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# Change Management and Configuration Management for OpenEdge

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# Agenda

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- **appSolute Excellence: Company Profile**
- ❑ appSolute Management
- ❑ Roundtable TSMS
- ❑ appSolute Deployment

# appSolute Excellence

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## **appSolute Management**

Change Management  
solution integrated with  
Roundtable TSMS®

## **appSolute Deployment**

Deployment processing  
toolset extensions for  
Roundtable TSMS®

## **appSolute Consulting**

Evaluation, implementation,  
upgrades of Roundtable  
TSMS®, Progress and  
Dynamics environments, ...

## **appSolute Support**

Extended remote support and  
consulting services

## **appSolute Development**

Application Architecture,  
Development,  
Deployment and hosting of  
Progress OpenEdge  
applications

# appSolutions - Third-party products

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# appSolutions - PROGRESS

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Progress Application Partner

PROGRESS technology experience  
since 1995

- Tech Support, Consulting, Training, Design, Development & Deployment
- Services provided to partners and customers direct or through Progress Software world-wide

# appSolutions – PROGRESS ...

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- PROGRESS Dynamics®
  - Maintenance of Roundtable Dynamics integration and Roundtable Dynamics Deployment packages
- Other Progress-based frameworks & tools

Extreme Dynamics founding member

# appSolutions - Roundtable

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## Roundtable TSMS®

- Technical Support for European customers
- EMEA Pre-sales and Sales
- Roundtable TSMS® consulting and mentoring
  - Consulting, Evaluation, Implementation, Training, Customization and maintenance of Roundtable environments

# appSolutions - Roundtable

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## Roundtable TSMS® ...

- Framework integration
  - Roundtable® PROGRESS Dynamics®
  - Integration with other Progress-based frameworks underway

# Agenda

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- appSolute Excellence: Company Profile
- **appSolute Management**
- Roundtable TSMS
- appSolute Deployment

# appSolute Management

The screenshot displays the appSolute Management application window. The main window has a menu bar with 'File', 'Tools', 'Management', 'Projects', 'Clients', 'Reports', 'Setup', 'Window', and 'Help'. Below the menu bar is a toolbar with various icons. The main area shows a search filter for 'Thomas Hansen' and 'appSolutions a/s' with a date of '20/12/2007'. Below this is a search criteria form with fields for 'Call category', 'Call reference', 'Client code', 'Call type', 'Call status', 'Call priority', 'Created from', 'Completed from', 'Required from', 'Assigned to', 'Workgroup', 'Product', 'Version', 'Component', and 'Release'. There are also radio buttons for 'All Calls', 'Completed Calls', and 'Open Calls'. A 'Search' button and a 'Reset' button are located below the search criteria. Below the search criteria is a table with the following columns: 'Call reference', 'Call category', 'Client code', 'Summary', 'Assigned to', 'Call status code', 'Call priority', and 'Call type code'. The table contains several rows of call records. An 'appSolute Management login' dialog box is overlaid on the bottom left of the main window. The dialog box has fields for 'Login Name', 'Password', 'Language' (set to 'English - United States (EN-US)'), and 'Company' (set to '<None>'). There are 'OK', 'Cancel', and 'Password' buttons. The dialog box also displays the 'appSolute Management' logo and copyright information: 'Copyright © 2005-2007 appSolutions a/s All Right Reserved.' The processing date is '20/12/2007'.

Call reference	Call category	Client code	Summary	Assigned to	Call status code	Call priority	Call type code
ASLOG2007-0766	SERVICE	AS	Disk cleanup on asmaster		NEW	P3	MAINT
ASLOG2007-0770	SERVICE	AS	Database conversion: Paradox db to Access db conversion.	lars	ASSIGNED	P3	
			Database conversion: Paradox db to Access db conversion.	lars	ASSIGNED	P3	
			Print external users access	lars	ASSIGNED	P3	
			Public demo needs to be updated and made available for DE	thomas	ASSIGNED	P2	TO-DO
			call BackupAssist/MestTS	lars	ASSIGNED	P3	
			Center Virtual Machine Manager	lars	ASSIGNED	P3	
			Pro. Install and setup on ASGALAXY	lars	ASSIGNED	P3	
			content db for companyweb on ASMASTER.	lars	NEW	P3	
			File on Beyond Compare	lars	ASSIGNED	P3	TO-DO
			CE: Install and setup on VM on ASGALAXY	lars	ASSIGNED	P3	TO-DO
			ET: BackupAssist must execute database backup scripts	lars	ASSIGNED	P3	TO-DO
			pyg: appSolute Hosting setup	Joakim	ASSIGNED	P3	TO-DO
			TER: Install Windows SharePoint Services 3.0 Service Pack 1	lars	ASSIGNED	P3	TO-DO

[http://www.app-solutions.com/en/Services\\_Solutions/Solutions/appSolute\\_Management](http://www.app-solutions.com/en/Services_Solutions/Solutions/appSolute_Management)

# appSolute Management

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- ❑ Change Management application
- ❑ Developed with Progress Dynamics and OpenEdge
- ❑ Deployed with OpenEdge AppServer and Progress WebClient
- ❑ Development and Deployment managed with Roundtable TSMS
- ❑ Deployment Processing handled with appSolute Deployment

# appSolute Management

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## Core modules

- Product Management
- Product Version and Release Management
- Client & Client Product Management
- CallDesk (Help Desk)
- Knowledgebase
- Roundtable Integration
  - CallDesk integrated with Tasks in Roundtable TSMS
- Topics and Templates – standardizing call and knowledgebase content
- Setup and configuration
  - International settings, employees, workgroups, call categories, project management settings etc.

