

# Innovate2012

The Premier Event for Software and Systems Innovation



## Case Studies: Achieving Business Innovation with transformed IT Strategies

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# Agenda

## **Following on from the IPDF framework....**

IPDF framework is 3 components - Tools, processes and consulting

## **Case studies – Financial Services & Telco Operator**

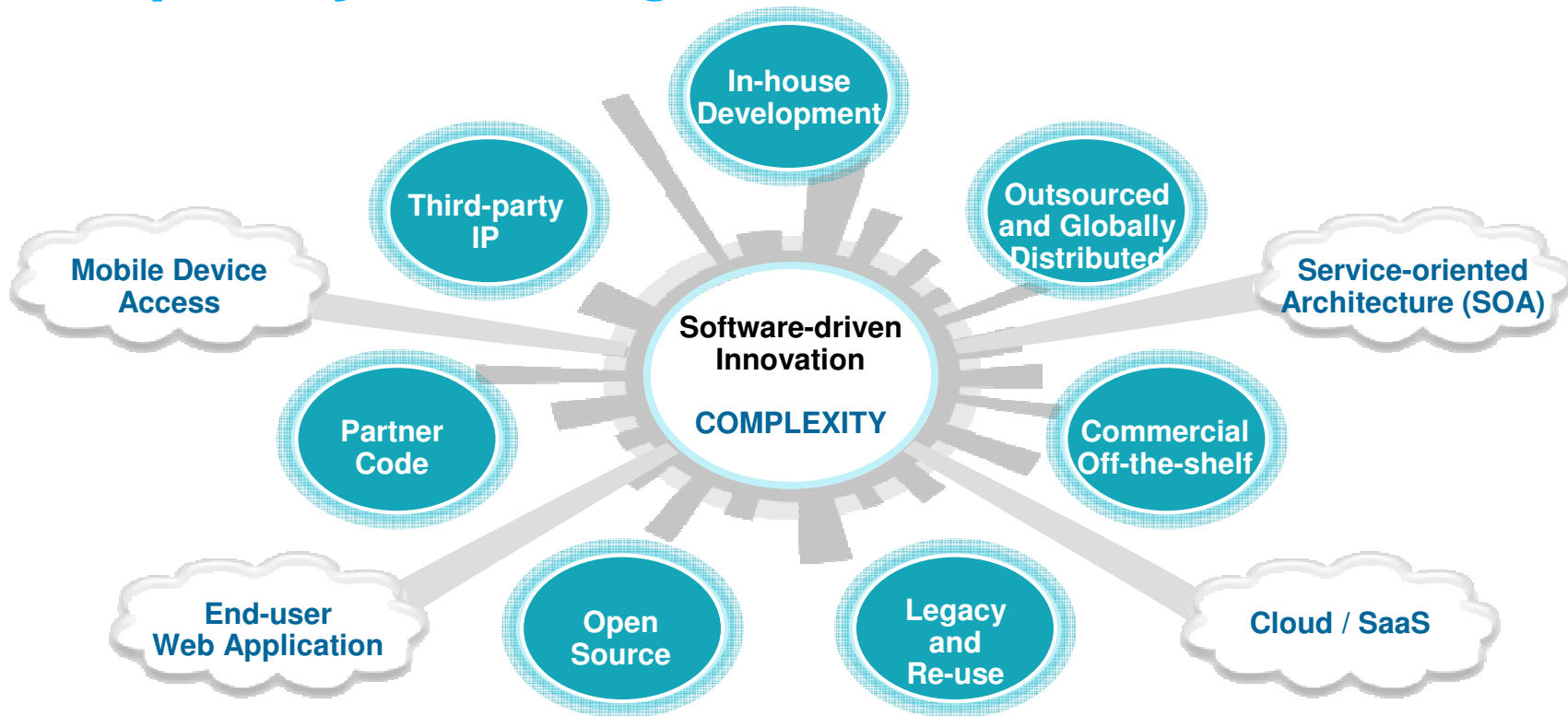
Business Program Planning & Demand Management ( FocalPoint )

Agility with Governance – Succeeding in the new Development reality ( Rational Team Concert )

