



FAST FACTS

Company:

Loire-Bretagne Water Supply Agency

Industry:

Government

Geography:

EMEA | France

Challenges:

- Modernize information systems to meet government requirements
- Manage outsourced initiatives effectively
- Standardize best practices into a process for application delivery

Solution:

Change Management, Requirements Definition & Management

Products:

- Borland® Together®
- Borland® CaliberRM™
- Borland® StarTeam®

Results:

- Managed water supply to double the UNO requirement
- Improved visibility across assets and projects
- Process and technology established for optimal application delivery

Loire-Bretagne Water Supply Agency

COMPANY

The Loire-Bretagne Water Supply Agency manages water supply to one of France's largest regions, serving over 7,300 cities and 11.5 million residents. Forty percent of the serviced area is from France's coastal areas and the remaining from more rural cattle farming communities. The agency was created in 1964 as part of state law and chartered with the collection of water supply taxes and the granting of subsidies and loans for the Loire-Bretagne calibrated watershed (AELB). The agency protects and maintains the country's water supply by providing technical and financial assistance to elected officials and water consumers. For more information, visit <http://www.eau-loire-bretagne.fr>.

CHALLENGES

Today almost forty percent of the worldwide population has no access to clean water, a percentage that is likely to double within the next 50 years. In response to this reality, the European Union (EU) has made water protection one of the priorities of its environmental policies. A framework directive of the European Parliament established a sustainable development strategy for water management, which was formalized by French law in the form of water management and control guidelines for each of its six river basins. As part of this initiative, the Loire-Bretagne Water Supply Agency needed to modernize its information systems to align with national and EU directives relating to water access, in order to be able to monitor and control usage effectively and comply with the established regulations.

Modernize information systems to meet government requirements

The recommendations and guidelines of the EU Directive include the need to have a water management system in place, both for the generation of management plans and the assessment of national policies. The new guidelines made it necessary for the Loire-Bretagne Water Supply Agency to completely restructure and overhaul its information system.

"In just 10 years, the system has experienced two major evolutions in terms of technologies and methodologies," explained Jacques Néviens, CIO for Loire-Bretagne Water Supply Agency. "We migrated from host-based technologies to a multi-tier infrastructure, not to mention the client/server phase, while successfully passing through the Y2K and Euro transitions."

As a key component for this restructuring approach, the agency is developing a new data organization system that will connect all Loire-Bretagne Water Supply Agency organizations with resource data to provide a "global view" of information about tax deductions, usage, and subsidies across the various locations under the agency's jurisdiction. To ensure the success of this new, modernized system, the Loire-Bretagne Water Supply Agency needed both the right tools and an established process to manage software delivery in a distributed development environment. And, the process must include the ability to manage both internal and external, outsourced resources, to ensure the quality and efficiency of the team's work.

Manage outsourced initiatives effectively

Software delivery involves not just technical skills, but an understanding of the business' priorities and ability to balance the tradeoffs that continuously occur in development around spend, scope, quality, and schedule when those business priorities shift. When an organization extends to outsourced parties, internal project managers take on a new role of managing to ensure the timely delivery of quality projects.

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“This system allows us to keep our current and future requirements under control and to simplify the implementation of the related changes.”

– Jacques Néviens, CIO at Loire-Bretagne Water Supply Agency.

“The transitions to the client/server system, and now to the J2EE technology, have been tremendously demanding for our teams. With the same headcount as 10 years ago, we had to become much more efficient; our main concern has always been to keep subcontracting and technological options under control to ensure that our IT does not fall within third parties’ responsibility,” explained Néviens. “I want the Agency driven by a workforce that monitors and controls outsourcing initiatives instead of application developers. This is essential to prevent slips of responsibility between public market managers, technicians, and the underlying business.”

Standardize best practices into a process for application delivery

Application delivery in a highly distributed environment can benefit from consistent quality practices and processes. Often project teams operate as individual “silos” that utilize their own approach to quality. This results in disconnected practices that foster inconsistencies throughout the development process and cause a lack of visibility into an application’s quality status. Companies need a standard process for defining, measuring, managing, and improving software quality processes and ultimately, software quality application lifecycle management (ALM) solutions are key enablers for optimizing the software delivery process -- especially across distributed and outsourced teams.

