

Konzeption und Umsetzung einer workflowbasierten Softwarelösung zur Unterstützung des IT Projektmanagementprozesses bei Sky Deutschland

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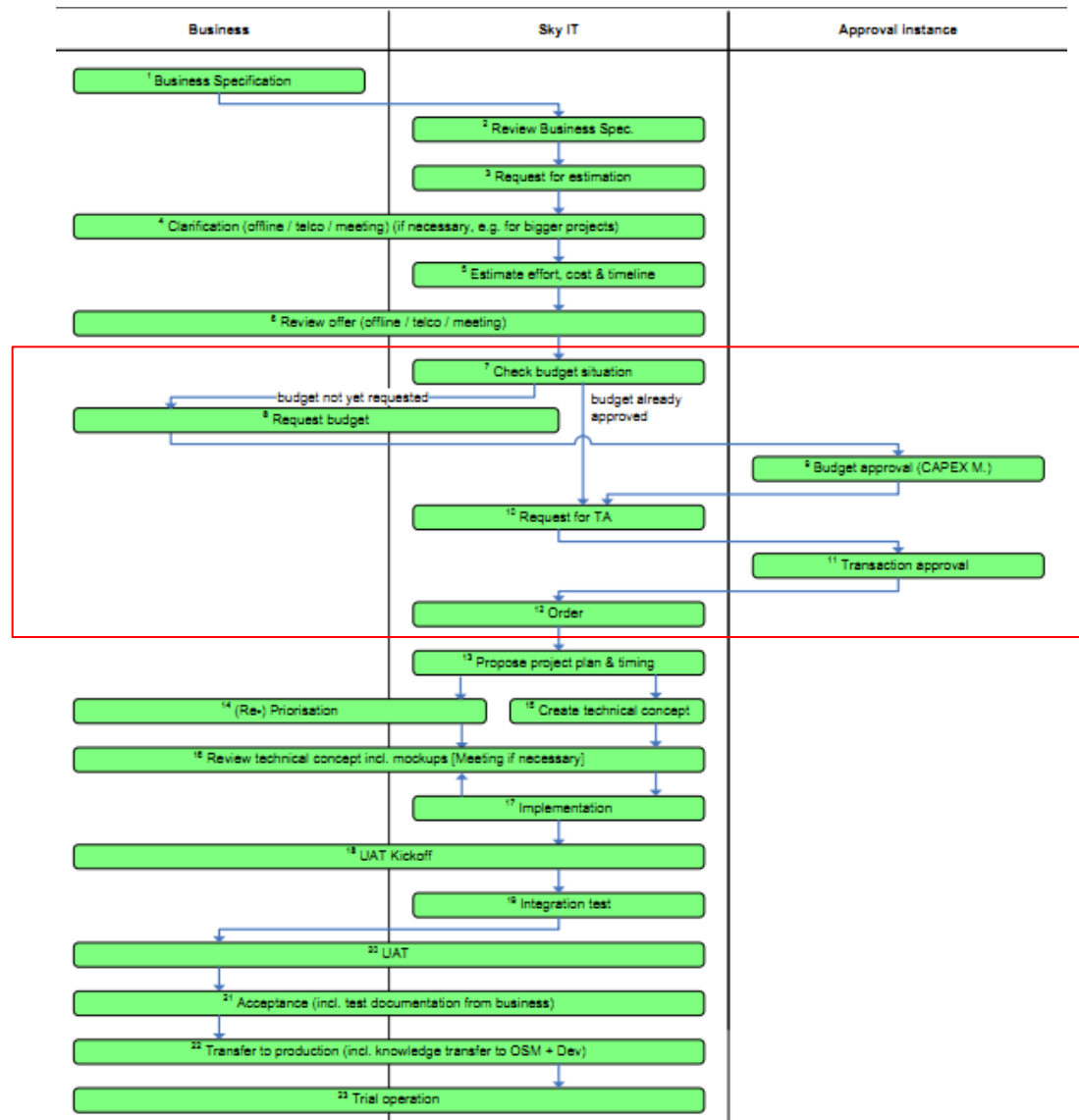
Dr. André Dahlmann