# appSolute Management

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## Enterprise Modules

- Project Management
- TimeSheet and Mileage Management
- Client Delivery Management
  - Management of product deliveries and updates
- New modules planned for 2008:
  - Asset Management
  - Expense Management

Public WebClient demo available at

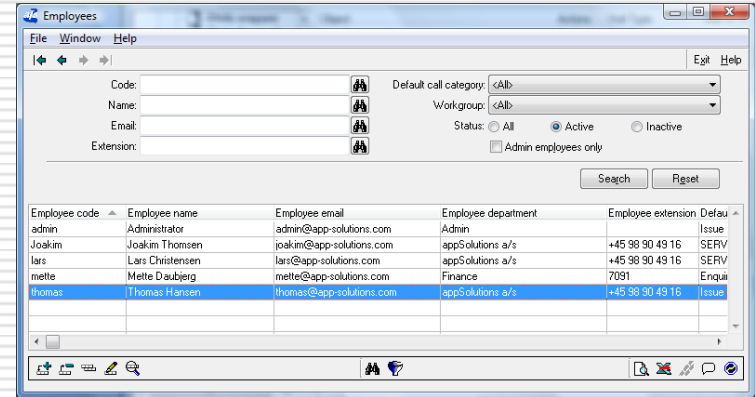
<http://demo.app-solutions.com>

*Private demo setups available on request*

# Employees and Workgroups

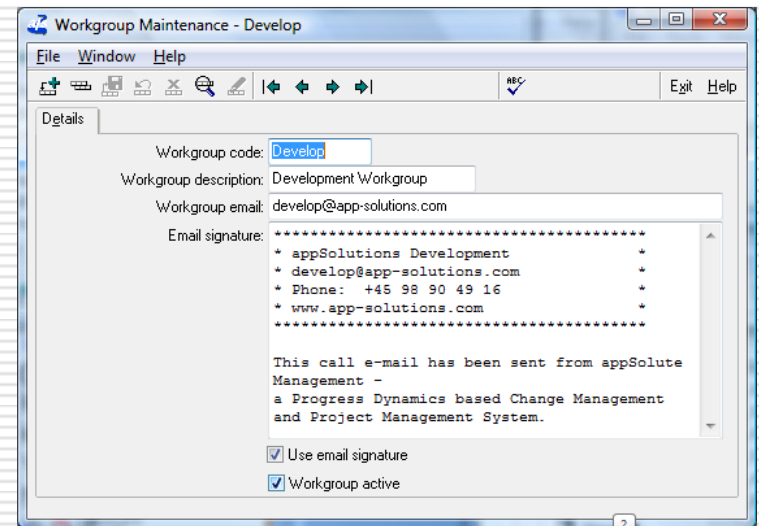
## □ Employees

- System users with access to CallDesk, Knowledgebase, Projects and TimeSheets, etc.