“Capabilities such as switching from one requirement to the other, viewing interconnections between components and generating cross-organizational requirements are major benefits that cannot be easily obtained with traditional methods such as relying on printed materials,” said Thierry Pichelin, application development manager at the Loire-Bretagne Water Supply Agency. “Moreover, as data are returned in Word files, the teams are satisfied that the review covers every issue required.”

To manage these challenges, the Loire-Bretagne Water Supply Agency chose to design a technical framework that would enable them to effectively manage subcontractors and outsourcers and facilitate maintenance of the completed

application. They needed a solution that could manage the software delivery lifecycle as they migrate existing business applications, develop new services, and meet the increasingly high requirements in terms of financial or environmental indicators and dashboards.

SOLUTION

The agency selected Borland’s Open ALM solution to manage the software delivery process. Specifically, the Loire-Bretagne Water Supply Agency selected Borland CaliberRM™, Borland® Together®, and Borland® StarTeam® to manage requirements, enable visual modeling, and manage change throughout the application lifecycle.

“A key factor of success in the Loire-Bretagne Water Supply Agency was the team’s maturity and capability to fully leverage all components of Borland’s solutions,” said Pierre Fauvel, the Valtech project manager who recommended the technical framework and iterative methodology.

One of the first key business applications Loire-Bretagne Water Supply Agency deployed was Borland CaliberRM for requirements management, an application used by the service provider and IT project managers. Borland CaliberRM is an enterprise software requirements management tool that facilitates collaboration and impacts analysis and communication, enabling software teams to deliver on key project milestones with greater accuracy and predictability.

“Borland CaliberRM helps support and enforce our formal requirements management strategy by providing a repository and automating a set of processes to settle potential disputes between the owner of the project -- the System Integrator management, and the MIS arbitrating in between,” explained Néviens. “This system allows us to keep our current and future requirements under control and to simplify the implementation of the related changes.”

In terms of risk mitigation, the traceability between requirements and use cases generated in Borland Together, a visual modeling platform, enables the Loire-Bretagne Water Supply

Loire-Bretagne Water Supply Agency

Agency to control deliveries. Modeling is used on demand, depending on the roles and specific assignments of each stakeholder. The framework is supported by status, sequence, and class diagrams to communicate with IT project managers. The external team, responsible for the development of current industry components, facilitated its communications with the Agency through diverse status diagrams and patterns to automate the screen sequencing.

Project artifacts are managed from a single central Borland StarTeam server to simplify version management and future third-party maintenance. Borland StarTeam is a fully integrated, cost-effective software change and configuration management tool, designed for both centralized and geographically distributed software development environments.

“We integrate, architect, and maintain state-of-the-art components to avoid concerns and risks linked to complexity,” said Néviens. “We must streamline and secure the platform to monitor all aspects, including the operating challenges of a multi-tier architecture.”

RESULTS

Managed water supply to double the UNO requirement

With this comprehensive approach, supported by a proven methodology, Loire-Bretagne Water Supply Agency has gained a substantial increase in productivity and expertise that may reach beyond French borders. The implementation of the Borland ALM solution and process has aided Loire-Bretagne Water Supply Agency and France in holding twice as much as the minimum defined by UNO for water supply.

Improved visibility across assets and projects

The Borland ALM solution accelerates delivery and gives visibility across IT. Whether changing business processes, creating new applications, or extracting design information from existing systems, Borland Together gives all participants a common visual understanding of the important decisions impacting software architecture design.

In addition to enabling cross-organization communication, the Borland solution gives the Loire-Bretagne Water Supply Agency the ability to trace requirements throughout the application lifecycle and manage changing requirements effectively.

Process and technology established for optimal application delivery

The Loire-Bretagne Water Supply Agency implemented a process based on Borland’s ALM solution that would enable them to effectively manage application delivery from inception to delivery. The agency selected tools that would automate and support this framework, and manage the software delivery lifecycle as they migrate existing business applications, develop new services and meet the increasingly high requirements for water management. Based on their success and the international context of this environmental issue, France will be an excellent resource to share best practices with other countries.

Borland is the leading vendor of Open Application Lifecycle Management (ALM) solutions - open to customers’ processes, tools and platforms - providing the flexibility to manage, measure and improve the software delivery process.