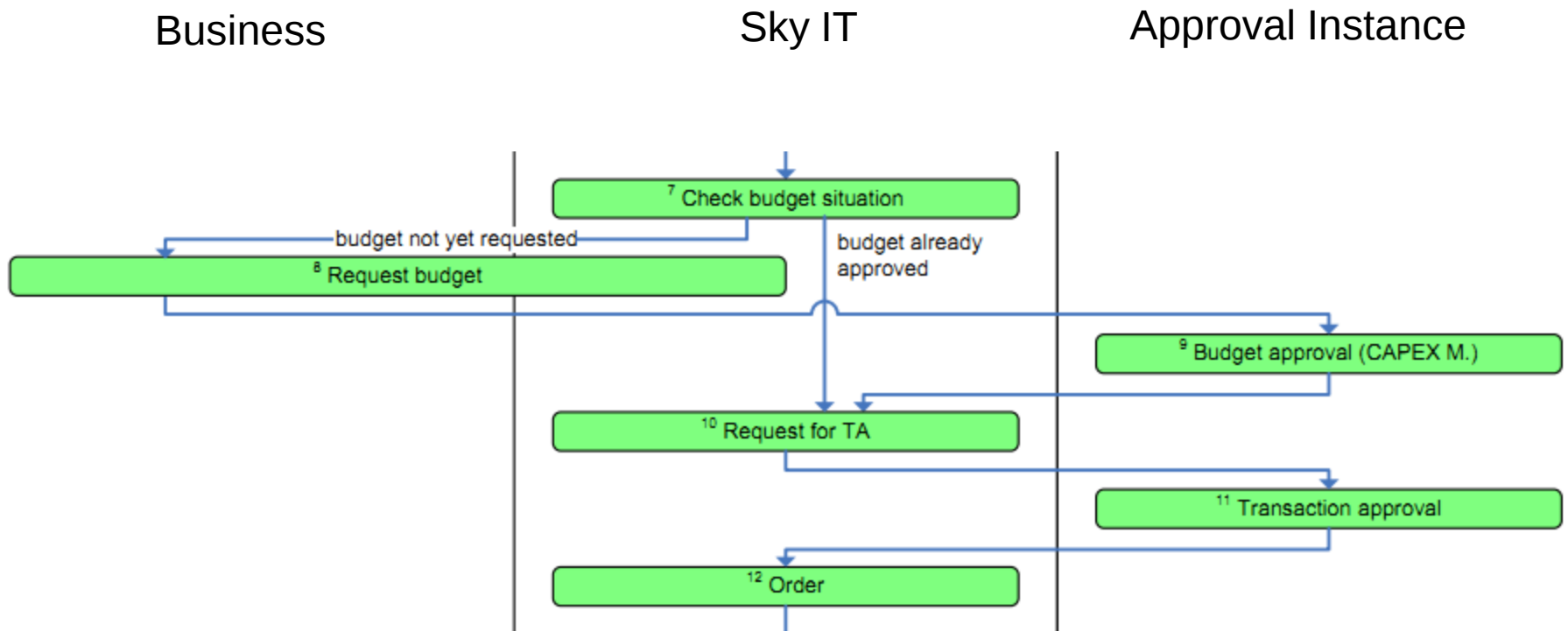
Agenda

- Problemstellung
- Budgetprozess bei Sky Deutschland
- Ziele der Arbeit
- Ansatz
- Serena Business Manager
- Zeitplan

Problemstellung

- Bis zu 200 parallel laufende IT-Projekte
- Fast jedes Projekt hat ein eigenes Budget
- Projektdaten und Status werden durch Tool verwaltet
- Budgettracking mit Excel - manueller Aufwand
- Große Anzahl an E-Mails zur Einbindung unterschiedlicher Personen