## □ Workgroups

- Group owner of calls
- Mail-list for CallDesk e-mail integration



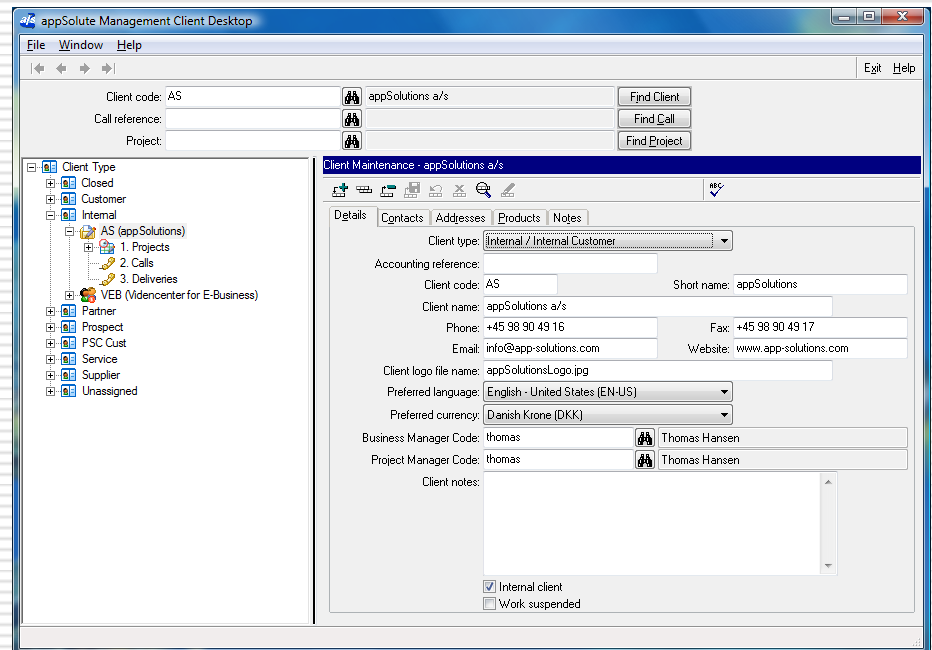
# Client Management

## □ Client Types

- E.g. Customer, Partner, Prospect

## □ Client details

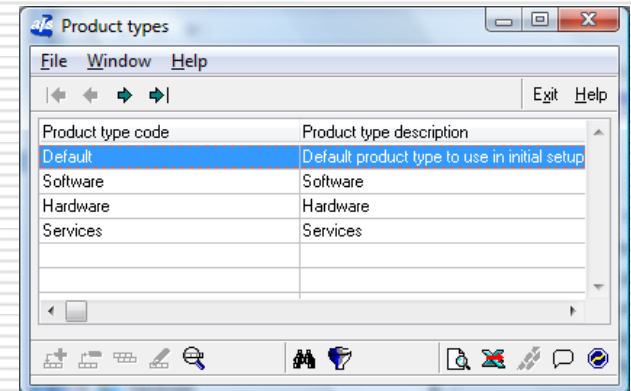
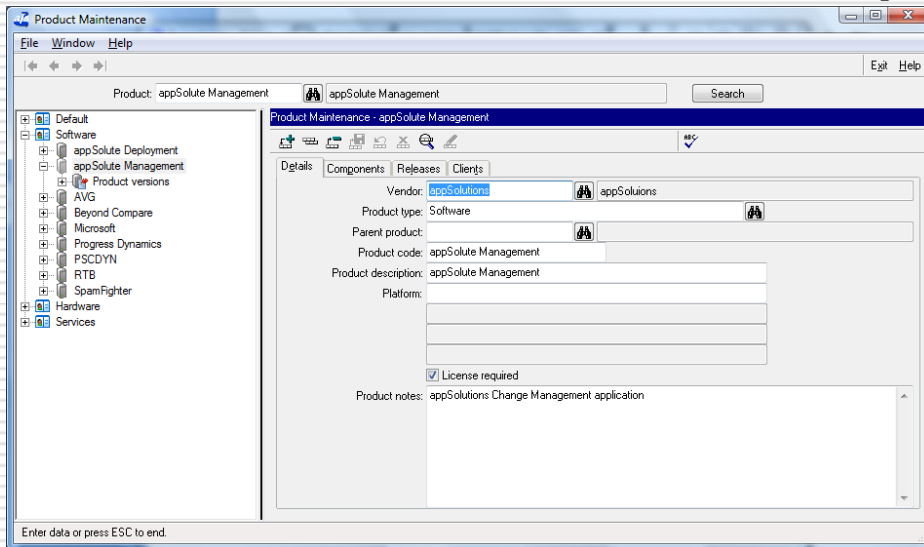
- Basic details
- Contacts
- Addresses
- Client products (licensing or asset usage)



# Products and Licensing

## □ Products

- Product types
- Hierarchy of products or services
- Product versions
- Product Releases (development planning)



# Products and Licensing...

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## □ Product Licensing

### ■ License types

- E.g. OEM, SaaS, Retail, ...

### ■ Vendors

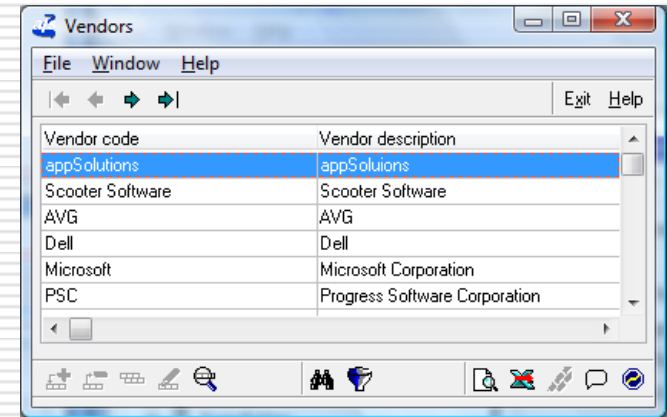
- E.g. Progress, Microsoft

### ■ Product licenses

- E.g. Progress License Addendums, MS Windows

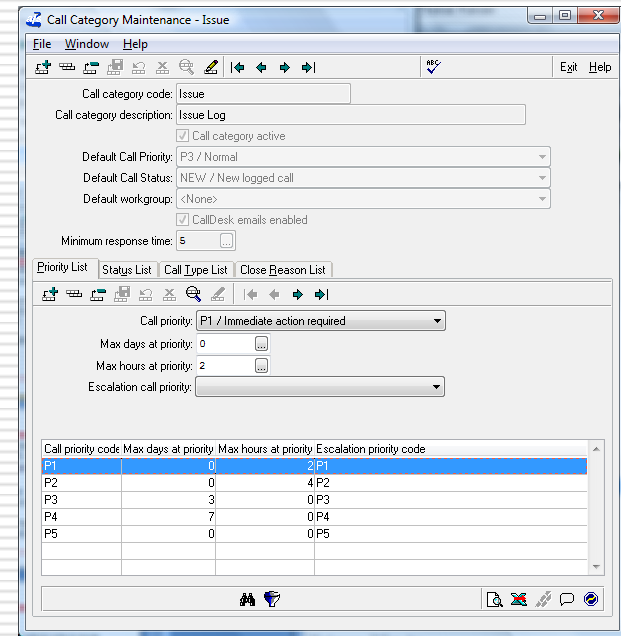
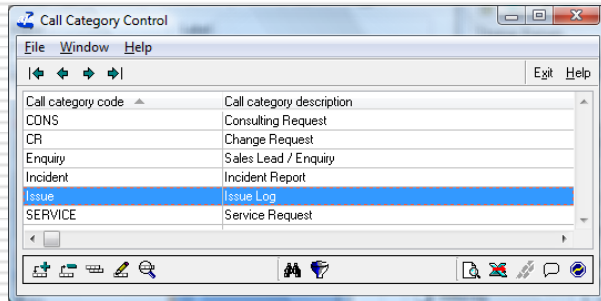
### ■ Assignment of licenses to “client products”

