

KEEPING CURRENT

STATE3 Enterprise is a current state platform for dynamic and fast-moving organisations. As your technology and business ecosystem change, you need to stay ahead to ensure that you manage risks and capitalise on opportunities. Unlike many siloed systems, STATE3 Enterprise allows for manual and automated updates for ongoing knowledge capture.



UPDATES

Each type of update has a unique purpose within your STATE3 Enterprise ecosystem:

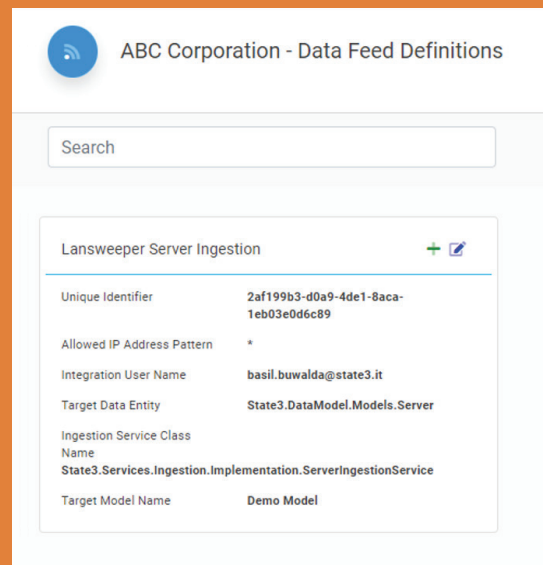
AUTOMATED			MANUAL		
					
Connectors	Web API	Onsite/ Cloud Agent	Ingestion of CSV files	Change Management Process Review	SME Reviews

AUTOMATED UPDATES

Automated updates support managing a deluge of information and reduce the work required by your internal team to feed and water their STATE3 Enterprise ecosystem. They are particularly helpful for organisations relying on third parties to provide siloed managed services (like infrastructure), and where information from key systems (such as CMDB or ITSM) adds value and context.

We recommend that automated options are explored as early into your implementation process as possible. Discussing which updates are the most important and identifying systems or providers will assist with determining the most suitable update technology for you.

With any automated update users can bring data in at a 'zero trust' level. This allows users to check the incoming data and confirm its appropriateness to be added to the organisation's model. Once incoming feeds are trusted, they can be fully automated to update the model without needing user oversight.