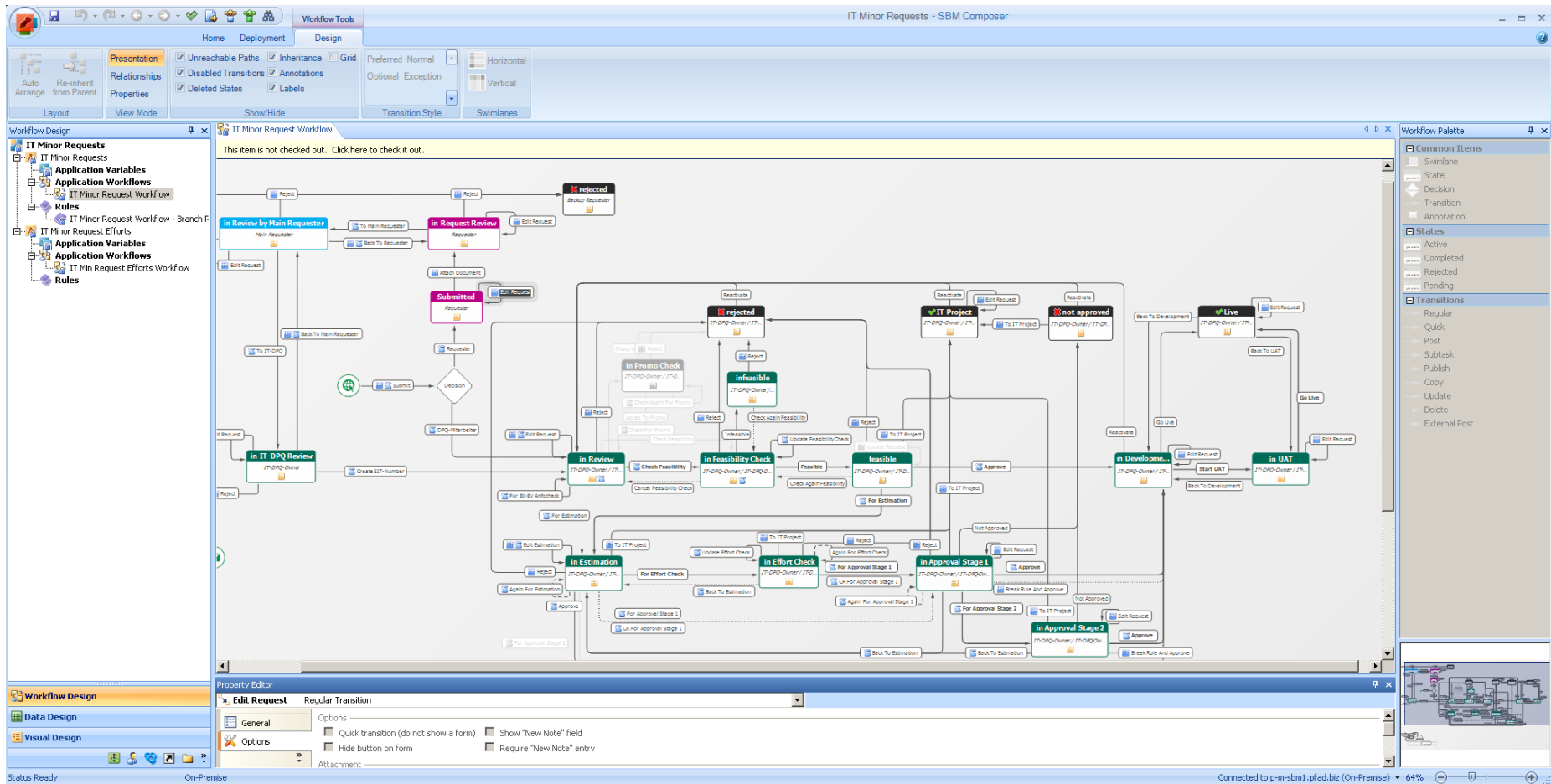
Ziele

- Erfassen der Projektbudgets und des Budgetprozesses im Tool Serena Business Manager (SBM)
- Erleichterter Zugriff auf Projektbudgetdaten für Demand Management, Controlling, Accounting, etc.
- Automatisierung der Generierung von E-Mails
- Verkürzung und Optimierung des Budgetprozesses