What IBM teams did to help in this process

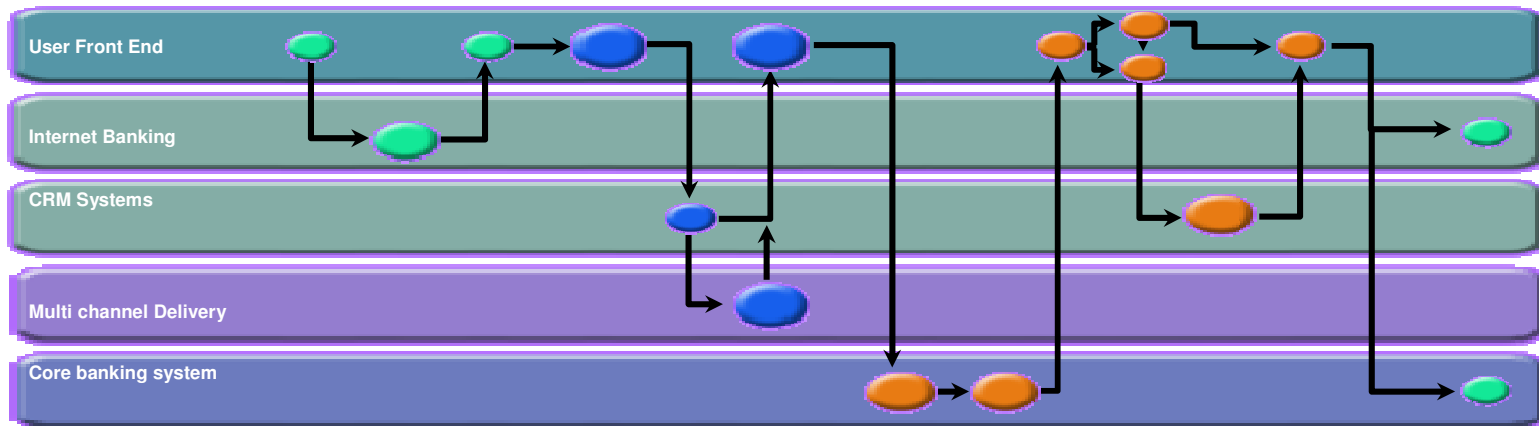
## **Summary**

# Complexity Challenges



## In ASEAN, there is an increased Focus on Releasing Business Service - *Not Individual Products*

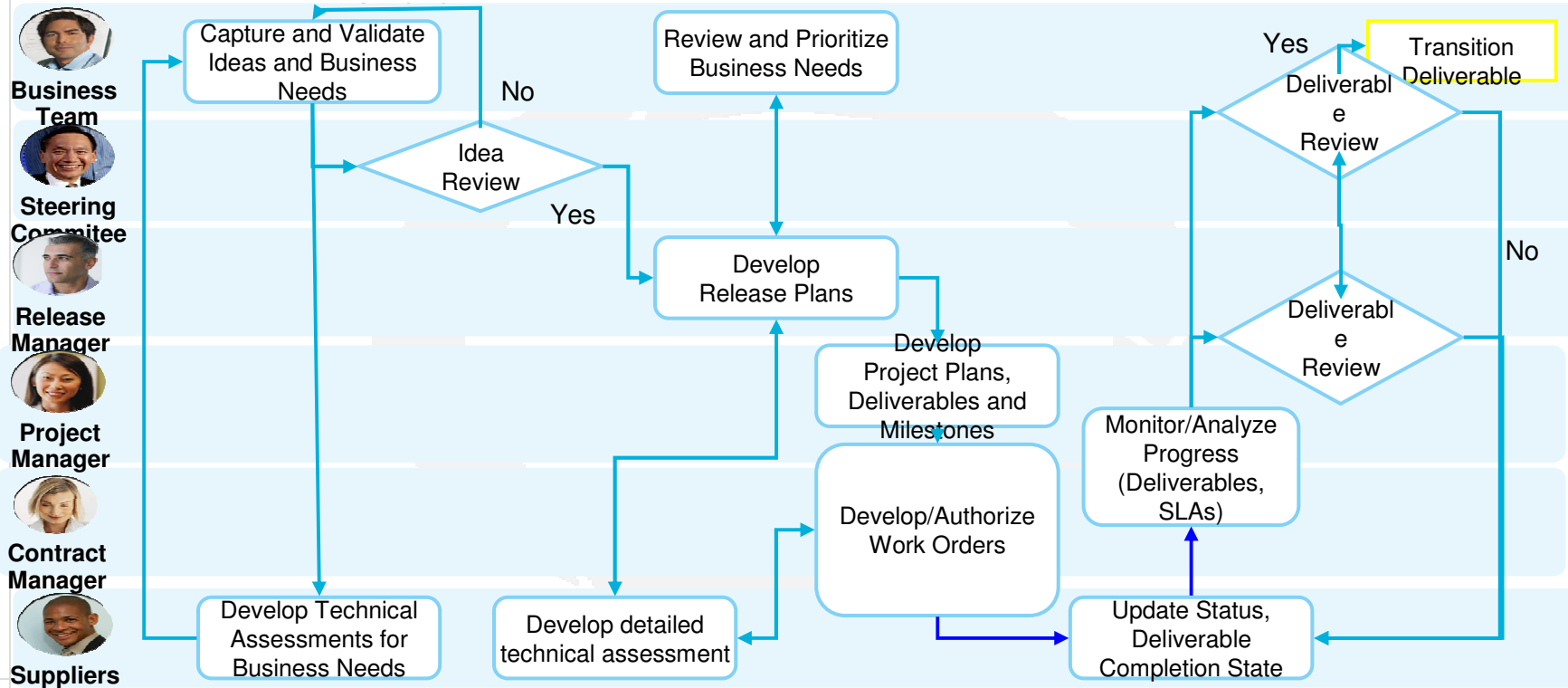
