

**COLLABORATIVE COPY EXACTLY AUTOMATED DATABASE AND
APPLICATION WEB AUDIT TOOL**

A thesis submitted to the Graduate School in partial fulfillment of the
requirement for the degree Master of Science (Information Technology)
Universiti Utara Malaysia

By

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ABSTRAK

Fungsi utama sokongan Global IT INTEL ialah untuk memastikan kesinambungan proses manufaktur sentiasa berterusan. Untuk mencapai keperluan seperti mana yang dikehendaki dalam Persetujuan Taraf Perkhidmatan (SLA), Copy Exactly (CE!) merupakan satu alat perisian yang sangat penting untuk melicinkan kerja sokongan sistem. Ia digunakan untuk menyalin atur cara IT tepat-tepat sekali dari satu lokasi ke semua lokasi lain. Ia merangkumi lokasi kilang dari Chengdu, Costa Rica, Kulim, Penang dan Arizona yang menghasilkan chip silikon dan CPU.

Tesis ini akan membicarakan kerja untuk mencapai piawai yang berkualiti dalam Database dan Application CE! yang khusus and boleh diukur. Projek ini adalah menghasilkan automatic alat perisian kesanggupan CE! yang dapat mengimbas semua server dari seluruh lokasi Intel dan menghasilkan laporan audit tanpa menggunakan alat perisian komersil yang mahal. Laporan CE! Automatic akan memimpin global configuration management (CM) dan memberi kemajuan dalam Information Technology Infrastructure Library (ITIL). Ia juga mendorong perbaikan yang berterusan untuk menghasilkan servis dengan kos yang cekap, masa yang tepat dan berkesan. CE! dapat memastikan semua atur cara IT adalah mengikuti Configuration Items (CIs) yang tercatat dalam piawaian manufaktur Intel. CIs merupakan struktur asas atur cara pengurusan system seperti dokumen keperluan, perisian, model, rancangan and manusia.

ABSTRACTS

Global IT supports team setup to support business continuity in INTEL Manufacturing environment, Copy Exactly (CE!) is very important to make ease of operation and support to achieve system up time agreed in Services Level Agreement (SLA). CE! means duplicate over the IT configuration items from one site to all of the sites. It covers Chengdu, Costa Rica, Kulim, Penang and Arizona site which doing chips and CPU manufacturing.

This article is about what has to be done to achieve a specific and measurable Database and Application CE! quality standard: it isn't about using any estimated costly project management tool. Instead, it is an own development with CE! automated web capability tool that able to scan over all supported servers and provide a CE! audit reports in all of the sites at Intel Organization. With implementing the CE! Automated report will lead the global configuration management implementation and continuous improvement participates in designing Information Technology Infrastructure Library (ITIL) Configuration Management Implementation process. It also drive continues improvement within the area of responsibility to ensure cost efficient, timely and effective services. The CE! will ensure all Configuration Items (CIs) setup with following IT standard define in INTEL manufacturing. Configuration Items (CIs) are referring to the fundamental structural unit of a configuration management system. Examples of CIs include individual requirements documents, software, model, plan and people.

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TABLE OF CONTENTS

ABSTRAK	I
ABSTRACTS.....	II
ACKNOWLEDGEMENT	III
CHAPTER 1	1
BACKGROUND OF THE STUDY	1
1.0. Introduction	1
1.1. Problem Background.....	1
1.2. Problem Statement.....	3
1.3. Research Objective	3
1.4. Scope Of The Study.....	4
1.5. Significance Of Study.....	4
CHAPTER 2	6
LITERATURE REVIEW	6
2.0. Information Technology Audit.....	6
2.1. Audit Risk	7
2.1.1. The Audit Risk Formula	7
2.1.1.1. Inherent Risk.....	7
2.1.1.2. Control Risk.....	8
2.1.1.3. Detection Risk.....	8
2.1.2. Information Technology Infrastructure Library (ITIL).....	9
CHAPTER 3	12
RESEARCH METHODOLOGY.....	12
3.0. Waterfall Methodology Introduction	12
3.1. ACTOR-NETWORK THEORY (ANT) Introduction	14
3.1.1. Key Elements of ANT	15
3.1.1.1. Actors.....	15