Analyse

- Ist-Zustand des aktuellen Budget-Prozesses
- Beteiligte Instanzen
- Erfassen von Problemstellen
- Erfassen von Anforderungen
- Einbindungsmöglichkeiten in Projekt-Anwendung

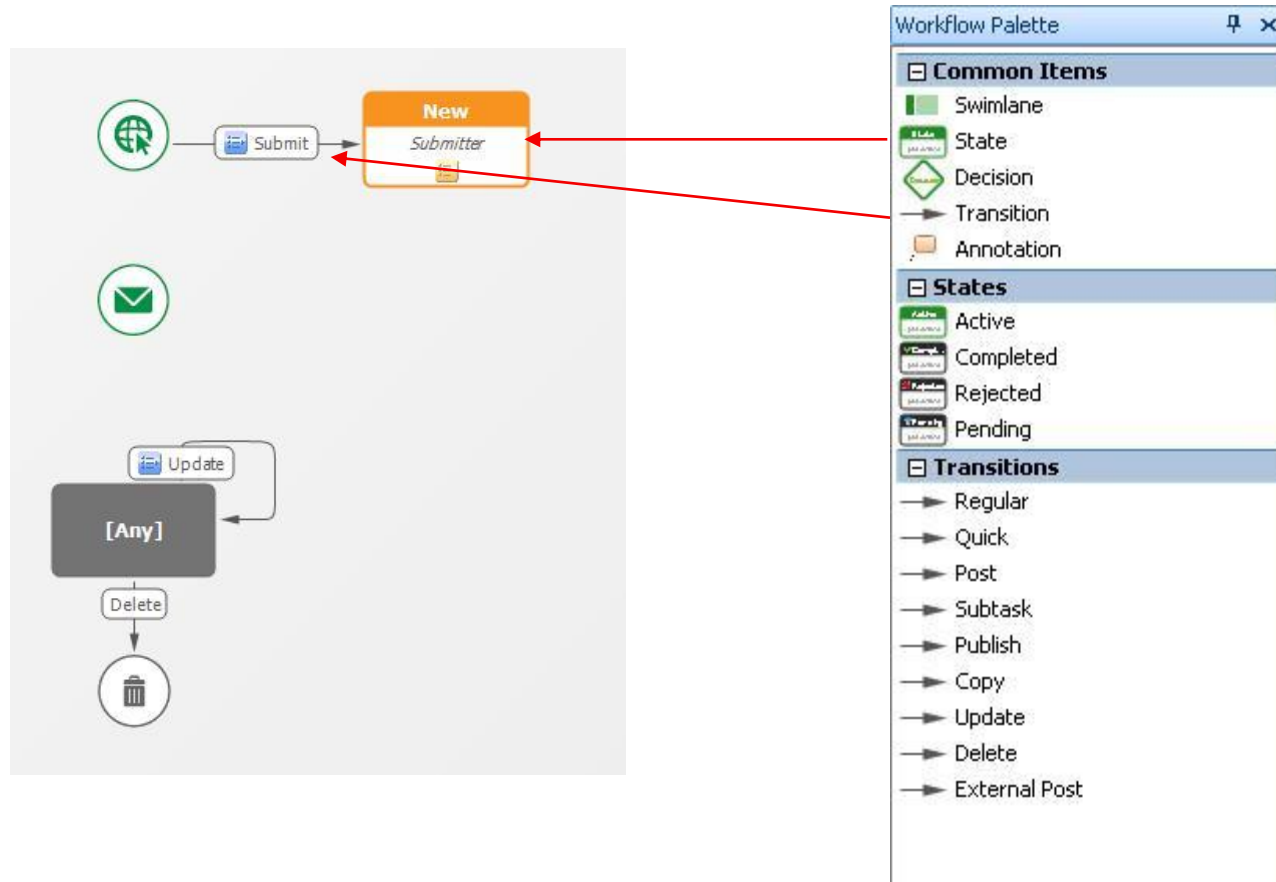
Modellierung und Implementierung



Serena Business Manager

- Composer (Modellierung)
- Administrator (Konfiguration)
- Repository (Versionierung und Deployment)
- Weboberfläche (Anwendung)

