

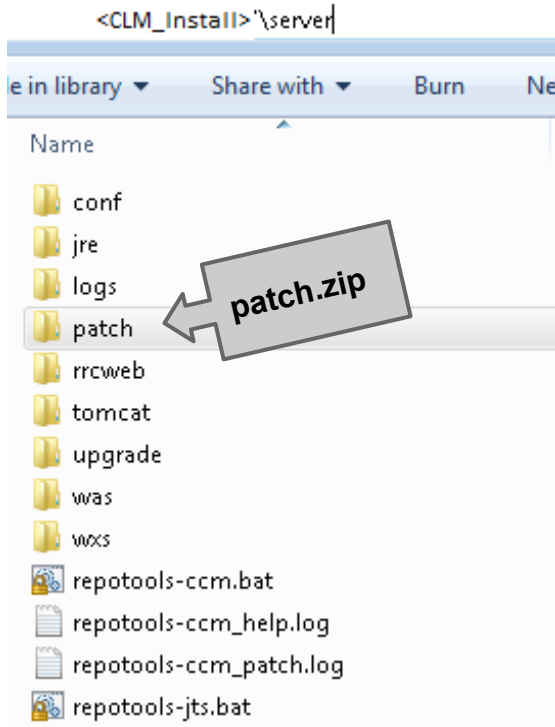
Continuous Maintenance

CLM Maintenance for Continuous Delivery

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For IBM Internal Use Only

What is the Patch Service



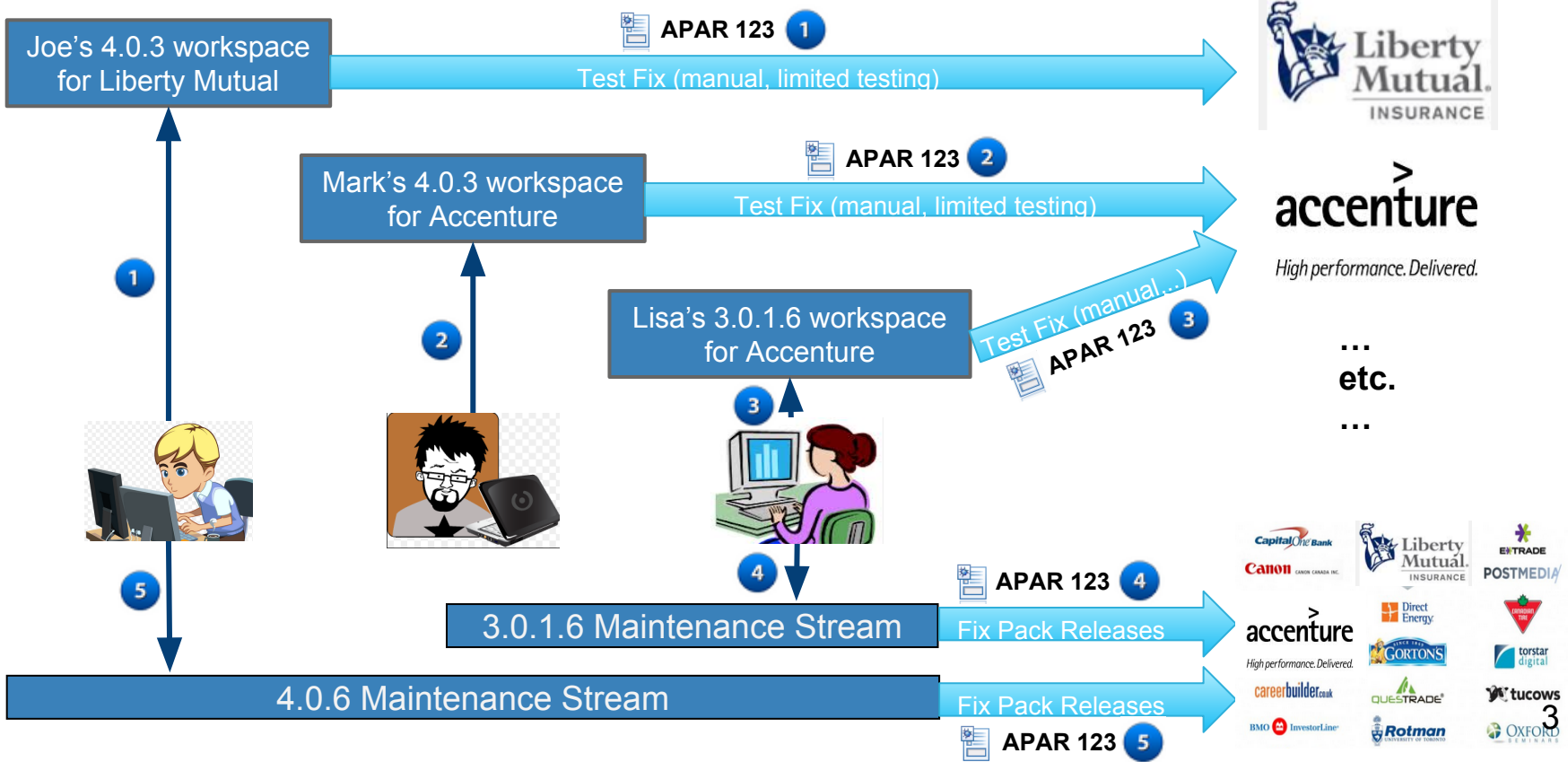
- one very small file to patch an entire Jazz server
- put the patch file in patch folder, restart server
- content from the patch file is activated with server start, isolated from install
- reprovision Jazz servers when necessary
- no patch file, no change to server
- patch.log for trouble shooting
- started in RM, evolved in Foundation during 5.0 for JTS and all CLM apps.

