

# Compliance and the Nimble Business

Each year, the federal and state governments of many countries introduce new rules and regulations that impact business operations. A business must discover these changes, understand the consequences and effects, and then alter its operation to bring itself into compliance. The environment for the multinational company can become incredibly complex. The agile company is able to quickly alter the operation of the digital resource to achieve compliance.

### Customer Scenario

The Excelsior Widget has long commanded respect as a top quality product that carried a premium price and for which Excelsior provided a top-notch support environment. Although it has traditionally led the market, increasing competition from “good enough” widgets produced in foreign plants and an increasing governmental interest in improving the safety record of all widgets have been creating severe stress in the company. Because of the “good enough” imitators that were driving prices down and the ever-changing governmental regulations that were increasing production prices, Excelsior had to make changes. Production had to become more efficient, move faster, and yet quality had to be maintained or improved. Much of the burden of improving productivity and providing a system that would appropriately respond to the changing regulations fell upon the IT department.

Beginning with the first implementation of Sarbanes-Oxley (SOX), the IT department had been in a constant sprint to separate SOX data from non-SOX data and to make sure that the needed protections were in place for the SOX data. In its last session, Congress passed a law requiring all producers of

widgets to provide quality tracking information on a quarterly basis. For Excelsior, this requirement meant a new set of forms and examinations, reports and analytics that would work in tandem with the production floor. Employees from the production-line workers to the CFO would be charged with entering data and gauging quality metrics. Excelsior needed to ensure that only the right set of eyes worked with the appropriate data at the right time.

As if the SOX burden were not great enough to keep IT busy for the year, the changes to the production process also placed a demand on the IT resources. “More, better, faster” was the new mantra, yet there was a finite amount of computing resources available to help with those processes. Some new equipment could be purchased, but the company could not quintuple its IT purchasing budget in a single year. Something had to give.

### Fossa Project Today

A Novell® sales rep happened to meet one of the Excelsior executives at a trade conference, heard the story, and recommended that Excelsior look at the latest Novell product line. The agile focus of the Novell product

### Key Customer Benefits

- Faster response to changing regulations and policies
- Allow optimal scoping of IT deployments to grow through an enterprise
- Enable the enterprise to abstract permissions to roles and automate separation of duties to demonstrate compliance

**The Fossa is the most agile animal on the planet. We're working to make IT just as agile. Join us on the journey. Together we can define a world where IT is truly agile and where people and technology work as one.**

line would likely resolve many of the problems that were befalling Excelsior.

Because the Novell software architecture is so modular, Excelsior does not have to rip and replace anything to get moving with the new system. It was able to start small and grow the system as needed. IT scoping was not an all-or-nothing proposition with the Novell software architecture.

The benefits of the Novell solution began with the virtualized hardware. Although it allowed some consolidation that reduced management overhead a little, that was not the main benefit. The primary benefit came through service load balancing across common resources. The virtualization capabilities built into SUSE® Linux Enterprise and Novell ZENworks® Orchestrator allowed services to claim a resource on other machines as demand increased and then release the resource as demand abated. Bringing idle machines back into action on demand really helped to stretch the company IT budget. The Novell granular data management tools allowed the IT staff to create very firm controls on who could see what data, and it also provided an audit path that would monitor that access.

The additional forms and reports meant that older applications had to be updated and new reporting applications created. While many of the applications came from independent software vendors, many of the services came through technology put together by the company's own IT staff. One of the advantages of the Novell solution based on Linux\* was the abundance of scripting tools that will allow the IT developer to quickly build the necessary reporting tools. The anticipation of growth and change is built into the DNA of the Linux foundation.

Because the Fossa Project is built on a Linux foundation, Excelsior can now respond quickly to the need for change in the creation of custom links to the production floor. Because Linux is open source software, Excelsior IT developers have access to the source code and can make custom extensions to meet their unique needs. Excelsior IT developers are able to quickly craft their solution to their

problem and do not have to wait for a vendor to roll out a scheduled update.

### **Fossa Project Vision for 2012**

When the Fossa Project vision is fully realized, virtualization platform architectures will evolve well beyond simple virtualization to increase the security of each service. It will also enforce a quality-of-service level, which can be managed by the IT staff through select policies.

Novell systems are identity based, and the Fossa Project is extending those identity-based relationships. Novell has been evolving identity-based systems since the early 1990s, and identity is a fabric woven through the Novell system, not an add-on. This seamless integration will allow Excelsior to create very granular management controls that can help meet the compliance standards and also protect the data itself. As the Fossa Project moves forward, the system will enable highly granular policy enforcement at the computing resource, the service and the data levels that will facilitate employee productivity and regulatory compliance. The Fossa Project will help minimize risk by moving decisions to a policy-based system that can use identity and situational learning to determine the appropriateness of an action and allow the creation of secure predictive services.

The Fossa Project represents our technical vision for the future of enterprise IT. The project is a key building block of our corporate positioning around Making IT Work As One™. It is also a key element in our strategy as an enterprise infrastructure software company. This strategy leverages the world's best-engineered Linux and IT management software. Our Fossa Project is about computing and collaborating with agility.

Novell invites you to join us on this journey. We offer applied technology that provides real solutions for today while bracing for, and in fact helping shape, the inevitable changes that are coming. Whether you are a customer, partner, Novell employee, a member of the open source community or just an interested observer, we welcome your input. Together we can define a world where IT is truly agile and where people and technology work as one.