SBM - Modellierung



SBM - Datentabelle

Data Design

Test Contracts (Primary)

Test Contracts (Primary Table)

[No description]

Field name	Type	Database field name	Section	Dependent fields
Active/Inactive	Binary/Trinary	ACTIVEINACTIVE	Manager	N/A
Project	Project	PROJECTID	Manager	N/A
State	State	STATE	Manager	N/A
Owner	User	OWNER	Manager	
Section : Standard : 24 items				
Item Type	Single Selection	ISSUETYPE	Standard	
Item ID	Text	ISSUEID	Standard	N/A
Name	Text	TITLE	Standard	N/A
Contractual Type	Single Relational	CONTRACTUAL_TYPE	Standard	
Contract Status	Single Selection	CONTRACT_STATUS	Standard	
Service	Text	DESCRIPTION	Standard	N/A
Expiration Date	Date/Time	EXPIRATION_DATE	Standard	N/A
Effective Date	Date/Time	EFFECTIVE_DATE	Standard	N/A
Differentiation	Single Selection	DIFFERENTIATION	Standard	
Accounting Treatment	Single Selection	ACCOUNTING_TREATMENT	Standard	
Risk Level	Single Selection	RISK_LEVEL	Standard	
Risks	Text	RISKS	Standard	N/A
Registry Office Nr.	Text	REGISTRY_OFFICE_NUMBER	Standard	N/A
Contract Composition	Single Relational	CONTRACT_COMPOSITION	Standard	
Termination Clause	Text	TERMINATION_CLAUSE	Standard	N/A
Form of Transfer	Single Selection	FORM_OF_TRANSFER	Standard	
Subcontract Type	Single Selection	SUBCONTRACT_TYPE	Standard	
Document Type	Single Relational	DOCUMENT_TYPE	Standard	
Termination Note	Text	TERMINATION_NOTE	Standard	N/A
Parent Ref	Single Relational	PARENT_REF	Standard	
Grandparent Ref	Single Relational	SUBC_REF	Standard	
Parent Contract	Sub-Relational	(none)	Standard	N/A

Table Palette

Field Types

- Binary/Trinary
- Date/Time
- Folder
- Multi-Group
- Multi-Relational
- Multi-Selection
- Multi-User
- Numeric
- Single Relational
- Single Selection
- Sub-Relational
- Summation
- Text
- User

System Fields (9 un...)

- Close Date
- Company
- Contact
- Last Modifier
- Last State Change Date
- Last State Changer
- Resolution Description
- Resolution Summary
- Secondary Owner