Limitations:

- Only works for patching eclipse OSGI based bundles
- Not for model or DB schema changes
- Not available for Eclipse based RTC clients yet

CLM Maintenance Today

Cost of delivery for **one** APAR



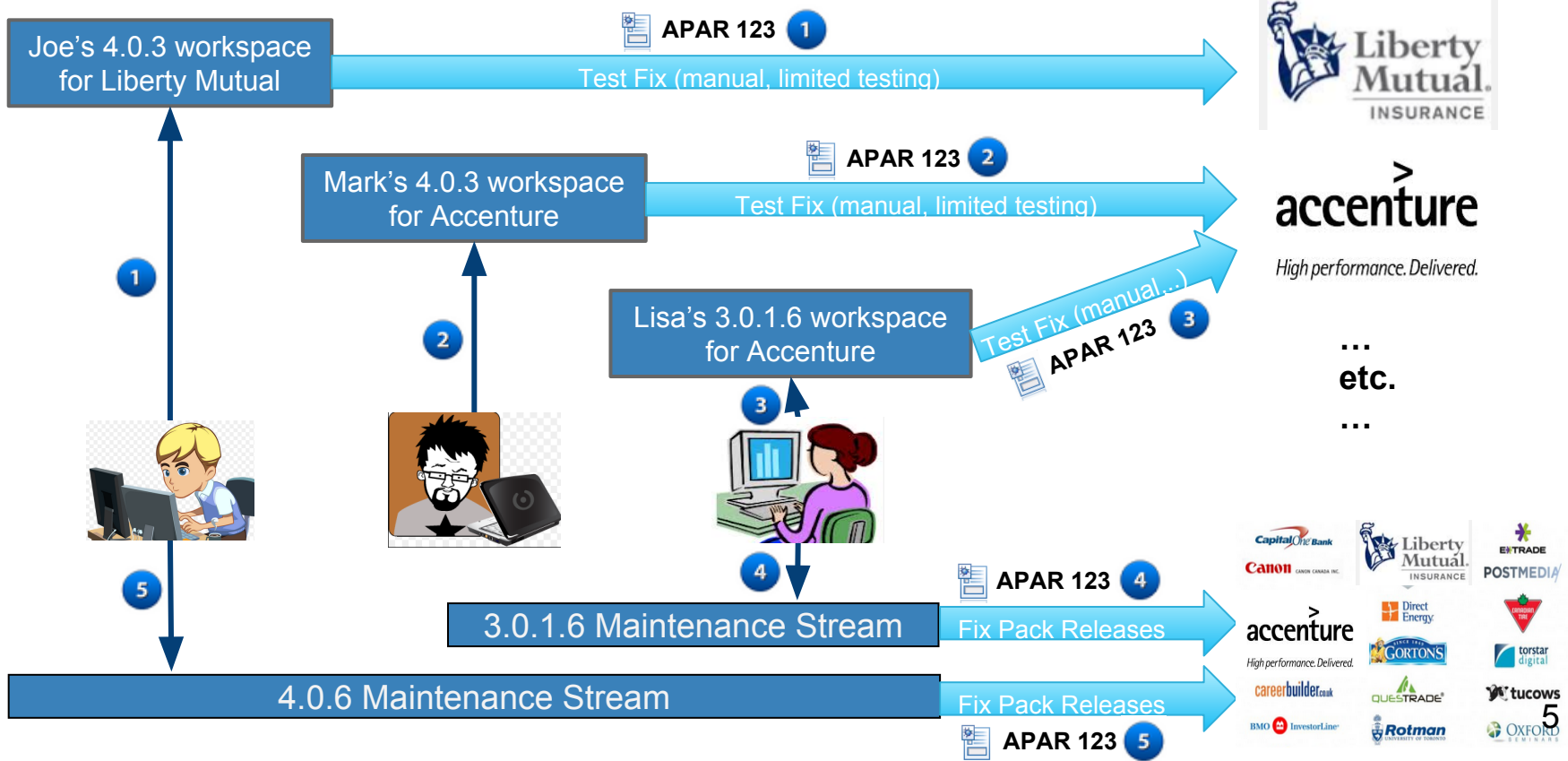
CLM Maintenance Today

L3 customer deliveries

	<i>2012</i>	<i>2013</i>	<i>2014 Projection</i>
<i>Test Fixes</i>	286	621	760
<i>Fix Packs</i>	6	3	6 - 10
<i>Escalations</i>	2158	2132	2400