3.1.2. Translation	16
3.1.2.1. Problematization	16
3.1.2.2. Interessement.....	17
3.1.2.3. Enrolment	17
3.1.2.4. Mobilization of Allies.....	17
3.2. Obligatory Passage Point (OPP).....	18
3.3. Apply ANT in Waterfall Methodology	18
3.3.1. System Concept.....	18
3.3.1.1. Problematization	19
3.3.2. Software System Requirement.....	20
3.3.2.1. Business Scenario	21
3.3.2.2. Platform	21
3.3.2.3. Web Browser	21
3.3.2.4. Interessement.....	22
3.3.2.5. Use Case.....	22
3.3.2.6. Evaluate Prototype	22
3.3.3 Software System Design.....	23
3.3.3.1 Interface Design.....	23
3.3.4 Prototypes.....	24
3.4 Detailed Design	24
3.4.1 Compatibility.....	24
3.4.2 Extensibility.....	25
3.4.3 Fault-tolerance	25
3.5 Code and Unit Test	26
3.6 Integration and Test	26
3.6.1 Enrolment.....	26
CHAPTER 4	28
RESULTS	28
4.0. Analyze Current Practices.....	28
4.1. Identified Group of User.....	30
4.1.1. Representative Group.....	30
4.1.2. User Group	30
4.1.3. User Community	31
4.2. ANT as a Translating Tool	31
4.2.1. Problematization Moment	31
4.3. Use Case	36
CHAPTER 5	38

SUMMARY	38
5.0. Project Summary	38
5.1. Benefits of Collaboration CE! Automated Web tools.....	42
5.2. Recommendation for Future Projects.....	43
5.3. Conclusions	43
REFERENCES	45
APPENDICES	48
APPENDIX A	48
APPENDIX B	50
APPENDIX C	52

LIST OF TABLE

Table 4.1 Current Actors and Roles Involve in Audit Collaboration Network 42

Table 5.1 Summary of Each Chapter 48

LIST OF FIGURE

Figure 3.1 The Waterfall Methodology	14
Figure 3.2 ANT Is Applied in Waterfall methodology	15
Figure 3.3 Automate Database/Application Audit Tool's Node setup in Cluster Capability	27
Figure 4.1 The practice of audit in Decision System Support Intel	38
Figure 4.2 Use Case for Automated Copy Exactly Audit Web Tool	45

LIST OF ABBREVIATION

ANT	Actor-Network Theory
APMG	APM Group
APPs	Applications
ATM	Assembly & Test Manufacturing
CCTA	Central Computer and Telecommunications Agency
CE!	Copy Exactly
CIs	Configuration Items
CM	Change Management
COBIT	Control Objectives for Information and related Technology
DBs	Databases
DSS	Decision Support System
EIs	Examination Institutes
ICMB	ITIL Certification Management Board
IT	Information Technology
ITIL	Information Technology Infrastructure Library
itSMF	IT Service Management Forum International
MOF	Microsoft Operations Framework
OGC	Office of Government Commerce
OPP	Obligatory Passage Point
SOX	Sarbanes Oxley
TSO	The Stationery Office

CHAPTER 1

BACKGROUND OF THE STUDY

1.0. Introduction

Decision Support System (DSS) Hub does a Database & Application Setup and Administration for Assembly & Test Manufacturing (ATM) environment. DSS Hub supports most of the mission critical instances of Application (Apps) and Database (DB) for multiple sites including Penang, Kulim, Chengdu and Costa Rica. DSS Hub has about a total of 120 Apps/DBs for all sites which covers 30 Apps/DBs per site; Thus DB and Apps Audit is important to ensure all supported DB and Apps are aligning with IT standard's configuration.

In current practice; the team will do a manual audit with referring to the Apps/DB's checklist release in new version of upgrade. The release checklist created by Level 3 engineering group and its design in excel format which consisted all required Configuration Items (see Appendix A). With using this manual approach, it will spend extra time, efforts and delays the system deployment's schedule. Other than that, it does not provide accurate audit's result that will cause production long down due to the system configuration not compliance with Information Technology (IT) standard. It also waste of time to form a team to do a quarterly audit for > 1000 Apps/DBs for all of sites to compliance with cooperate Sarbanes Oxley (SOX) audit.

1.1. Problem Background

Nowadays, having 24 Hours global IT operation support in level 1 and 2 is critical for larger enterprises and small business. The "follow the sun" model

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