

Case Study

HP Quality Center 10.0 to HP ALM 11.0 Upgrade for Energy Giant

SNAPSHOT

Solution Group:	Testing Services Group
Solution Offering:	HP Quality Center Administration Solutions
Project name or title:	HP ALM Upgrade

CLIENT PROFILE

Client is a major Energy giant who takes care of management of the National Electricity Market (NEM) and the retail and wholesale gas markets of eastern and southern Australia and oversees system security of the NEM electricity grid and the Victorian gas transmission network.

In addition, client is responsible for national transmission planning and the establishment of a Short Term Trading Market for gas.

BUSINESS SOLUTION

Client was managing 3 different QC servers which were on different versions (QC9.2 and QC10.0) using different databases (Oracle and SQL Server). Client was looking at consolidating 2 instances of QC into one and upgrading to latest ALM 11.0 version to get best benefit of the new features of the tool.

Client was also looking at integration with LDAP server, so QC users do not have different passwords for QC login and Windows Login. Same Windows Password will be used for QC login after integration with LDAP.

Clean up of existing QC project and users was also intended as part of the upgrade

TECHNICAL SITUATION

Below was the technical situation and need of the client

- Install Quality Centre version 11.0 into a new server
- Consolidate 2 instances of QC to QC 11.0 (Import domains/projects)
 - Current Instances of QC
 - QC1 – QC version 10.0, database Oracle 10, 1 Domain, 2 projects
 - QC2 – QC version 10.0, database SQL 2005, 3 domains, 9 projects
- Upgrade third instance of QC to QC 11.0 on independent QC server
 - Current instance of QC3
 - QC3 – QC version 9.2, database Oracle 10, 4 domains, 9 projects
- Setup single sign-on

SOLUTION

Adactin proposed and implemented gradual upgrade process which was divided into 5 phases

Phase 1 – QC Instance 1 Projects Upgrade

- Upgrade Strategy Design
- Environment Preparation
- Site Administration Freeze
- Project downtime notification
- Phased Backup of Project Database
- QC11.0 Installation
- Verification Phase and Upgrade of sample projects from all QC server environments
- Phased Restoration of Projects
- Phased Verification of Projects upgrade
- Phased User-Acceptance testing for upgrade
- User Training

Phase 2 – QC Instance 2 and 3- Strategy Design, QC 11.0 installation Phase and Verification Phase

- Upgrade Strategy Design
- Environment Preparation
- Site Administration Freeze
- QC11.0 Installation
- Verification Phase and Upgrade of sample projects from all QC server environments

Phase 3 – QC Instance 2- QC Projects Upgrade

- Project downtime notification
- Client—site components installation
- Phased Backup of Project Database
- Phased Restoration of Projects
- Phased Verification of Projects upgrade
- Phased User-Acceptance testing for upgrade
- Documentation of Quick User guide to Get Started in QC11.0
- User Training

Phase 4 – QC Instance 3- QC Projects Upgrade

- Project downtime notification
- Client—site components installation
- Phased Backup of Project Database
- Phased Restoration of Projects
- Phased Verification of Projects upgrade
- Phased User-Acceptance testing for upgrade
- User Training

Phase 5 – Single Sign Setup Phase

- Testing of Single Sign-on/LDAP authentication on Test Server
- Setup users for LDAP in phase manner
- Support for any user issues

BENEFITS

Find below benefits of technical solution proposed to the client

- One central repository of QC.
- Possibility of Sharing licenses across team if not fully utilise.
- Reduce cost of upgrading single instance of QC in the future.
- Reduce work of installing patches in single instance of QC in the future.
- Upfront in the version of QC – saved major upgrade work to version 11.0 next year.
- One server to run merged QC.
- One database and file repository.
- Cleanup/archiving of the projects
- Opportunity to cleanup inactive users and redefine groups.
- Utilise new features of the software.
- One backup process.
- Reduce cost of yearly renewal.
- Management of single contract renewal.

TECHNOLOGY STACK

- o OS – Windows2008 Server SP2
- o Database – Oracle 10g and SQL server 2008 R2
- o Oracle SSMA to migrate data from Oracle to SQL server
- o ALM 11.0 Enterprise version

ASSISTANCE PROVIDED BY CLIENT RESOURCES

- Assistance provided by client’s DBA team in backing up existing production server data
- Assistance provided by client’s DBA team in setting up Database instances on new QC servers

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