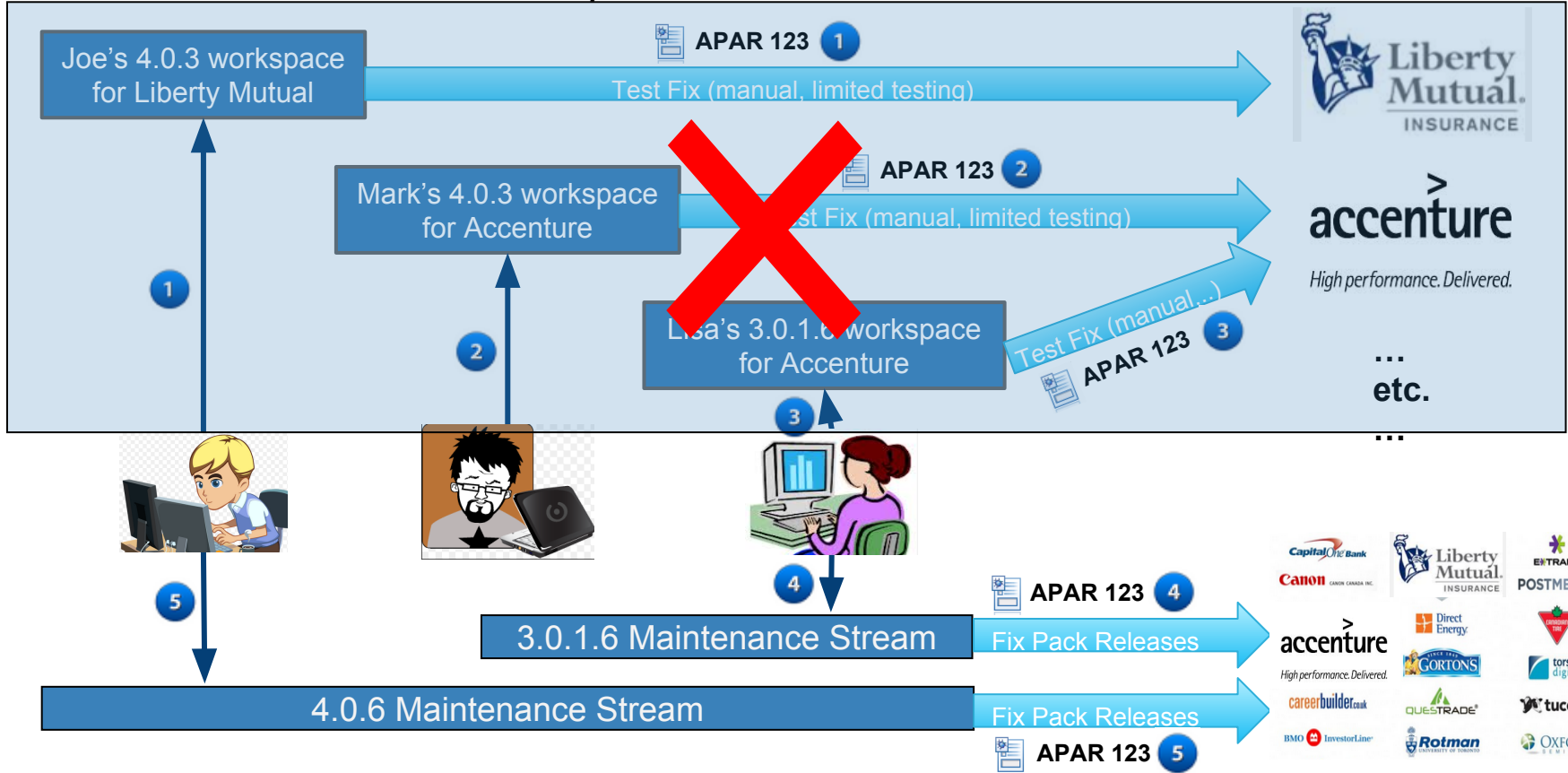
CLM Maintenance Today

Cost of delivery for **one** APAR



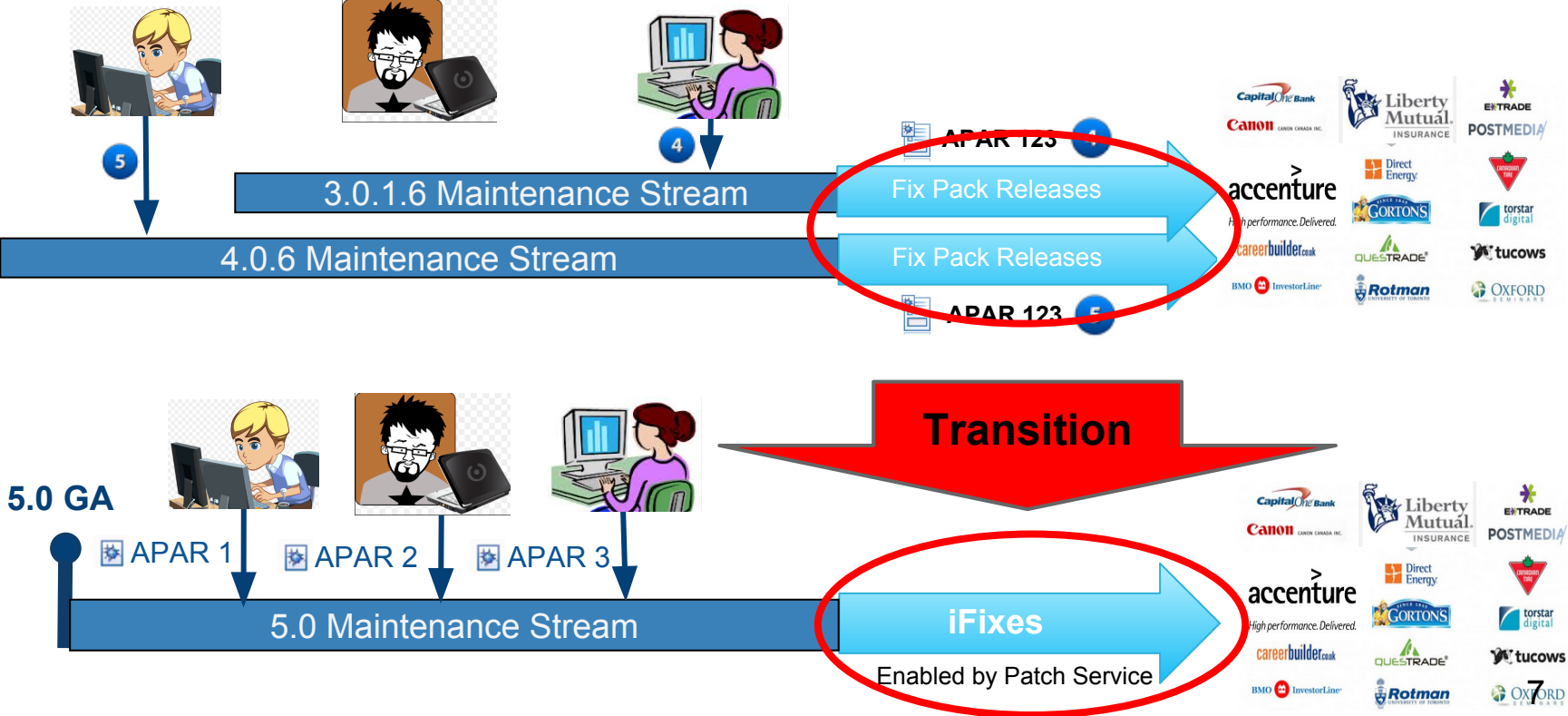
CLM Maintenance Tomorrow (proposed)

1. Remove customer unique test fix



CLM Maintenance Tomorrow (proposed)