- Used for tracking issued licenses to clients
- Used for support with CallDesk



# Call Categories

- Generic call categories
  - Examples: Issues, Sales, Services, Systems
  - Categories have definable structure
    - Priorities
    - Call Statuses
    - Call Types
    - Call Close Reasons



# CallDesk...

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- ❑ Calls can be associated with clients, client products, client contacts, ...
- ❑ Call assignment to employee and workgroup
- ❑ Use of status, priority, call type, etc.
- ❑ Call Responses
  - Automated and manual interactions on calls
  - History of changes and work done on call
  - E-mail integration for communication

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with clients

# CallDesk...

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## Call Releases

- Optional
- Assignment of calls to one or more product releases
- Includes work contained in call in product release

## Linked calls

## Call occurrences

# CallDesk...

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## RTB Integration

- Link calls to RTB tasks
  - Many-many relationship
  - Links give users access to
    - Detailed task information
    - Objects worked on under task
    - Developer version change notes
    - Status of RTB work to resolve call
- RTB tasks can be created from AM

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# *Demo*



# CallDesk...

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- Call Workflow (Under development)
  - Assign multiple employees to calls in different roles
  - Create hierarchy of activities
  - Activities with dependencies and constraints
  - Complete visibility of work done to resolve call
  - Template workflows help ensure consistent performance of work
  - E-mail notifications

# Knowledgebase

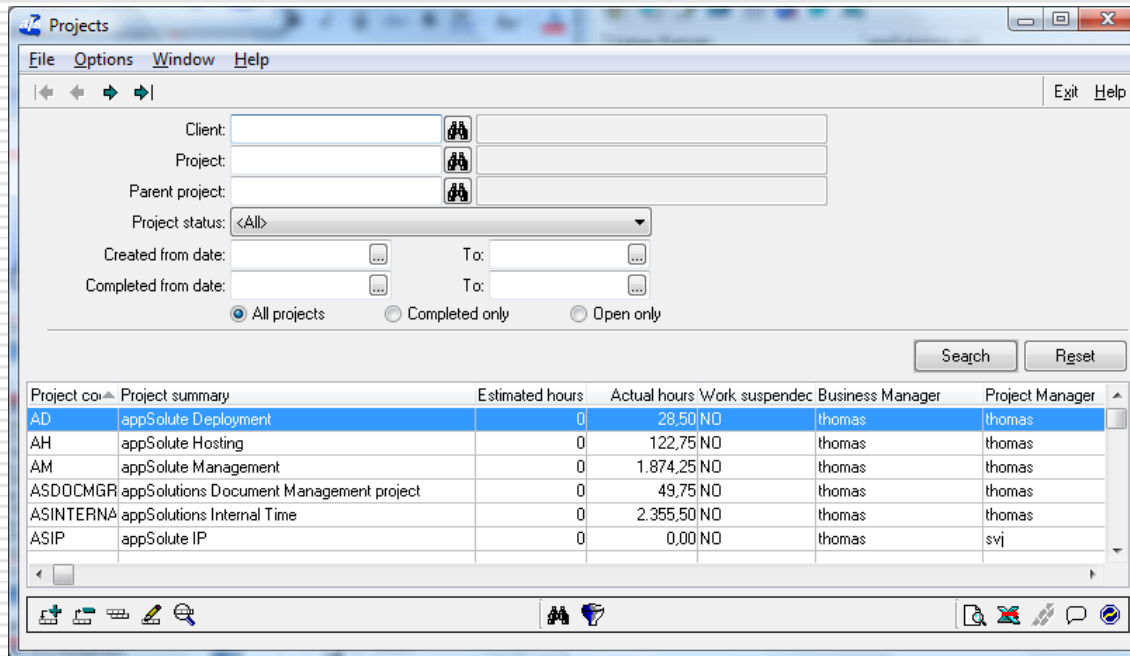
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- Searchable Knowledgebase
- Content can be created from CallDesk or from Topics & Templates
- Optional linking of contents to clients, products, product versions, ...
- E-mail integration

# Projects

## □ Projects

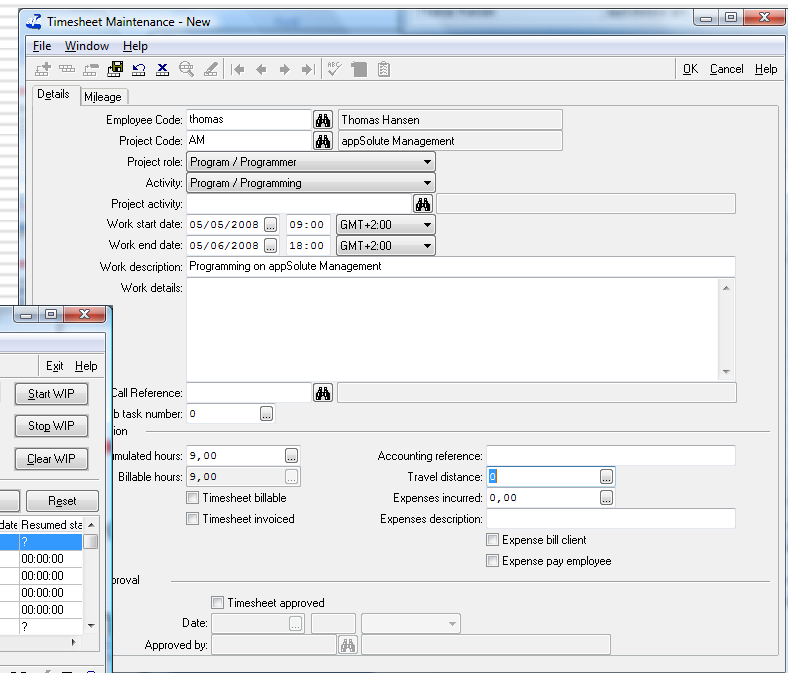
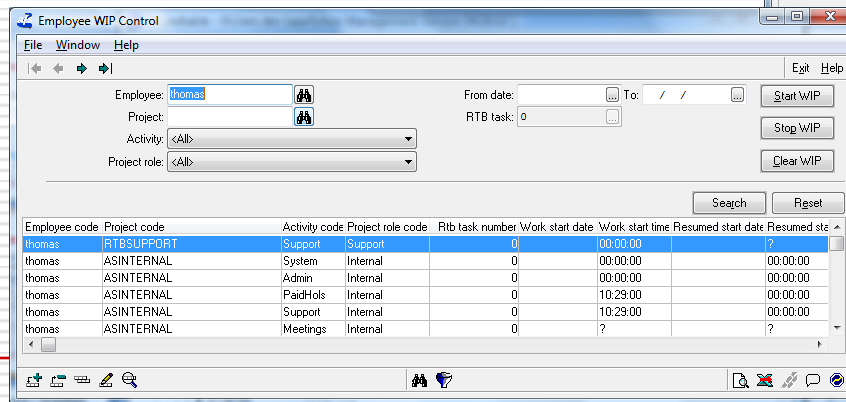
- Created for clients
- Project Teams defined with employees and roles in project