SBM - Skripte

```
ITPRJ: Global

Option Explicit

' Script: ITPRJ:Global
' Description: Script for functions of IT Projects
' -----

Const ErrMsg = "Error in script 'ITPRJ Global': "

'-----
'Clears the given reference field of a given item
Function clearRef(Item, FldName)

    clearRef = Item.SetFieldValue(FldName, "")

    If Not clearRef Then
        Shell.RedoMessage=ErrMsg & "clearRef(); " & FldName
    End If

End Function

'-----
'Sets the given reference field of a given item
Function setRef(Item, FldName)

    Dim projectRef

    setRef = Item.GetFieldValue("ITPROJEKT", projectRef)
    If Not setRef Then
        Shell.RedoMessage=ErrMsg & "setRef(); GetFldVal 'ITPROJEKT'"
    End If

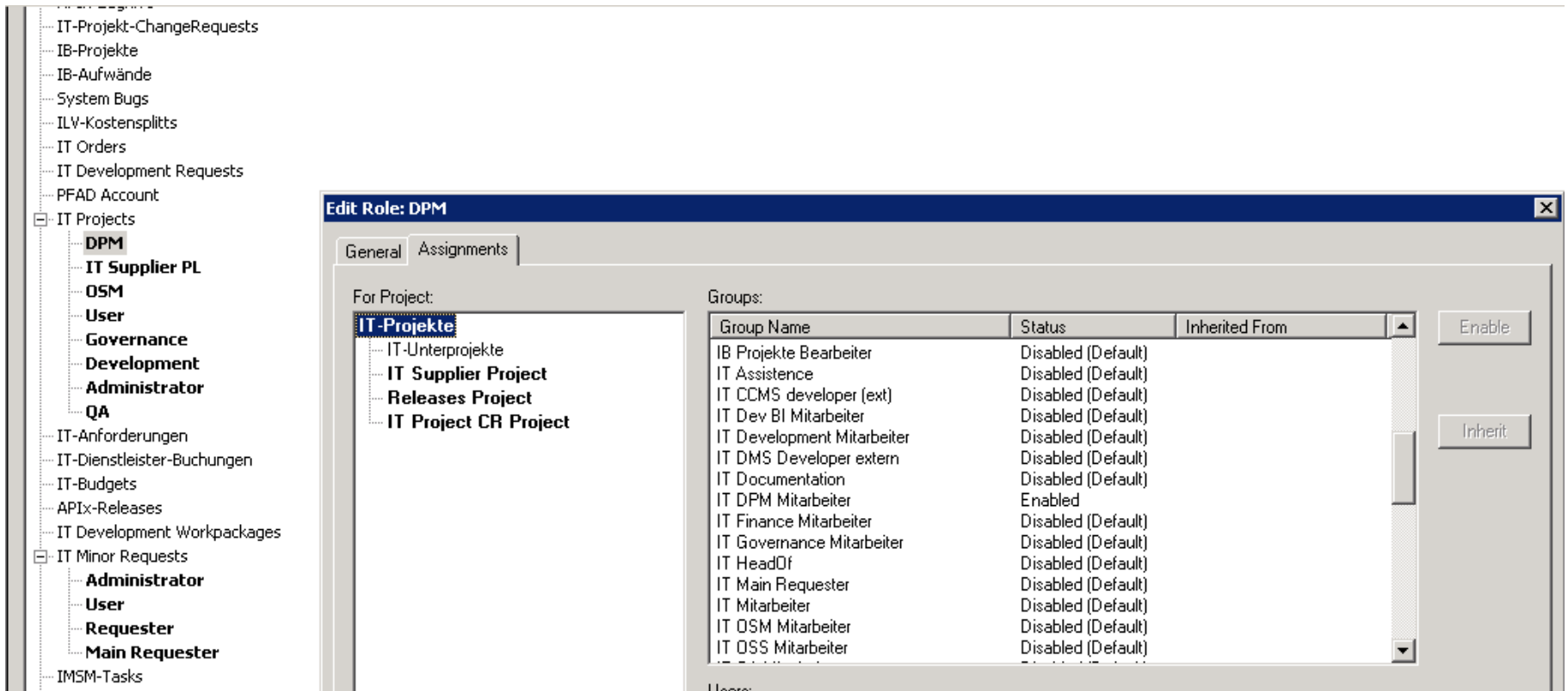
    setRef = Item.SetFieldValue(FldName, projectRef)
    If Not setRef Then
        Shell.RedoMessage=ErrMsg & "setRef(); " & FldName
    End If

End Function

'-----
'Determines the weight of a value out of a single selectional field
Function getSelectionValue(Item.FldName, BvRef Result)
```

Script size: 633 rows / 18473 characters

SBM - Konfiguration



The screenshot displays the SBM configuration interface. On the left is a tree view of the system structure, and on the right is the 'Edit Role: DPM' dialog box.