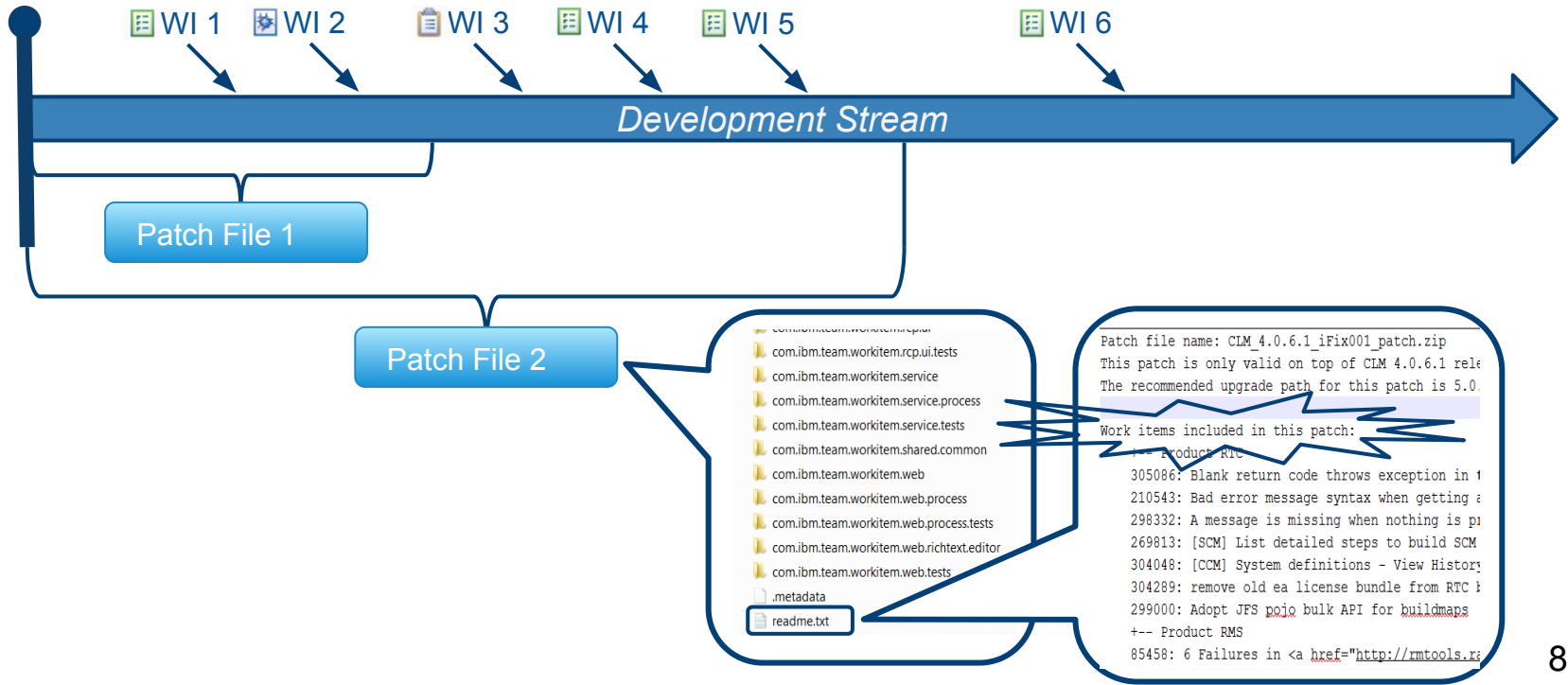
2. Reduce development cost, dramatically