# TimeSheets

## □ TimeSheets

- Employees in project teams can register timesheets against projects
- Use TimeSheet Control or Employee WIP (stopwatch function) for registering time



# appSolute Management – RoadMap

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## 2007

- ✓ OpenEdge 10.1B → appSolute Management 4.0
- ✓ Client delivery management – extending product version and release management
- ✓ Various CallDesk productivity improvements
- ✓ Outlook® Task integration

# appSolute Management – RoadMap

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## 2008

- ❑ Enhanced Product and Product License Management
- ❑ Workflow for Calls and Client Deliveries
- ❑ Dynamics4.NET
  - New .Net UI with Progress 10.2A Advanced UI
- ❑ Rich Text for CallDesk, Knowledgebase, etc.
  - With migration to Dynamics4.NET
- ❑ Web interface
  - Basic CallDesk for employees via web
  - End-user access to CallDesk and Knowledgebase
  - TimeSheet registration via Web

# appSolute Management – RoadMap

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## 2008

- ❑ Enhanced mail server integration – automated import and processing of emails
- ❑ Batch engine for call escalation, scheduled reporting, timesheet processing
- ❑ TimeSheet & Mileage export to finance systems
- ❑ Expense Management
  - Integrated with TimeSheet
- ❑ Asset Management
- ❑ Enhanced reporting

# appSolute Management – RoadMap

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## Other planned features

- ❑ Project contracts
- ❑ TimeSheet and Project integration with billing solutions
- ❑ Closer Roundtable integration
- ❑ Client and other entity notifications and events
  - Manual, scheduled and automated events and notifications

# appSolute Management – RoadMap

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## Other planned features...

- Integration with appSolute Deployment to track deployment processing for clients
- Eclipse task integration using Web interface and MyLyn
- Integrated document and attachment management
- ITIL compliance

# Agenda

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- appSolute Excellence: Company Profile
- appSolute Management
- **Roundtable TSMS**
- appSolute Deployment

# Roundtable TSMS ...

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- Developed by Tugboat Software  
<http://www.roundtable-tsms.com>
- Sales:
  - Progress Software Corporation
  - Tugboat Software
  - appSolutions
- Support
  - Americas: [support@roundtable-tsms.com](mailto:support@roundtable-tsms.com)
  - Europe : [support-europe@roundtable-tsms.com](mailto:support-europe@roundtable-tsms.com)
  - Asia Pacific : PSC Technical Support

# Roundtable TSMS ?

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- TSMS : *Total Software Management System*
- SCM :  
*Software Configuration Management*
  - More than version control  
(check-in / check-out)
  - Complete management of the configuration and flow of multiple work environments from development through to deployment