Tree View Structure:

- IT-Projekt-ChangeRequests
- IB-Projekte
- IB-Aufwände
- System Bugs
- ILV-Kostensplitts
- IT Orders
- IT Development Requests
- PFAD Account
- IT Projects
 - DPM**
 - IT Supplier PL
 - OSM
 - User
 - Governance
 - Development
 - Administrator
 - QA
- IT-Anforderungen
- IT-Dienstleister-Buchungen
- IT-Budgets
- APIx-Releases
- IT Development Workpackages
- IT Minor Requests
 - Administrator
 - User
 - Requester
 - Main Requester
- IMSM-Tasks

Edit Role: DPM Dialog Box:

The dialog box has two tabs: 'General' and 'Assignments'. The 'General' tab is active.

For Project:

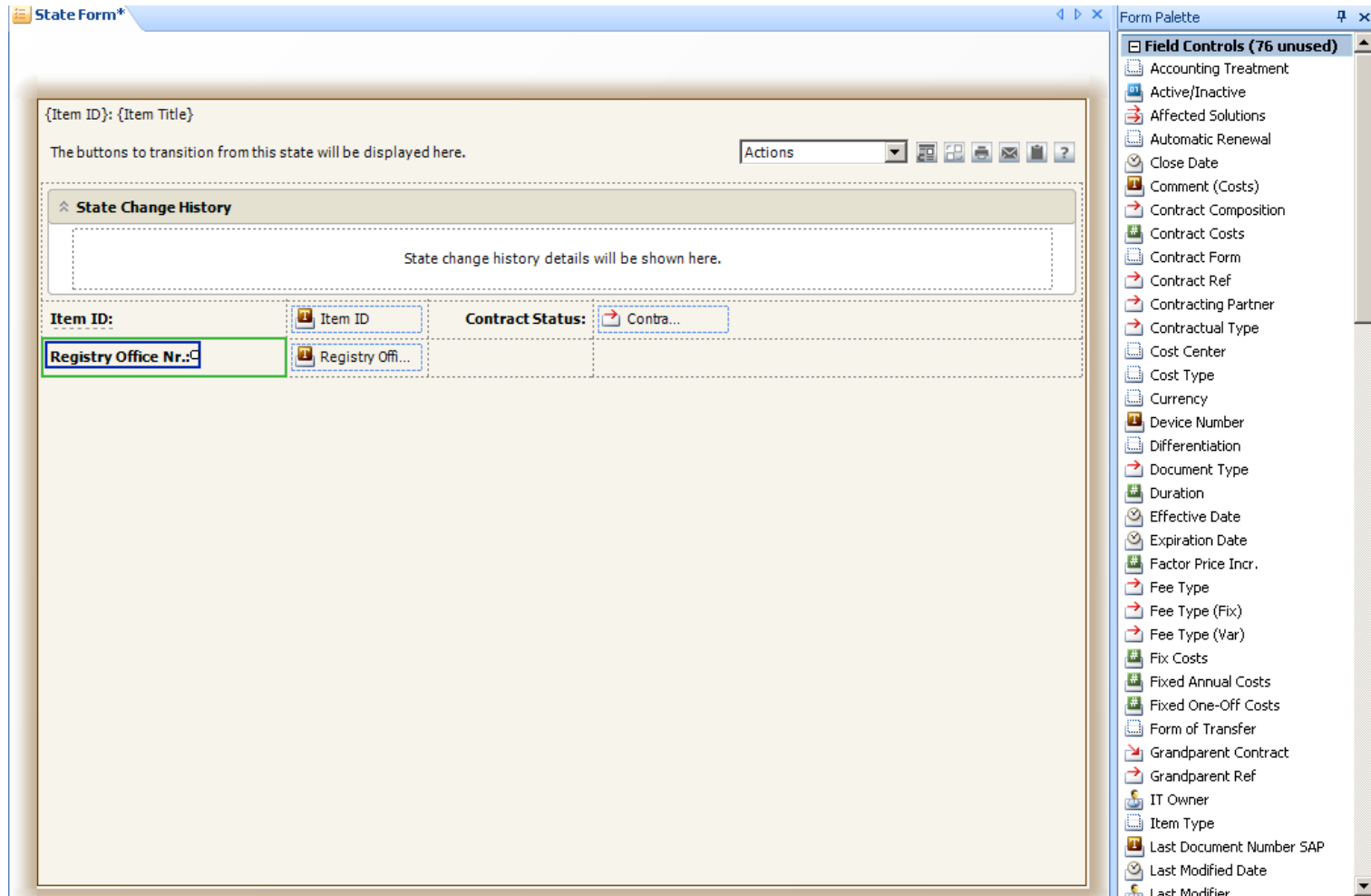
- IT-Projekte
 - IT-Unterprojekte
 - IT Supplier Project**
 - Releases Project
 - IT Project CR Project

