

Nationwide's Innovation With Serena Software

Putting their trust in Changeman ZMF



COMPANY Nationwide (www.nationwide.com)

INDUSTRY Insurance and Financial Services

APPLICATION Change and Configuration Management

PARTNER WebLayers (www.weblayers.com)

LOCATION United States

PRODUCT Changeman ZMF

SOLUTION WebLayers Center

“The flexibility of Changeman ZMF and its xml functionality allow us to do this work. Serena was forward thinking in opening their tools to this type of development. It opened the eyes of our CTOs. We now use Changeman ZMF to its full extent.”

**Greg Harness, Division Manager
Nationwide Mutual Insurance**

CHALLENGE

- Lack of automated guidance for coding standards
- Manually intensive standards governance
- Poor visibility of conformance
- Lack of adoption

SOLUTION

- WebLayers Center with Serena Changeman ZMF

RESULTS

- Policy-based approach to enforcing standards
- Early guidance
- Complete confidence in compliance

Executive Summary

With more than \$161 billion in statutory assets, Nationwide Mutual Insurance is one of the largest insurance and financial services company in the world. Managing the incredible amount of details behind a full range of insurance products and financial services while providing the ultimate in customer service (including self-service options) requires that the systems behind-the-scenes operate flawlessly.

Challenges

In 2006, Nationwide’s Mainframe Center of Excellence invested in a significant effort to develop a robust set of Cobol coding standards and best practices. The primary objective was to provide a set of enterprise-wide standards and best practices for the design and development of in-house COBOL applications utilizing COBOL and related technologies at Nationwide. Over 500 coding standards and best practices were developed across a variety of technical domains, including CICS, IMS, DB2, Batch and JCL.

Standards were developed to address issues ranging from poor code quality and defects, to efficiency and resource consumption. Communication of coding standards and best practices was conducted through traditional means including technical sessions, code review processes, and coding standards workshops. Due to a lack of effective governance, Nationwide has had limited success in directing, and controlling how the organization uses the enterprise standards to accomplish application area goals.

Solution

Nationwide required a policy-based approach to automate what has traditionally been a manual, labor intensive process of defining and enforcing governance of their enterprise Cobol Standards. The solution was a third party product called WebLayers Center a product which automates governance of various IT artifacts across the software development lifecycle. The challenge was building a governor, WebLayers’ light weight software agent, at the appropriate IT endpoint to provide developers with early guidance related to Nationwide Coding standards and best practices. Given that Nationwides Mainframe COBOL developers manage their code base via Serenas Changeman ZMF, it was the natural choice as the IT endpoint for standards governance. Natiowide in collaboration with Serena and WebLayers developed a ‘first of its kind’ governor for the Mainframe environment. The governor is invoked by Serenas Changeman at various times during program development, for example during Compile, to validate conformance of the developers program to Nationwides standards.

This is a critical component as code will only be allowed to go to production if the process is compliant. The audit comes back inside the Changeman ZMF audit. This is a tremendous benefit as it's not external to the current process that the Nationwide developers use today. "Our goal was to allow the development team to work in their tool of preference, and have everything happen behind the scenes in Changeman ZMF. Continued enforcement via Changeman ZMF of processes across the lifecycle provides guidance early and often," said Balakrishnan.

Results

Standardized, enforced processes

"We've solved a number of problems with Changeman ZMF, including standardized and enforced processes, streamline application lifecycle, improved compliance, increased efficiency and better communications. This translates to greatly improved products and happier staff," says Harness.

At Nationwide, every mainframe component in the application lifecycle integrates with Changeman ZMF. They even control their production environment via Changeman ZMF. "All production changes must go through Changeman ZMF where we enforce the guidelines and standards, and control the limitations. Problems with data set naming conventions, how to back them up, where to place them -- all solved through Changeman ZMF," says Balakrishnan. Changeman ZMF automates all of these standards.

"All the COBOL programmers are using it," says Balakrishnan. "Corporate applications, financial applications, everyone." Every line of business that develops code on a mainframe uses ZMF. It is a Nationwide standard. If it's not in ZMF, it does not go to production.

Compliance with confidence

According to Balakrishnan, bulk analysis review for conformance enters the application library so they know at any point in time what's going on. They also run trend analysis monthly, and the goal is that it will come clean because they are running the information all the time and can make the fixes realtime.

Changeman ZMF reduces the time spent in meetings and conducting development researching. Balakrishnan expects productivity to increase since they no longer checking COBOL compiling standards.

Reliable, automated systems

Nationwide is a great example that the mainframe is a core platform. It is a foundation in many enterprises and continues to evolve to meet the modern challenges. According to Harness, "The flexibility of Changeman ZMF and the xml functionality allow us to do this work. Serena was forward thinking in opening up their tools to do this type of development. It opened the eyes of our CTOs of the functions available. We use Changeman ZMF to its full extent."

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**Prakeash Balakrishnn, Software Specialist
Nationwide Mutual Insurance**

ABOUT SERENA

Serena is a privately owned company, headquartered in Redwood City, California, with 29 offices in 14 countries and approximately 800 employees. Serena provides software on premise and on demand to over 15,000 customers including 96 of the Fortune 100. Serena enables teams of programmers to become more efficient by standardizing and automating development processes across both mainframe and distributed environments. Serena enables IT business analysts and power users to improve productivity with Lean Business Process Management (BPM) solutions such as Serena Business Mashups. Serena also provides tools that enable IT executives to gain visibility into their projects, resources and costs (in waterfall and agile). .. For more information on Serena, visit <http://www.serena.com>.

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