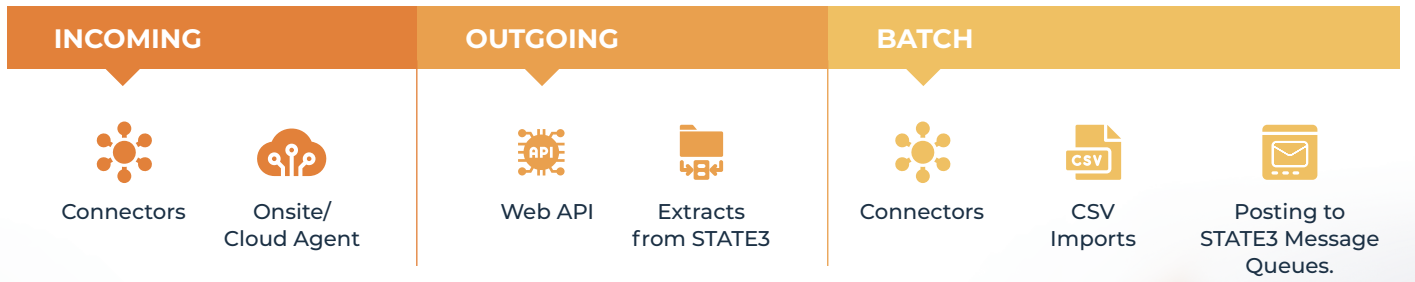


MANUAL UPDATES

Manual updates serve a different purpose. They allow users to add context and information directly into the product. This is often information known only to those using and managing the technology on a day-to-day basis. There are several key processes that support structure around manual updates. For organisations (and their partners) running a Change Management Process (e.g., CAB), STATE3 impact assessments can provide a vital insight into how a change will ripple through the wider organisation. Impact assessments can be run against a Business Activity, Component, Data Entities, Infrastructure, Location, Person, Tag, Technology, Technology Type and Vendor. This allows for a practical and enhanced view around how a change in one area can impact others. For maturing organisations building out their capability in this area, the change management process allows for a realistic approach to building out their STATE3 ecosystem. Should an entity be available (e.g., server) and impact assessment can be run against this, and results used to manage next steps in the

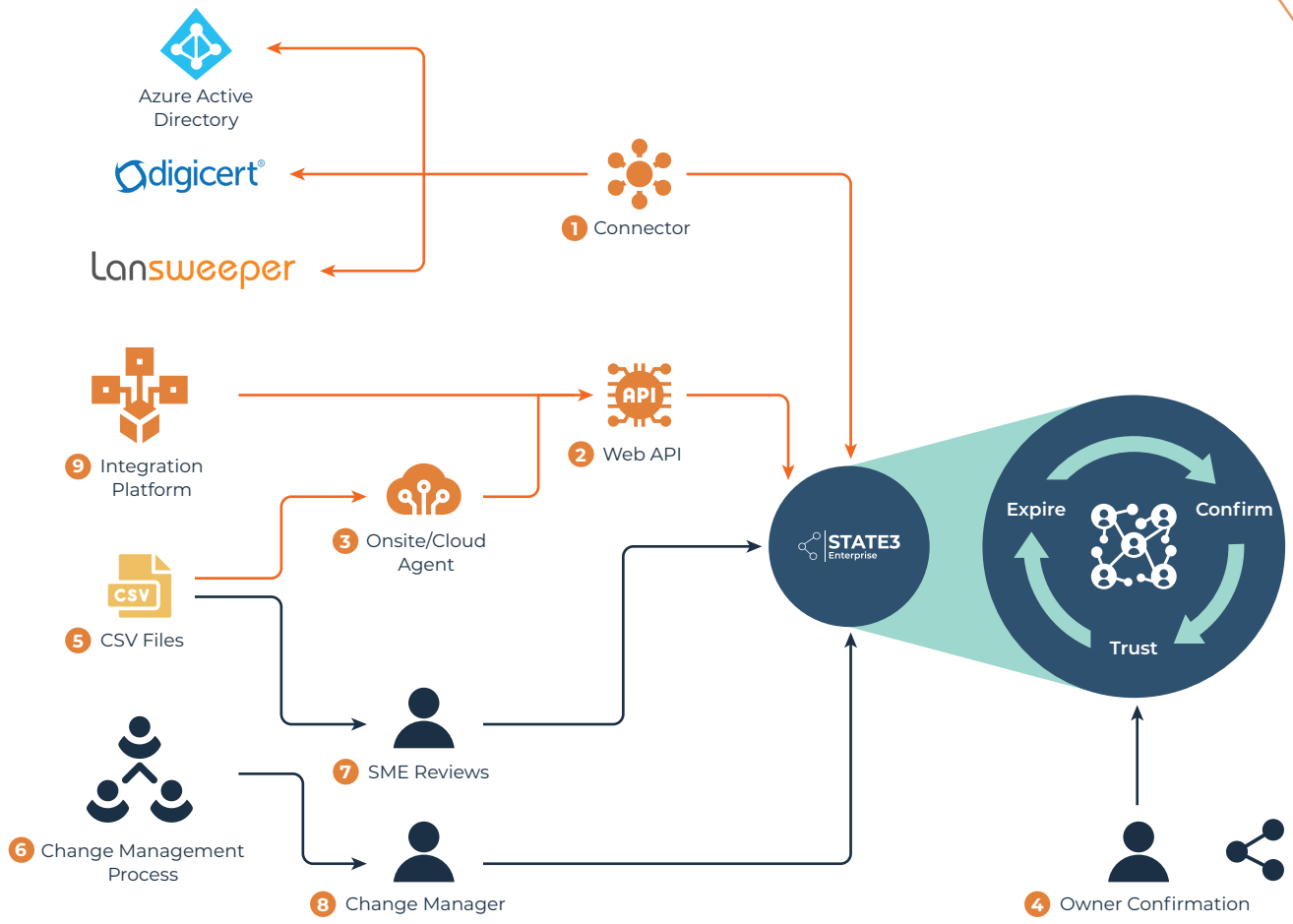
process. Should an entity not be available within STATE3 Enterprise, a requirement may be to add it before running an assessment.

