

Silk Central
 Silk Test
 Silk Performer
 StarTeam
 Caliber



Wisconsin DOC

Effective cross-agency integration supports law enforcement.

Overview

The Wisconsin Department of Corrections is the largest state agency and operates 36 adult institutions and facilities with 10,000 employees statewide. DOC is responsible for the safe and humane custody of 22,000 inmates in prisons and correctional centers. It is also responsible for the supervision of 68,000 adult offenders on court-ordered probation, parole or extended supervision in the community and about 500 juvenile offenders committed by the courts to secure state juvenile facilities or community supervision.

Challenge

The IT agency within the DOC is tasked with developing custom software, integrating and enhancing package software, and building data integration and business intelligence solutions for its 10,000 employees. These solutions include the Wisconsin Integration Correction

System (WICS), a suite of solutions that manages offender identification and demographics, sentence structure, offender financials, bed assignments, and counts, etc. The Justice Exchange System extracts information from several applications and shares it with local law enforcement agencies. For instance, using a web service, the data can be accessed from a police car to quickly check in real time if an apprehended person has a criminal record and is actively being supervised by the DOC.

Montgomery (Monty) Cordell, Section Chief—Applications, explains the difficulty in implementing and integrating mission-critical solutions: “One of our primary applications is being implemented jointly with a business partner. It contains more than 10 million lines of code and the two development teams are located 900 miles apart. We needed to find an effective way to communicate requirements, test cases, defects, and results across business areas, IT and business partner stakeholders. We used to save documents in project folders, but these were difficult to find and we had limited linkage between groups.”

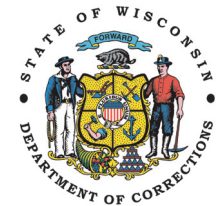
Solution

The roll-out of the WICS suite of solutions prompted a wider discussion about designing a Software Development Life Cycle (SDLC) that would provide a structure for all software implementation projects. Monty Cordell and his team looked for tools to help achieve this. As

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MONTY CORDELL

Section Chief—Applications
 Wisconsin DOC



At a Glance

■ Industry

Government

■ Location

United States

■ Challenge

The DOC struggled to implement and integrate mission-critical solutions.

■ Solution

Use Micro Focus software development solutions to communicate requirements, test cases, defects, and results across the organization.

■ Results

- + Introduced an effective Software Development Life Cycle (SDLC)
- + Provided full project transparency and traceability
- + Improved development team collaboration

some Compuware tools were already in place, it made sense to migrate to current Borland (now part of Micro Focus) tools, minimizing switching costs while gaining essential functionality.

The overriding principles of an effective SDLC for the DOC are to provide business value by tying together business and technology strategy, following a best-of-breed application architecture approach with one single source of the truth, and maintaining system and data integrity at all times. Using this framework, software products are built to meet agreed-upon standards and requirements, work processes are performed efficiently and as documented, and non-conformances are identified early so that they can be corrected.

REQUIREMENTS AND TEST INTEGRATION AT THEIR BEST

The full suite of Micro Focus® tools works effectively together with Micro Focus Caliber performing a central role as a requirements-management solution. Caliber provides automatic generation and reporting of customized trace tables to provide outstanding transparency of project quality and full traceability, tracking over 1,000 requirements across various projects. It integrates closely with Micro Focus Silk Central™, used for test management, execution and reporting, to create relevant test case scenarios and synchronize requirements. One hundred test cases

across 70 test scenarios are managed through the tightly integrated tools. Caliber also links to Micro Focus StarTeam®, which is used for defect tracking as well as a communication platform. Within it, some 450 tickets manage defects, inquiries, and requirement changes to support the iterative development process. To ensure issues are synchronized and included in the test process, StarTeam and Silk Central are closely integrated. Silk Central in turn links to Silk Test™ and Silk Performer™ to execute tests and collect the results. Silk Test is used for regression testing and automated functional testing, while Silk Performer is used for automated load testing of up to 750 concurrent users.

TAILOR-MADE TRAINING

Monty Cordell explains how all the teams are trained in using the software development tools: “Borland (now part of Micro Focus) has enabled us to train our teams in a variety of ways to suit our specific needs. We use StarTeam in quite a particular way, which meant we needed customized training. Borland provided this in a train-the-trainer model, an approach which helps us roll out the expertise to other teams. We’ve engaged in Borland online eLearning, and we’ve hosted an on-site seminar to help us make the most of Silk Performer. In addition, we regularly attend Borland-hosted webinar product update sessions. We’re really appreciating the various forms of training available to us.”

Results

The DOC likes the Caliber visualization features. This shows requirements as interactive, testable user flows to increase clarity and precision. It automatically generates test cases from defined scenarios and collects feedback in context to ensure that requirements are defined completely and unambiguously. This establishes a common vision and shared responsibility that are vital for multi-team software projects.

The use of Micro Focus tools within the new SDLC model has been put to the test, according to Monty Cordell: “We have used the Borland tools to implement the latest two releases of WICS as well as introduce a new module from another state and develop an integrated solution across agencies. From a development perspective, we use Borland tools to refine our requirements, organize our teams, verify and trace the requirements, manage vendor communications, provide the foundation for the project methodology and track project progress. For our Business Analysts and Quality Assurance (QA) teams, the Borland tools provide a view into the actual software products as they are being produced, and they tell us exactly what the product is supposed to do and whether it meets our stringent quality requirements. Although we sometimes get discouraged about a slight delay in go-live when a defect is found,

we actually think it's pretty awesome that the Borland tools help us catch this in the test system rather than in production."

Monty Cordell concludes: "We believe in a 'build once, use many' approach to our development. Borland (now part of Micro Focus) tools fit this strategy perfectly. We will continue to manage

the development of our software solutions through the Borland tools to help support and enhance them."

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