# Nova Scotia Power Mitigates Risk & Improves Agility for Software Change with PTC Implementer

Nova Scotia Power

"PTC Implementer gives us greater control over our application lifecycles. It's about more than simply meeting our compliance goals – with a combination of automation and full traceability, we are able to reduce cycle times for change management by about a third while mitigating the risk of error."

Bonnie Dickson
Manager, IT Security & Projects, NSPI

Nova Scotia Power (NSPI) provides 95 percent of the electrical generation, transmission, and distribution in the Canadian province of Nova Scotia. NSPI employs 1,900 people and manages generation, transmission and distribution assets worth $3.5 billion. NSPI produces over 13 thousand gigawatt hours of electricity each year, with generating capacity of 2,293 megawatts.

### The Challenge

Key application lifecycle management (ALM) challenges faced by NSPI were a heterogeneous mix of software, governance demands driven by legislation, and a need for greater agility in responding to change. The Information Technology division within NSPI is responsible for the implementation, administration and maintenance of business-critical applications. These applications span corporate systems like financials, human resources and invoicing as well as operational systems like outage management, GIS and materials management; they also include a mix of modern and legacy systems, deployed across a range of platforms and environments including IBM i servers.

As a principal operating subsidiary of the public entity Emera Inc. (TSX: EMA), NSPI is subject to audit scrutiny over controls and processes. Bill 198 and MI 52-109 (Canadian legislation similar to the Sarbanes-Oxley Act) demands that public companies have in place a framework of controls to provide continuity, traceability and streamlined processes surrounding critical business systems. Change processes and procedures at NSPI were largely manual, leading to time-consuming and costly change control that also had increased risk of error. An outsourcing arrangement for much of its infrastructure services added additional complexity to NSPI's software change and deployment processes.

### The Solution

NSPI has had a long and positive history with PTC Implementer technology, as they have been users of the PTC Implementer software configuration management system for IBM i since 1999. NSPI issued a request for proposal and (after a thorough analysis of leading marketplace competitors), they selected PTC Implementer. The implementation was completed rapidly, and the ongoing administrative overhead remained modest.

The solution as deployed, includes the standard PTC Implementer platform for source control, change management and deployment as well as IBM i support. PTC Implementer gives NSPI greater transparency, traceability and control over their application lifecycles, which translates

We chose PTC Implementer for its coherent architecture (with build and deployment capability across multiple platforms including IBM i) as well as its ability to satisfy our compliance demands and greatly reduce our cycle times. With PTC Implementer, we have one system to manage applications across the organization and it has cut in half the level of effort needed to complete changes and deployments."

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into more effective management of their software applications and the ability to satisfy audit requirements with minimal effort and overhead.

## The Results

NSPI is now successfully managing its mix of critical software systems, while ensuring compliance with applicable legislation; the organization has also both streamlined and automated its software change and deployment processes. In particular, deployment to key systems managed by their outsourcing partner is now automated, allowing NSPI the freedom to securely publish new builds without requiring intervention by their partner, saving both time and money.

Communication and collaboration across teams has also been enhanced by PTC Implementer while generating the needed control and tracking for compliance.

Additionally, detailed audit trails ensure there is a complete log of every change-related activity against regulated software systems. NSPI can now readily verify to its auditors that software changes deployed to production have been fully and accurately tested and approved.

NSPI is also now able to serve up actionable, real-time metrics on the status and progress of software change and deployment; the result is more accurate decision-making and the ability to be proactive in planning for upcoming demands on the organization.

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**It makes a huge difference when we can put all of the needed information at the fingertips of stakeholders in the process, and automate the necessary workflows for change approvals and deployments of new software builds. Automation also simplifies the separation of duties and compliance with the regulations that apply to our financial and other critical systems."**

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A fleet of five thermal, one tidal and 33 hydro plants, as well as four combustion turbines and two wind turbine sites, using a fuel mix including hydro, tidal, wind, coal, oil and natural gas enables NSPI to serve 486,000 residential, commercial and industrial customers.

To learn more, please visit:
[PTC.com/Products/Implementer](PTC.com/Products/Implementer)

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