Introduction

Client Overview
Client is a Large IT Services vendor focusing on implementation services for Software in Asia.

Business Verticals
Obtain Management Commitment, Conduct Trainings, Define Project specific Process, Implementation, Agile Assessment, Standardize Agile WoW Process and Institutionalize

Business Motivation/
Challenge to go Agile

The company faced the following challenges:
- New domain and technology
- Want of frequent releases
- Demanding timelines and schedules
Activities

1. **Secured management sponsorship for Agile to be used**
   The management agreed to using all Agile principles in changing and improving the way the company worked.

2. **Conducted Scrum Workshops**
   To imbibe an understanding of how the principles of Scrum work, workshops were conducted for the employees to get a view of the subject.

3. **Aligned the Agile way of working to organisation product milestone**
   The current working of the organization was put in sync with Agile principles and employees were taught on how to use these principles in their daily work.

4. **Customized the agile processes specific to the project needs**
   Each principle of Agile was suited to different needs of each department and project. An in-depth analysis was done to see which principle and process could be applied where for maximum results.

5. **Identified ScrumMaster, Product Owner & Scrum team**
   Identified the roles that had to be played by each one of them and the responsibilities they had to undertake within the Agile management.

6. **Rolled out Target Process tool for Scrum Project Management**

7. **Finalized on Definition of Done for each phase and created the Product backlog**
   The definitions were changed and backlogs for each product was estimated again. New numbers were created based on these.

8. **Monitoring and mentoring during each activity of the sprint or product development**
   Conducted agile assessment at project closure.

9. **Demonstrated the benefits achieved due to Agile WoW**
   Standardized the Agile WoW Process.

10. **Rolled it out in all projects of the Program**
1. Architecture Phase
The objective of this phase is to do a study of the existing architecture and arrive at the choice of solution. The team did the following activities:

- Documented and reviewed architecture specification - The roles and departments, the structure of the company and the working, the processes used, etc.
- Create UML diagrams which will display how the API interfaces work together
- Raise CRs to track the API implementation
- Create prioritized granular User Stories in Product Backlog in Target Process
- Estimate each user story using planning poker technique to derive the sprint velocity

2. Development Phase
To “Design – Develop – Module Test – Rework” within each sprint which will be of 2 weeks time box

- Module Tested API Interfaces
- Interface Specification Document
- Module Test coverage report

3. Integration Phase
- To Build – Integrate – Test – Rework within each sprint which will be of 2 weeks time box
- Fully functional API Interfaces

Realized Benefits

- Time to market improved by 35%
- Product quality of features improved >22% in later sprint
Change Management

Benefits/Value Delivered

- The choice of the solution finalized – Architecture was frozen with our efforts and practices. The company then got a fixed architecture to work within. Roles were defined, processes were finalized and the functioning was improved as per the agile principles.
- A fully functional (unit tested) API with code coverage of 100%
- 100% legacy conformance and performance test cases passed
- S6 milestone checkpoints achieved
- S7.1 milestone checkpoints achieved

About QAI

Set up in 1994, today QAI is amongst the world’s top three firms in the enterprise wide deployment of process initiatives that contribute to ‘Operational Excellence’.

QAI’s mission is to facilitate enhanced competitiveness in Software, BPO and other knowledge intensive organizations through multifaceted interventions in the areas of process improvement, be it business, engineering, people management or IT, through its services in Consulting, Training and Advisory.

This unique blend of services enables clients, by using one service, to benefit from our experience, knowledge base, network and learning in other services.

QAI’s holistic approach to process improvement consultation is based on the objective of integration People, Process and Technology, to help organizations achieve breakthrough performance.

QAI helps organizations to achieve their business goals better, faster and cheaper by facilitating operational excellence, through: Process Management, Project Management, Quality Management, Change Management, Human Capital Management, IT Service Management and Innovation Management, thus helping companies in the world over to reduce cycle time increase production and improve quality of service delivery and processes.

World’s Leading Brands have Chosen QAI Time and Again

600+ CMMI® & P-CMM® end-to-end Engagements

50+ Ministries, Departments and Governments overseas have engaged QAI to build industry capabilities

300+ CMM/CMMI® clients over the years.

500+ Six Sigma Projects mentored

Some of the top Fortune 500 Cos – GE, IBM, HP, Verizon, JPMC, Dell, Microsoft, Motorola, Intel clients.

World’s FIRST FOUR SVC v1.3 ML5 Appraisals and the Appraisal Partner they Chose!

- Fujistu chose QAI
- Xchanging chose QAI
- Accenture chose QAI
- Cap Gemini chose QAI

QAI is the #1 globally in the number of CMMI® V1.2/V1.3 High Maturity Appraisals (ML4/5)
Contact Details

QAI USA:
5728 Major Blvd, Suite 602, Orlando, FL 32819, USA
Phone: +1-407-363-1111

QAI China:
Suite 120, T 3 Building, South District of Hi-Tech Park, Shenzhen - 518 057, China
Phone: +86-21-51314155

QAI Singapore:
391B Orchard Road #23-01, Ngee Ann City Tower B, Singapore - 238874
Phone: +65-6225-8139

QAI Dubai:
Unit No: 3O-01-1575 Jewellery & Gemplex 3, Plot No: DMCC-PH2-J&GplexS Jewellery & Gemplex, Dubai, United Arab Emirates

QAI India:
1010 - 1012, Ansal Towers, 38 Nehru Place, New Delhi - 110019, India
Phone: +91-11-26219792, 4777666