At an individual ownership level, STATE3 Enterprise supports assigning ownership at technology, business, process and data level. For technology owners especially, reviewing automated and manual updates on a scheduled basis is important to the overall currency and hygiene of the STATE3 environment. A Confirmation Review can be determined by the organisation for 6 months (or other interval) for all owners of Category 1 systems to review their technology ecosystem. A Confirmation Review consists of a list of small tasks to ensure that the interim updates have been reviewed and signed off by the SME. Once completed, the clock restarts and ticks down to the next review date. This allows the data gathered within STATE3 Enterprise to be reviewed in context and confirmed as current by the person(s) who understand it best.



AUTOMATED

MANUAL



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|----------------------|-----------------------------|------------------------|
| 1 Connector | 4 Owner Confirmation | 7 SME Reviews |
| 2 Web API | 5 CSV Files | 8 Change Manager |
| 3 Onsite/Cloud Agent | 6 Change Management Process | 9 Integration Platform |



DEFINITIONS

CONNECTOR

Technology connectors are internal components that allow codeless connectivity to and from other systems. They use several technology protocols including SMTP, HTTP and FTP.

CSV IMPORTS

STATE3 has many templates (e.g., contracts, infrastructure, technologies) that can be used for initial / additive ingestions. This usually happens at the start of the implementation processes and is a great way of getting bulk information into the product.

POSTING TO STATE3 MESSAGE QUEUES

STATE3 provides a message queue which allows jobs to be added and automatically picked up and processed from our end. This process works well for one-way requests and where organisations have security restrictions or are using a third party for managed support agreements (e.g., infrastructure).

ONSITE/CLOUD AGENTS

Onsite or Cloud Based agents allow systems to upload files or data from databases.

WEB API'S

Web Application Programming Interfaces or Web API's support HTTP services to 'reach out' to client's entities such as web server or browser. The STATE3 Web REST based API allows external applications to retrieve, add new or update STATE3 information. STATE3 Enterprise provides API documentation in the Swagger format

CHANGE MANAGEMENT PROCESS REVIEW

Many organisations have an official change management process to manage the process of requests, determining impact, evaluating the change, planning the change, implementing the change, and documenting the change post implementation. Outputs support coordination of resources, traceability and

EXTRACTS FOR STATE3

Data can be extracted from your STATE3 environment and downloaded into a CSV file. Changes can be made or used for other reporting purposes. While STATE3 does allow ingestions from CSV files, 'round trips' are not permitted. Ingestions are additive and do not provide an update to information currently housed within STATE3.

SME REVIEWS

STATE3 recommends that the organisation assign ownership at a business, technology, process, and data level where appropriate. For the technology SME, we recommend that for critical systems (e.g., category 1-3 systems) that the organisations implement a 6 monthly or 12 monthly review cycle. This schedule will notify SMEs to review the system, work through several small tasks before confirming that the representation of the technology in STATE3 is current. Once confirmed other users will know that key technology information is correct and can be trusted. The clock will restart for another review in 6-12 months' time.

For more information about how manual and automated updates can work for your organisations please contact your Account Manager or email us.

 info@state3.co.nz