Groups:

Group Name	Status	Inherited From
IB Projekte Bearbeiter	Disabled (Default)	
IT Assistance	Disabled (Default)	
IT CCMS developer (ext)	Disabled (Default)	
IT Dev BI Mitarbeiter	Disabled (Default)	
IT Development Mitarbeiter	Disabled (Default)	
IT DMS Developer extern	Disabled (Default)	
IT Documentation	Disabled (Default)	
IT DPM Mitarbeiter	Enabled	
IT Finance Mitarbeiter	Disabled (Default)	
IT Governance Mitarbeiter	Disabled (Default)	
IT HeadOf	Disabled (Default)	
IT Main Requester	Disabled (Default)	
IT Mitarbeiter	Disabled (Default)	
IT OSM Mitarbeiter	Disabled (Default)	
IT OSS Mitarbeiter	Disabled (Default)	

Buttons: Enable, Inherit

SBM - Formulare



The screenshot displays the 'State Form*' interface. The main form area contains the following elements:

- Header:** {Item ID}: {Item Title}
- Text:** The buttons to transition from this state will be displayed here.
- Actions:** A dropdown menu labeled 'Actions' with icons for various actions.
- State Change History:** A section with a dashed border containing the text: State change history details will be shown here.
- Form Fields:**
 - Item ID:** A field with a blue border and a small icon.
 - Registry Office Nr.:** A field with a blue border and a small icon.
 - Contract Status:** A field with a blue border and a small icon.

On the right side, there is a **Form Palette** window titled 'Field Controls (76 unused)'. It lists various field controls with icons:

- Accounting Treatment
- Active/Inactive
- Affected Solutions
- Automatic Renewal
- Close Date
- Comment (Costs)
- Contract Composition
- Contract Costs
- Contract Form
- Contract Ref
- Contracting Partner
- Contractual Type
- Cost Center
- Cost Type
- Currency
- Device Number
- Differentiation
- Document Type
- Duration
- Effective Date
- Expiration Date
- Factor Price Incr.
- Fee Type
- Fee Type (Fix)
- Fee Type (Var)
- Fix Costs
- Fixed Annual Costs
- Fixed One-Off Costs
- Form of Transfer
- Grandparent Contract
- Grandparent Ref
- IT Owner
- Item Type
- Last Document Number SAP
- Last Modified Date
- Last Modifier

SBM - Web

^ State Change History

Show All

Submit
By Cheng, Jenny, SKY
Details...

in Review
Cheng, Jenny, SKY
25.09.2012 14:40:03

^ Standard

Item ID: 112099
Contract Status: Running

Registry Office Nr.:

Remaining Run Time ◇

Name: Test Item
Contract Form: Individual Contract

Contractual Type: Software Development Contract
Form of Transfer: (None)

Contract Composition: (None)

Contracting Partner: (None)

Service:

Effective Date: 04.02.2012 00:00:00
Differentiation: Others

Expiration Date:
Accounting Treatment: others

Risk Level: (None)

Risks:

Termination Clause:

Termination Note:

Zeitplan