Patch File Generation Automation

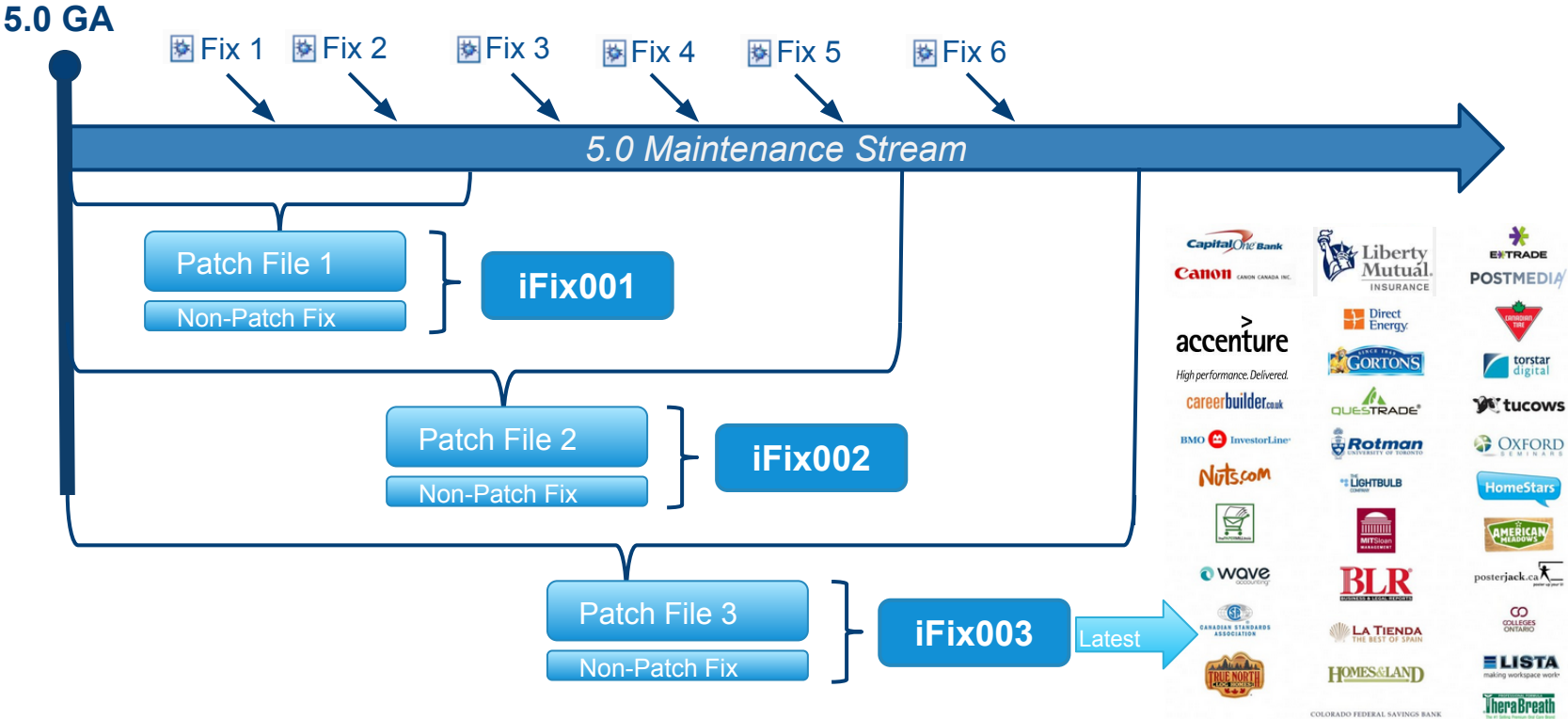
5.0 delivery in build (L3 & RE)

