reach of the Cronacle Single Point of Control into other areas.

The step will result in:

- Advice on where and how to improve the use of Cronacle within the current implementation
- Advice on where and how additional processing could be brought under Cronacle control

Organization

During this step the organizational aspects around the use of Cronacle are evaluated. Is it clear who has what responsibility for Cronacle? Who is authorized to make changes to the environment? What about security? Do Cronacle administrators and operators have the right knowledge or have the staff that were originally trained left the company or been moved to another position within the organization? Is the service provider, where applicable, knowledgeable about Cronacle enabling good, high quality monitoring of your process automation environment?

Areas covered include:

- Cronacle ownership within the organization
- Other users of Cronacle (including roles)
- Links to application development
- Links to service provider
- Knowledge and use of support procedures
- E-mail alerting effectiveness
- Knowledge versus roles

The analysis results in advice on what you should or might want to change or improve.

Deliverables

During the earlier steps all investigation is done and the results gathered in an unstructured format. In this final step all information is collated and the final report produced. When required the primary consultant performing the Health Check will involve colleagues or Redwood management when finalizing the report to ensure that it represents the best knowledge available, not just of the consultant in charge but also of the team behind him or her.

Feedback and reporting

The results of the Health Check are presented and the final report is modified to suit further internal distribution (if desired).

Prerequisites

There are a number of prerequisites necessary for a successful Health Check service:

- Availability of relevant technical staff during information gathering on-site visits and via telephone during the production of the Health Check Report
- Availability of the project sponsor to check intermediary findings if necessary
- Access to relevant system components during on-site visits
- Readiness to share documentation relating to the current Cronacle environment
- Readiness to share information and possible documentation relating to potential new areas for Cronacle use if applicable



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