

# IT DEV AND OPS PROCESS AND ORGANIZATIONAL IMPROVEMENT

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## 1. Project initiation

The project scope is to cover an end to end improvement procedure related to processes and organizational structure.

As a first step project is going to define the “as is situation”, based on separated interviews from different organizational level. To get a full picture detailed review is needed on the already existing process documentations, workflow, known error database, customer complaints, quality standards, testing methodology, transition, gating and tool stack.

As a second step we are going to list out IT standards and know how to present possibly ways and guidelines for the solution. Main standards will be: ITIL, Prince 2, Agile and Scrum, Cobit, Lean, 6 Sigma.

In the next step project will do the tailoring section in which the standard processes will be modified based on the special needs of the company to avoid creating useless overhead. Project will also create detailed recommendation and templates for the adoption of new way of working.

As a fourth step project will create an implementation plan for the process improvement and restructuring supported with a WBS and will draw up a detailed guidance for implementation and maintenance ensure the successful adoption within the company

As a last step project will be evaluated after implementation based on a detailed questioner.

## 2. Issue identification (as is)

### Customer Interview

As one of the first step a meeting was organized with the customer to have a speech about the company and disturbing issues. As I am experienced in this topic, I did not prepare any questionnaire as the plan was to slowly let my partner speak and then with prompt questions dig deeper. At the beginning we had a great discussion about the operational phase where the used methodology and the expected outcome was acceptable. The shared service description was acceptable from ITIL perspective however further improvement is needed Detailed suggestion is described in another section.

## 3. Project Management Issues

During the project management related interview, I used Prince2 methodology to create a structured framework. Based on the 7 processes we continued the issue identification.

## 4. Suggested improvement actions for Project management

Tailor and follow

After deep investigation two main improvement step is suggested from my side with which most mentioned issue can be solved

The first is related to missing documentation and framework. All related issue can be solved if the full organization is going to commit by any project management methodology and going to follow the framework. I would suggest using PRINCE2 methodology as it is designed to be compatible with agile work methods and also ITILv4. With this I know how the full IT organization can be regulated without creating extra overhead and losing fast reaction capabilities and flexibility

Bridging the gap

As it seems to be there is no common language and understanding between the sales/business and IT departments a kind of translator role would be needed. After a review of the organizational chart I considered that the business analyst role is missing.

## **5. Handover to operation (Transition)**

Handover to operation is a procedural act where officially the development team, an external party or a team which was responsible to operate the product going to hand over the responsibility to a new team in this role. As this is a very important action it needs to be properly defined and steered. First of all, as this is a project the prerequisites and quality measures need to be defined documented and checked. In our case in a small start-up we need do minimalize the overhead but quality as an important factor has the main priority. To fulfill the needs, we need to focus on the following prerequisites from documentation perspective