Base Build



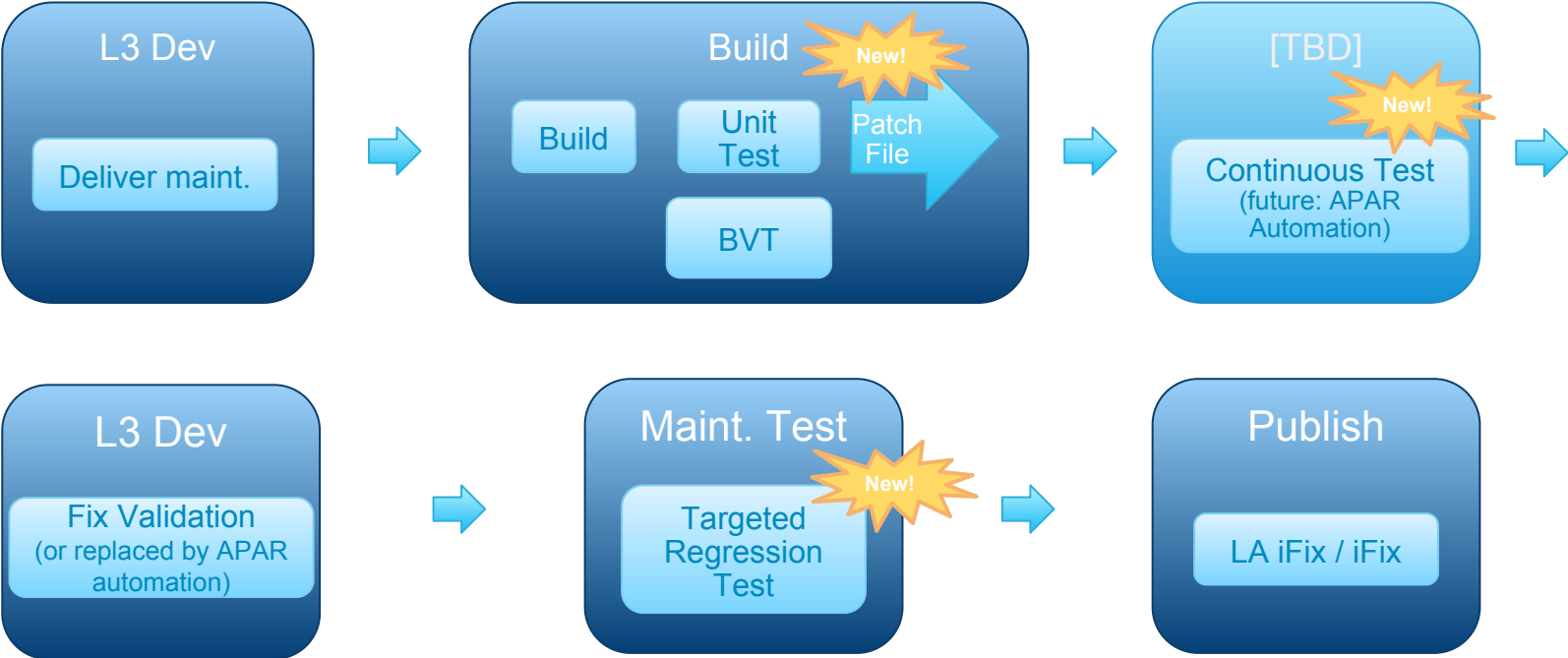
CLM Maintenance Tomorrow (proposed)