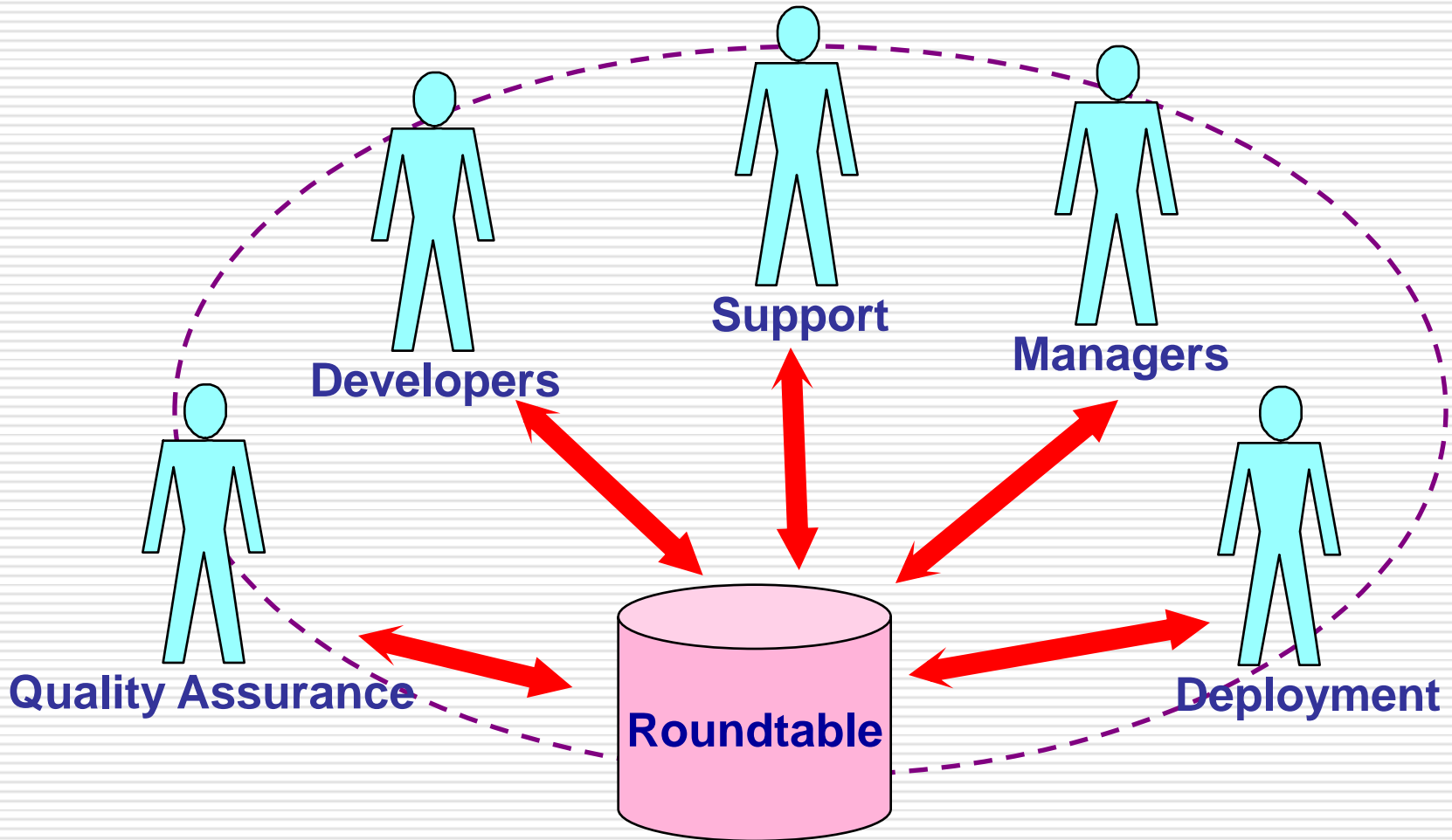
# Roundtable TSMS ...

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- Written in PROGRESS 4GL
  - Specifically suited for Progress based development
  - Maximum benefit with Progress environments
- Progress Repository Database
- Closely integrated with Progress Development tools