### Single Business Service has many touch points





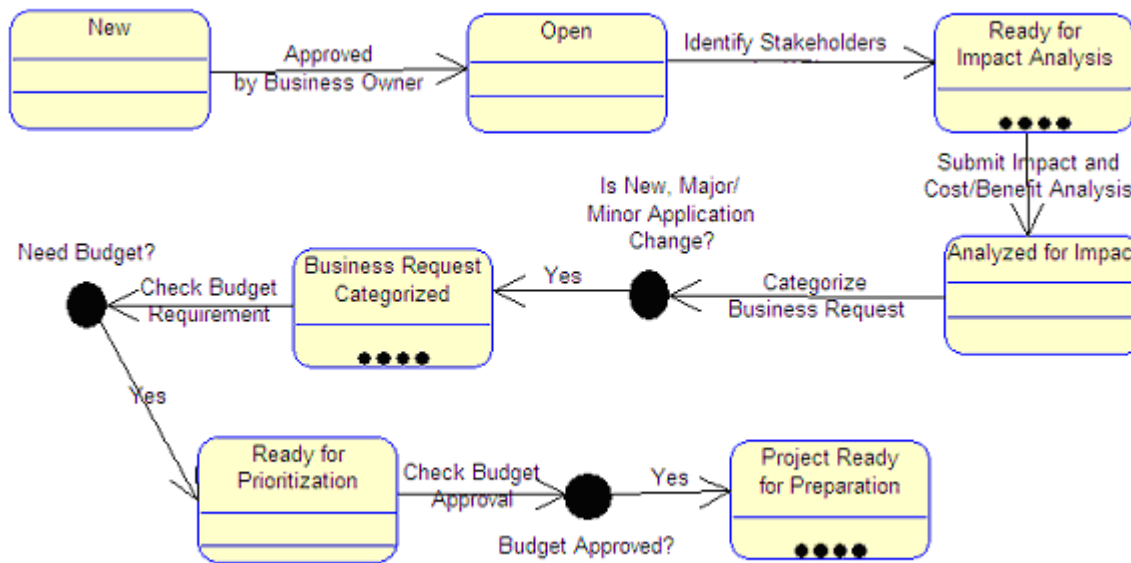
## Program Planning & Release Management

- Product Release Planning & Scoping
- Release Dependency Management
- Monthly, QTR Roadmap
- Business Requirement Planning &



# Large Telecom Company in ASEAN

- Utilize Focal Point as a demand management solution.