3. Agile, Cumulative, Continuous



CLM Maintenance Tomorrow (proposed)

4. Improve Quality



Demo

Questions?
Comments?
Need Help?

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backup slides

Terminology

Test Fix: A temporary or uncertified fix for a *single issue*.

Limited Availability iFix (LA iFix): A temporary or uncertified fix for *multiple issues*, offered on a limited basis. (customers have to go through support)

Interim Fix(iFix): Tested and verified fix for *multiple issues*, available to all customers.

Fix Pack: A maintenance roll-up includes iFixes and Test Fixes, with fourth digit change in V.R.M.F. e.g. 3.0.1.6

References:

V.R.M.F Maintenance Stream Delivery Vehicle Terminology: <http://www-01.ibm.com/support/docview.wss?uid=swg27008656>

IBM L3 Guidelines: https://d01db034.pok.ibm.com/q_dir/qmx/swg/qh0dl.nsf/procnum/PROCESS-0043

Rational Fix Portal User Guide: https://rcs-testfix.ratl.swg.usma.ibm.com/fix_portal3_user_guide.html

iFix Customer View

1. Comparison with Test Fix

Test Fix (Today)	iFix (Tomorrow)
1. individual fix	1. reactive fixes + proactive fixes
2. limited Testing	2. full testing, high quality
3. Apply: manual replace each plugin jar file, change server install	3. Apply: drop one CLM patch file, no change to existing install
4. Hard to track applied fixes	4. Readme file clearly list all fixes
5. need all fixes all the time	5. only need the latest iFix at any time
6. Prone to regression when upgrade	6. Clear upgrade path to prevent regression
7. Hard to remove fixes, impact install	7. Remove patch directory, no impact to install

iFix Customer View

2. Comparison with Fix Pack

Fix Pack (Today)	iFix (Tomorrow)
1. Full upgrade & migration required	1. Drop one CLM patch file
2. Expensive, risky to adopt	2. Simple, no risk to adopt
3. Includes JRE, Tomcat updates	3. Self-serv JRE, Tomcat update w/ instructions
4. No Continuous Test Coverage	4. Continuous Test (TBD) + Additional Regression Test
5. Slow turn-around	5. Faster, Agile, Cumulative, Continuous.

CLM Maintenance Criteria

What should NOT be delivered to maintenance streams

- Feature work or enhancements
- Model or DB schema changes
- API breaking changes
- Changes that break migration or n-1 server and client compatibility
- Changes that cause system requirements change
- Fixes that are not available in any GA releases.
- Instrumental changes for debugging purpose.