

## Overview

Our client is a major research organisation, running and collaborating on science projects worldwide. They have a huge number of business and IT projects running on both cloud and on-premises equipment 24x7x365.

# Diaxion builds business confidence by reducing testing and release processes to minutes instead of days.

## The Challenge

Our client had recognised the need for direction on automation, testing, reporting and roadmaps for security and compliance on their cloud and on-premises server fleets. The way that services were delivered internally within IT, to business teams and third parties needed to transform to be more consistent and subject to more current and stricter standards and controls. The demand for change, variety of requests and size of the organisation meant that IT teams were unable to keep up or have confidence that change was delivered consistently or safely. There was a general lack of automation in critical assessment areas prior to change being released into production environments, keeping staff bogged down on processes that were of low value and unable to be freed up to develop for the future.

Diaxion was engaged to discover and analyse the processes and workflows, and design, test and prove new processes to solve the blockers to progress and certainty, providing a roadmap to the future.

## The Solution

Diaxion sought to understand what deliverables were key from the business perspective and mapped this back to IT processes via a series of workshops.

The transformation required was mapped by identifying a number of processes which were critical and needed to be automated. Toolsets were identified to assist with the transformation and the business benefits of freeing



up staff, upgrading toolsets and developing a clear roadmap. In order to begin the transformation, an incremental

DevOps approach was utilised to ensure that achievable goals were set and able to be realised in short to medium time frames.

Three key areas were identified in order to build confidence in the program:

- Updated processes to maintain code and systems were required, which included firm standards, continuous testing and continuous delivery - ensuring business stability.
- Updated design processes were required to bring standards up to best practice and
- Reporting in real time, to IT and business teams, on state, security and compliance with standards across the fleet helps to identify drift and identify future consolidation work and potential risk.

Across all of these areas, change was communicated clearly and customers were engaged.

## The Outcome

Prior to Diaxion being engaged, testing of updates to service provision and management was discretionary and varied across a range of processes. Full testing and decisions to release could take days to weeks. Diaxion was able to deliver updates to development processes and a continuous testing and deployment pipeline that automated all testing, ensured successful testing was a gate to release and delivered updates within minutes. Our client achieved the ability to confidently report on state, plan roadmap items and deliver them with certainty that testing was always being applied consistently, boosting business confidence and comfort with change. Further incremental changes to processes are planned to bring more teams together and encourage better sharing and collaboration on future projects, ensuring that value continues to be delivered to the business.