# Large Telecom Company in ASEAN

## Status of recent Business Requests as depicted in Rational Focal Point

The screenshot displays the Rational Focal Point web interface. The main content area is divided into two sections: 'Business Requests Status' and 'Business Requests in Last 3 months'.

**Business Requests Status**

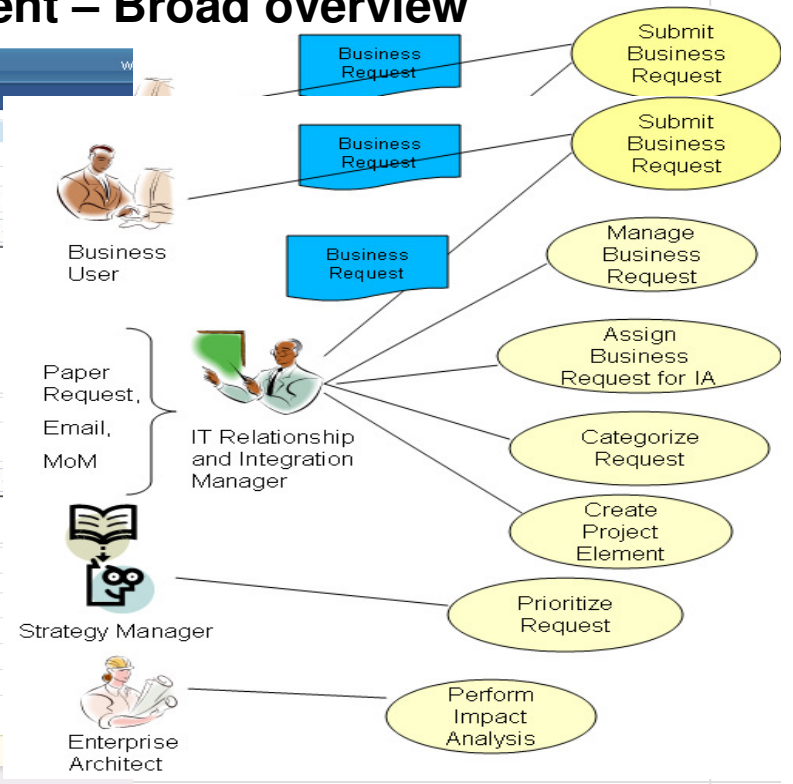
BR State	Quantity	Share
New	3	27.3%
Ready for Stakeholder Identification	1	9.1%
Ready for Enterprise Architect Assignment	1	9.1%
Waiting for Impact Analysis	3	27.3%
Ready for Categorization	0	0.0%
BR Transferred	0	0.0%
Ready for prioritization	0	0.0%
Waiting for Budget Approval	2	18.2%
Ready for Project Preparation	0	0.0%
Waiting For QA Review	1	9.1%
Ready for Gate 0 approval	0	0.0%
BR Parked	0	0.0%
BR Ready for Project	0	0.0%
<b>Sum:</b>	<b>11</b>	

**Business Requests in Last 3 months**

Title	ID	BR State	Business Owner	Effort Estimate (in person weeks)	Budget Status	Project Type	Importance	Owner
001:BR1	001	Waiting for Impact Analysis	-	? Weeks	Approved	New Application	1	Admin
002:BR2	002	Ready for Enterprise Architect Assignment	-	? Weeks	Approved	New Application	2	Admin
003:BR3	003	Waiting For QA Review	-	4 Weeks	Approved	Major SW Change	1	Admin
004:BR4	004	Waiting for Impact Analysis	-	3 Weeks	Approved	New Application	1	Admin
005:BR6	005	Waiting for Budget Approval	-	40 Weeks	Approved	New Application	1	Admin
006:BR7	006	New	-	? Weeks				

