



Centralised Management of Application Release Logs

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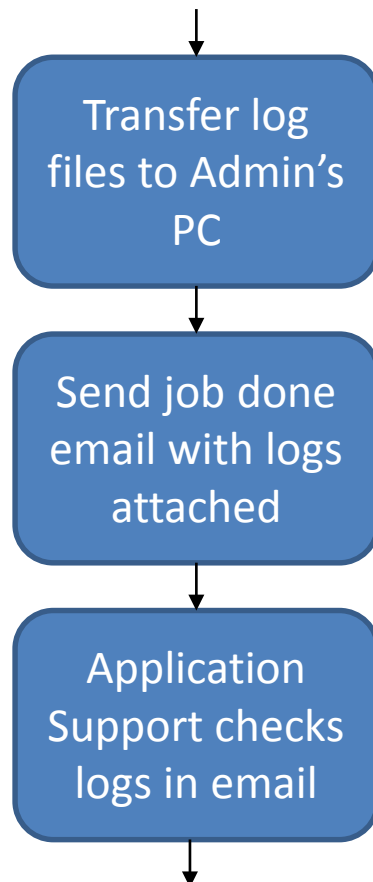
Part of Application Release Management Workflow:

Just like any other IT organisation, CSC also has a fairly complex and controlled application release management workflow.

Objective:

Putting all logs in 1 location.



Current Workflow:



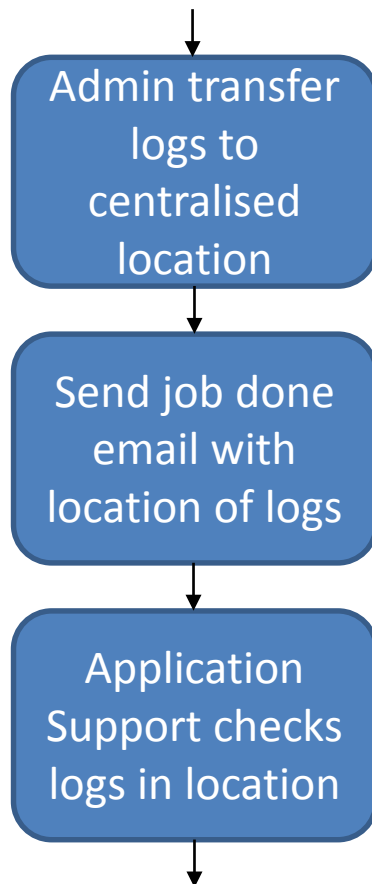
Problem:

- Logs may contain sensitive data.
- Logs may remain in administrator's or application support's local device / mailbox if not cleaned up.

Sample Job Done Before:

Staging - Change Request Release Details	
** RESTRICTED **	
Application ID	: <u>exs</u>
Release/Job No.	: <u>exs140088s_v1</u>
Release Request	: See attached.
Remarks	: User Confirmation Required
Database / Log file(s)	:
	  exs140031s_v1_tb4r.log exs140031s_v1_tb4r.txt
Client / Scripts / Web Programs released	: N.A.

Refined Workflow:



What is different?

- Using a script, the Release Administrator will transfer the logs to the centralised location after release is completed.
- No attachments needed in job done email.
- Application support to check application release logs in the centralised location.



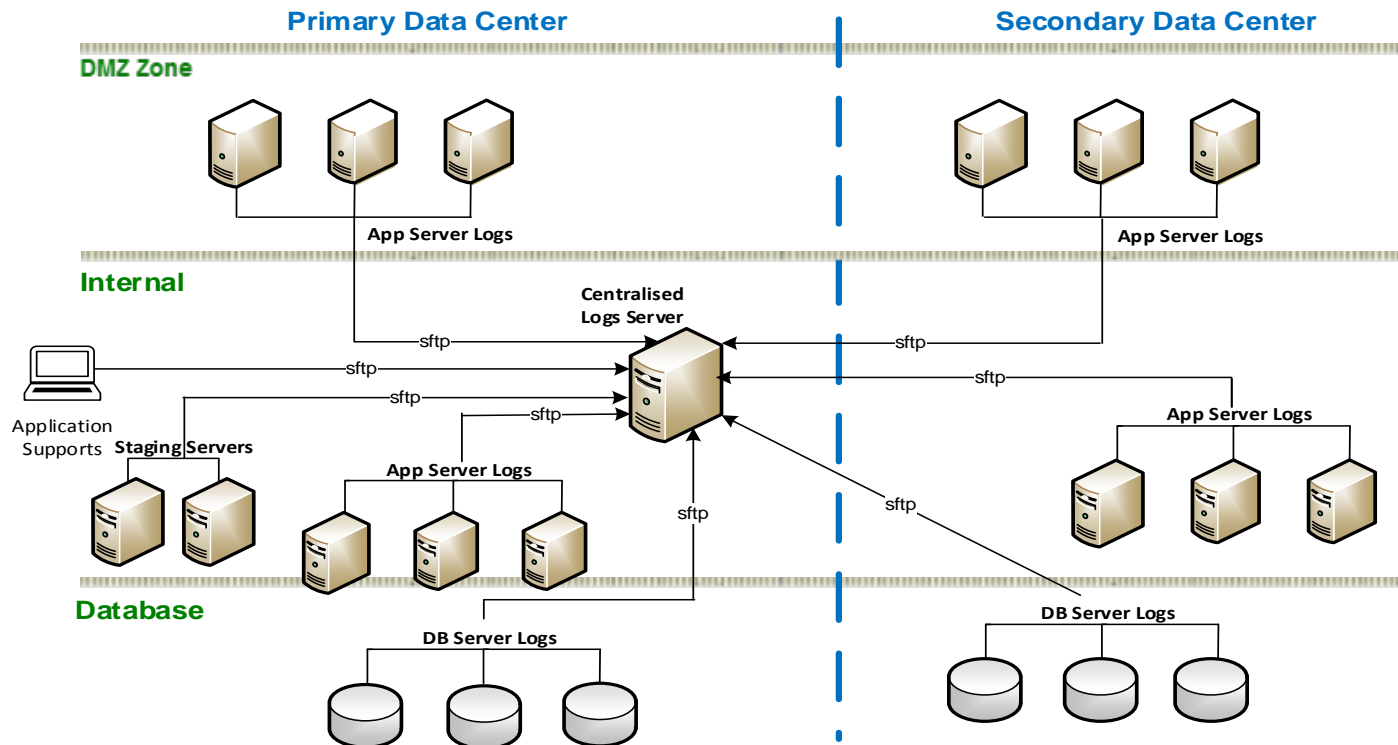
Sample Job Done After:

Staging - Change Request Release Details

**** RESTRICTED ****

Application ID : exs
Release/Job No. : exs140088s_v1
Release Request : See attached.
Remarks : User Confirmation Required
Database / Log file(s) : ../clshare/exs/
Client / Scripts / Web : N.A.
Programs released

Challenges:





Challenges:

- Linux/Windows Servers in both staging and production environments spanning over 2 data centers.
- Seek to simplify the work process and at the same time meet ISMS/PDPA/audit requirements.



Benefits:

- Easy retrieval and viewing of log files.
- Easier maintenance and archival of log files.
- Logs which may contain sensitive data will not be stored on local computing device or mailbox.
- Reduced network traffic as job done emails only indicates the location of the log files.
- Logs are access controlled. Hence, an application's release logs can only be viewed by authorised application supports.

The End