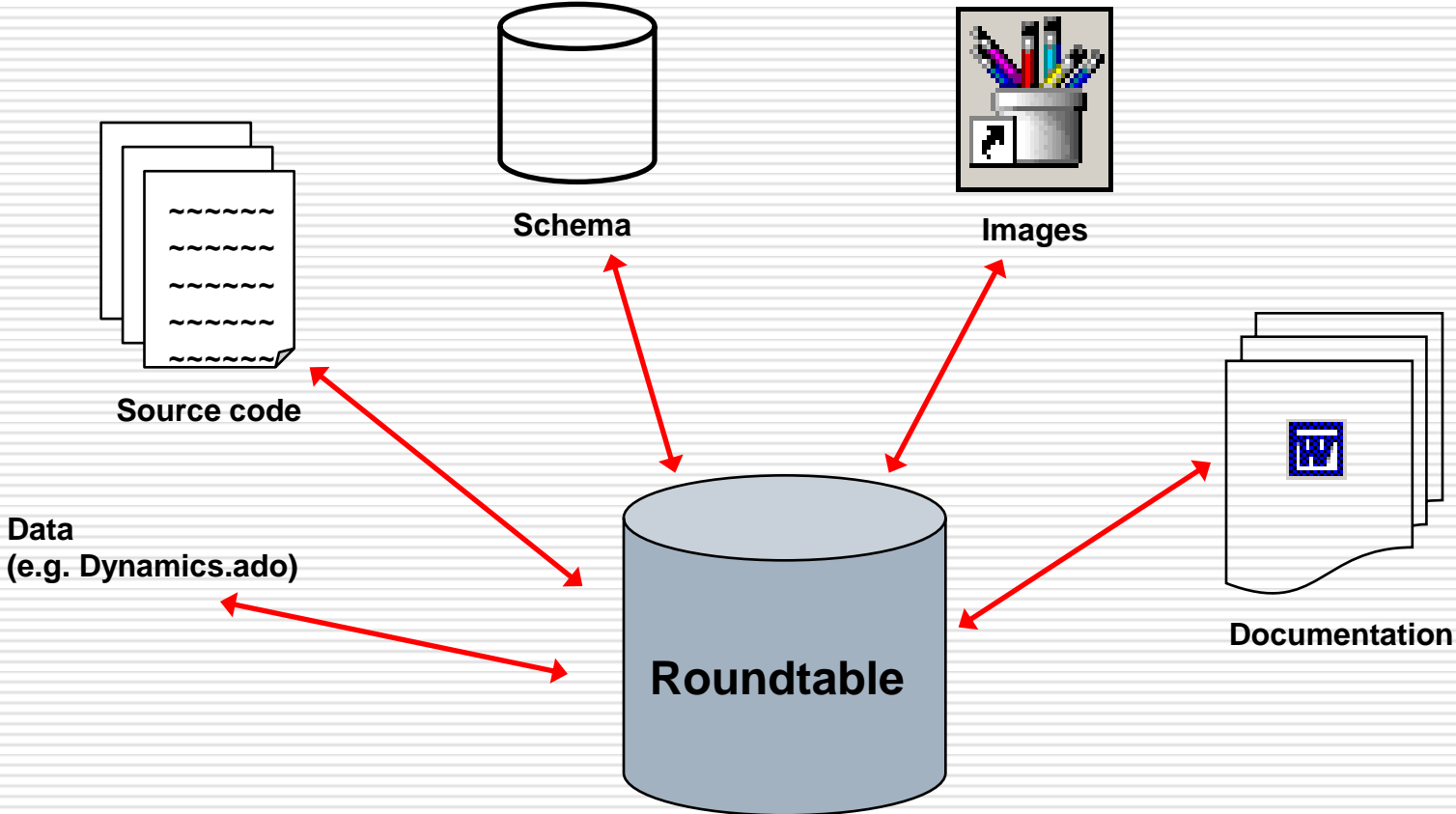
# Roundtable Benefits

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# Roundtable Objects

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# Roundtable Objects

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## □ OBJECTS

Basic Configuration Item  
(building blocks) that make up  
an application Configuration

## □ 5 Kinds of object

- PCODE - Physical Files managed
- PDBASE - Logical Database Objects
- PFILE - Logical Database Table Objects
- PFIELD - Logical Database Field Objects
- DOC (not often used)

OBJECTS



PCODE - Menu.w

# PCODE Objects

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## □ Code Sub-types

- Classification of PCODE objects

- Examples :

program

include

window

SmartWindow

SmartBrowser

- Primarily defined by object file extension

PCODE - Menu.w

SUB-TYPE - Window

OBJECTS

# PCODE Objects ...

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## Code Sub-types

### ■ Contains object attributes e.g. :

- Compilable with Progress compiler
- Runnable
- Encryptable
- Deployable

### ■ Each logical object can consist of up to 9 physical parts (individual files)



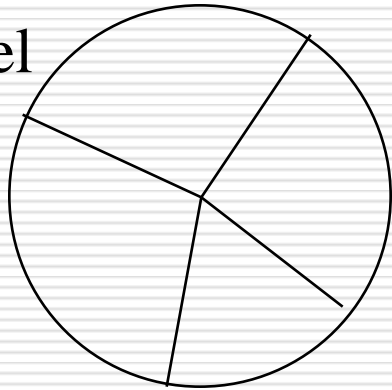
PCODE - Menu.w  
SUB-TYPE - Window

OBJECTS

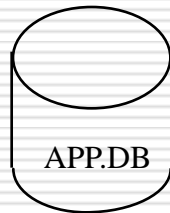
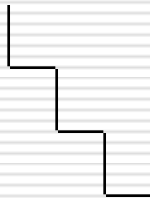
# Workspaces

## WORKSPACE

Devel



Workspace Root  
Path //



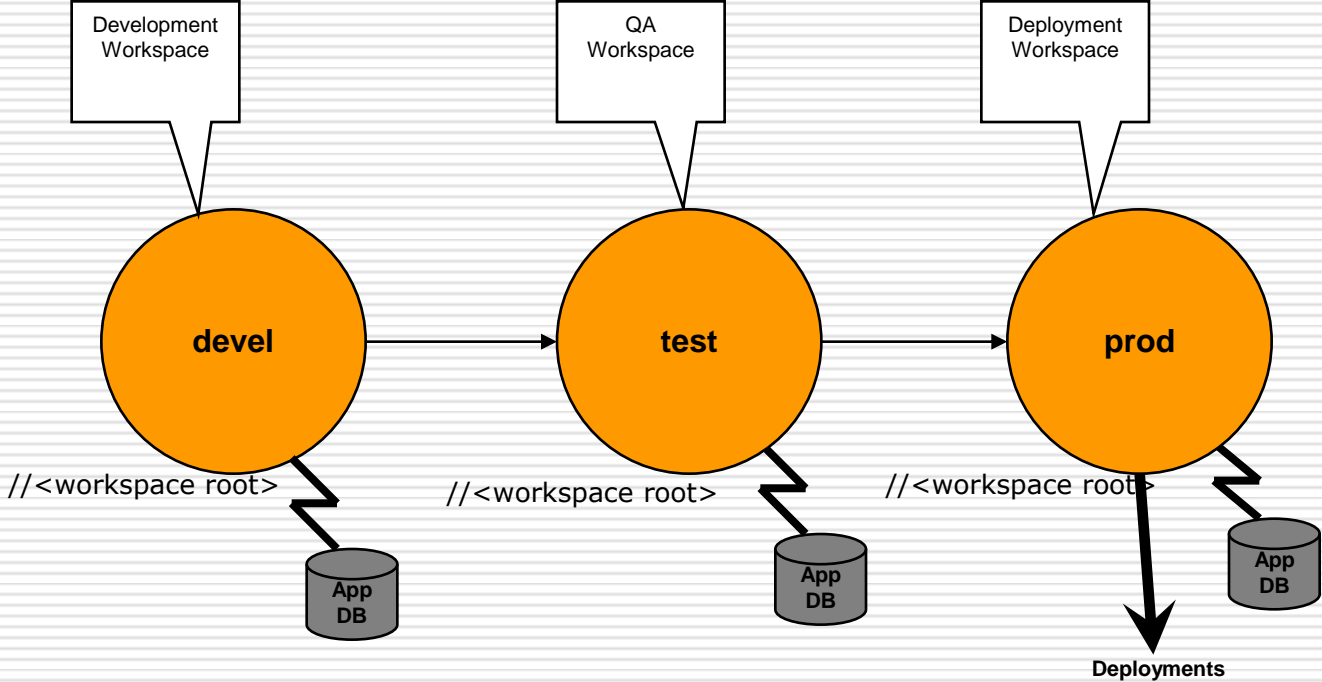
**PDBASE** - App  
**PFILE** - Customer  
**PFIELD** - Cust-num

