# The World Bank Group

The World Bank used Micro Focus® Application Lifecycle Management (ALM), Micro Focus Unified Functional Testing (UFT), and other Micro Focus solutions to actively monitor and repair applications and services.

**WORLD BANK GROUP**

## Overview

The World Bank (International Bank for Reconstruction and Development, IBRD) is a United Nations international financial institution. It was created in 1944 and operates as a global development cooperative that is owned by 189 nations. The institution provides its members with financing, expertise, and coordination services so they can achieve equitable and sustainable economic growth in their national economies and find effective solutions to pressing regional and global economic and environmental problems. The World Bank has two main goals: to end extreme poverty and to promote shared prosperity. It seeks to achieve these goals primarily by providing loans, risk management products, and expertise on development-related disciplines to its borrowing member government clients in middle-income countries and other creditworthy countries, and by coordinating responses to regional and global challenges. It has been issuing sustainable development bonds in the international capital markets for over 70 years to fund its activities.

## Challenge

The World Bank Group is comprised of five organizations that in 2013 began to centralize their IT function. Initially, Ronald Sitnick, senior IT officer and team lead of the bank's Performance Testing and Global Monitoring group, and his team supported the International Finance Corporation (IFC) with just one group overseeing both development and production testing. Now, with responsibility for all five World Bank organizations, Sitnick has established enterprise standards across business lines and leveraged Micro Focus solutions for application performance testing and global monitoring.

Ten years ago, The World Bank Group would find out about an application problem when a director called to complain. The IT network, server, and application people would gather in a room and pull log files. Often, they spent hours figuring out what was wrong and whose area of responsibility it was.

## Solution

The World Bank engaged Micro Focus Professional Services for initial implementation of software solutions and proof-of-concept (POC) projects. The Professional Services teams helped scope projects and guide World Bank IT staff. The solutions encompassed a number of Micro Focus application development and testing products. In addition to Micro Focus ALM and UFT, the solutions included Micro Focus Business Service Management, Performance Center, SiteScope, Diagnostics, Operations Manager, Operations Manager I (OMi), and Real User Monitoring (RUM).

## At a Glance

■ **Industry**
Financial Services

■ **Location**
Washington, DC

■ **Challenge**
Monitor and repair applications and services with a centralized system that enables the bank to quickly identify issues.

■ **Products and Services**
Application Lifecycle Management
Unified Functional Testing
Performance Center
Diagnostics
Real User Monitoring

■ **Results**
+ Carried out performance testing and global monitoring of applications used by 25,000 employees in 180 locations worldwide
+ Established best-practice-based standards, methodologies, and tools across the global enterprise
+ Gained the end-to-end, granular visibility needed to detect degradation before failure
+ Freed IT staff for high-value activities

> Because IT now has end-to-end, granular visibility, Sitnick and this team detect degradation *before* failure. As a result, addressing failures now takes only a few phone calls between pinpointed people.

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## Results

Using Micro Focus solutions, The World Bank:

- Carried out performance testing and global monitoring of applications used by 25,000 employees in 180 locations worldwide

- Provided real-time user-experience (and pain) monitoring in headquarters and country offices

- Fully leveraged the new testing infrastructure to perform multiple tests from multiple locations

- Established best-practice based standards, methodologies, and tools across the global enterprise

- Used production data to tune performance testing

- Leveraged RUM to create a 360-degree feedback loop, which enables the bank to see loads and what users are really doing with applications

- Actively used performance data to:
  - Enable changes in link-up grades
  - Improve release-over-release performance
  - Monitor key functions in the field
  - Inform enterprise management

- Centralized and automated change management (5,500 servers)

- Freed IT staff for high-value activities

- Leveraged network virtualization for testing

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