

Daugherty Helps Retail Giant Streamline Software Development Processes

SUMMARY

Daugherty provides software development methodologies and quality assurance framework, helping this IT organization reach certification goals.

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BUSINESS CHALLENGE

Our retail client needed a consistent software delivery methodology and a structured quality assurance framework to implement standards for software and systems engineering throughout their organization.

Their primary objective was to create a common language and set of processes for their delivery teams to facilitate cross-team project coordination, introduce external resources into project teams and move associates across business units and/or project teams. Longer term, they also expected to gain efficiencies through re-use of project artifacts and better documented changes to the enterprise portfolio. Additionally, they had a corporate objective to become CMMI® (Capability Maturity Model® Integration) Level 3 certified. Though much of the structured framework was in place, they organization still needed to complete specific processes of the framework and complete consistent implementation within all families of business to be considered for CMMI Level 3 Certification.

SOLUTION

Daugherty consultants provided project management and quality assurance in the development of best practices, processes, procedures, standards, deliverable templates, user acceptance and education for the following process areas to comply with CMMI Level 2 requirements: Project Management, Configuration Management, Change Management and Deployment Management. The framework was streamlined to reduce paperwork while leaving valuable methodology in place. Additional process assets, procedures, standards, deliverable templates, best practices and training were delivered to fill the

gaps in order to meet CMMI Level 3 Certification.

Insuring the adoption of the methodology across the organization was especially critical to achieving CMMI Level 3.

RESULTS

- **Common Language:** All project teams are now speaking the same software and systems development language. This was especially important when working with integration teams. All teams understand what phase a project is in and what is expected within that phase as far as tasks, deliverables and asset owners. This greatly streamlined the development lifecycle process and improved efficiency and resource effectiveness.
- **Improved Communications at all Organizational Levels:** Using a common, version-controlled content, user-administered repository provided for dissemination of assets, statuses, issues, actions and risks quickly to team members.
- **Improved Resource Management:** Our client is able to better manage its resources and reduce internal conflicts. As part of the framework, specific roles and expected responsibilities are defined during each engineering phase. This set expectations among all team members and avoided confusion about who is responsible for what.
- **Knowledge Transfer:** Daugherty provided training sessions to help the IT organization develop best practices for addressing engineering development and application security. Daugherty also developed and presented the streamlined and enhanced framework to staff along with an adoption strategy.