**PCODE** - Menu.w  
**SUB-TYPE** - Window

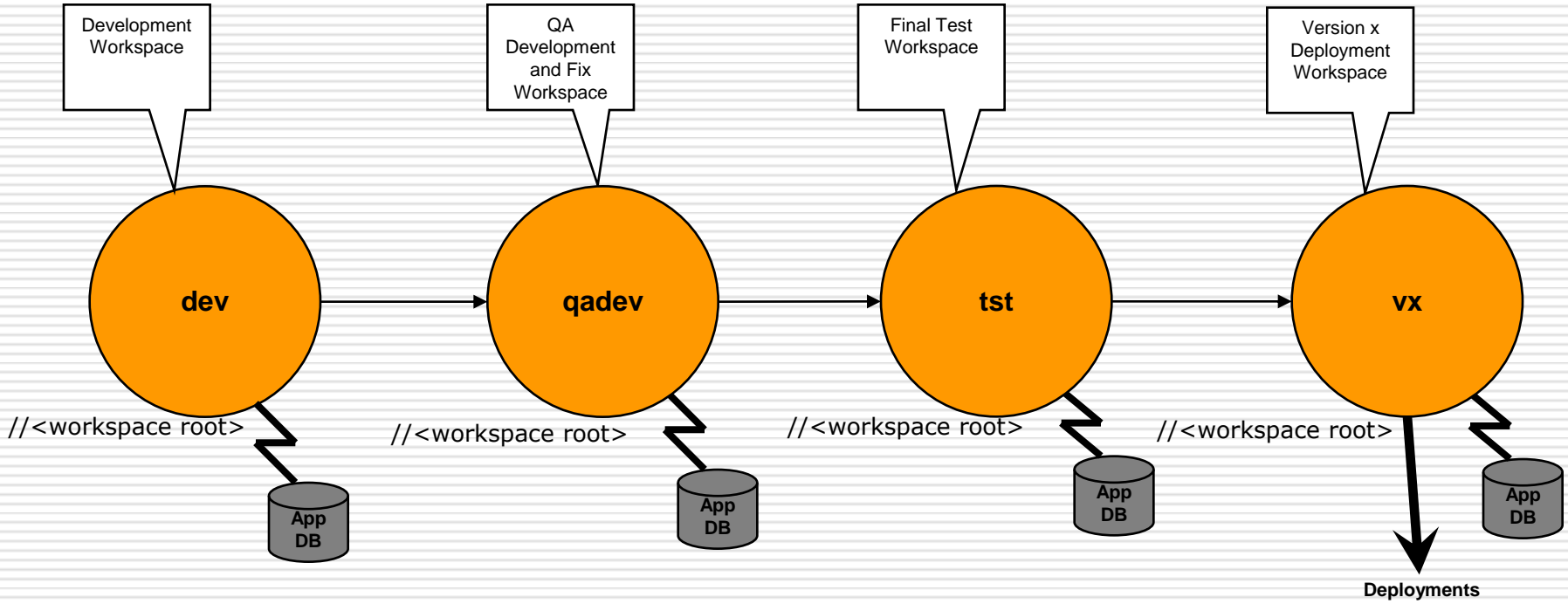
- Stand alone complete application area (isolated environment)
- Contains full set of source code, schema, scripts etc.
- Each workspace has a root path

OBJECTS

# Basic Workspace Flow



# Basic Workspace Flow



# Agenda

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- appSolute Excellence: Company profile
- appSolute Management
- Roundable TSMS
- **appSolute Deployment**

# appSolute Deployment

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[http://www.app-solutions.com/en/Services Solutions/Solutions/appSolute Deployment](http://www.app-solutions.com/en/Services_Solutions/Solutions/appSolute_Deployment)

# About appSolute Deployment

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- ❑ Toolset to extend RTB deployments for automated processing
- ❑ Configurable standardized application deployment processing

# Deployment processing

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- Processing configuration stored in XML config files
- Interactive / Batch processing
  - GUI, TTY, Batch
  - Application compilation
  - Partition processing (e.g. AppServer and WebClient) in staging environment
  - Procedure Library generation
  - R-code signing
  - WebClient project file updates

# Ant script automation...

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- ❑ Building blocks for process automation
- ❑ Package and move RTB deployments
- ❑ Process deployments (build)
  - openedge, multi-platform
- ❑ Release deployments
  - Transfer from processing to production (across platforms)

# Roadmap

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- Multi partition / product support
- Eclipse integration
  - Deployment processing (build, package, transfer) of eclipse projects
- Managed application distribution
  - Automated multi-point application distribution
- Integration with appSolute Management
  - Processing data for auditing
  - Client deliveries
  - Client product version management

# appSolute Deployment - Roadmap

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- ❑ Integration with build automation (scheduling):
  - AntHillPro ([www.anthillpro.com](http://www.anthillpro.com)) – Server and Agent based build automation
  - CruiseControl – build automation
- ❑ Support for non-OpenEdge products
- ❑ Support non-Roundtable deployment processing

# Next steps?

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Please contact

[sales@app-solutions.com](mailto:sales@app-solutions.com)

for demos, pricing, implementation  
etc.