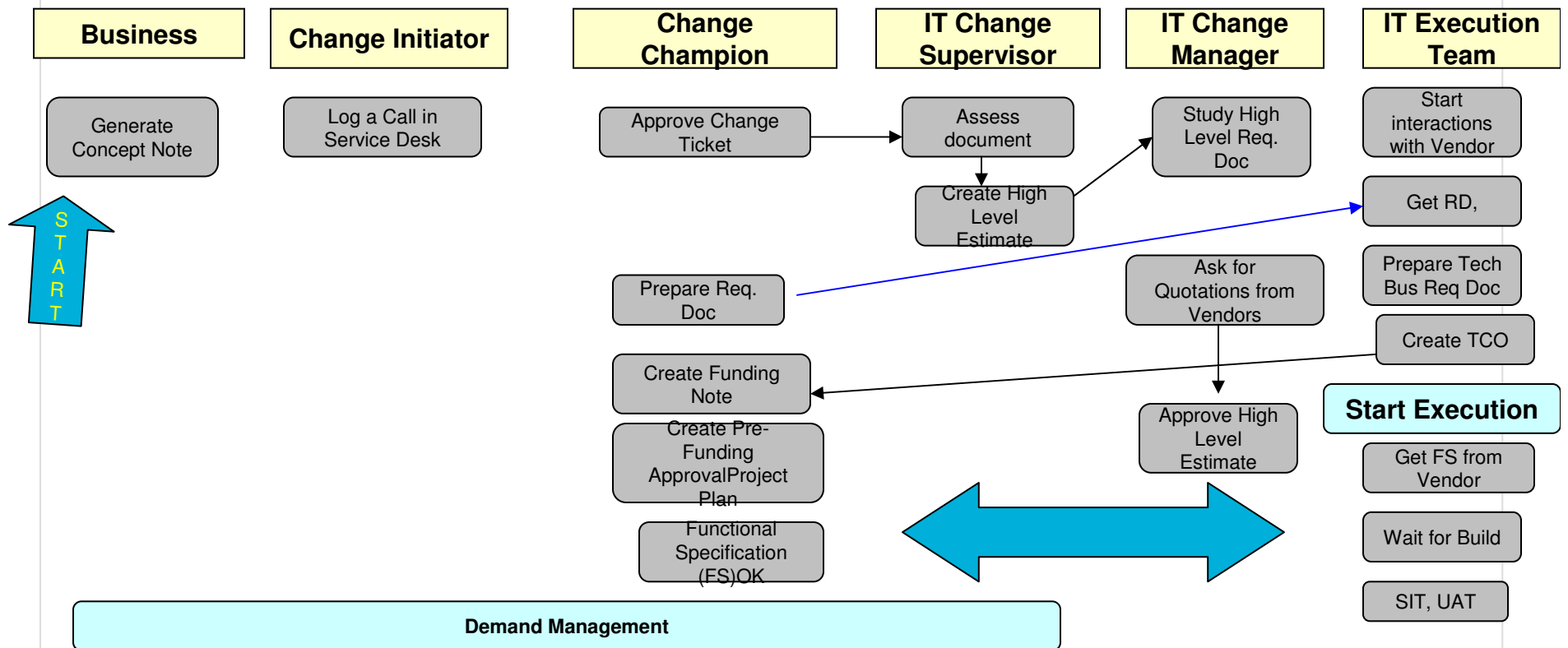
# Large Telecom Company in ASEAN

## Business Request as Focal Point Element – Broad overview





# Large Financial Company in Asia Pacific



## Helping clients succeed on the road to continuous delivery

Bank DnB NORD

**Need:** Bank DnB NORD was facing the challenge of replacing core banking systems with project data stored in numerous documents, spread sheets and systems and project teams working at sites across several countries.

**Solution:** Implemented IBM Rational Focal Point to handle project management, portfolio management, vendor management and resource management, as well as to provide detailed management information for decision support across the whole core banking replacement program.

**Benefits:** Cut time to create a full status report on projects from 70 hours to just 1.5 hours. Improved visibility of real-time project data, enhancing management control and assisting with accurate decision-making. Reduced administrative effort in the project management office, freeing up two full-time employees for more productive work.

## Helping clients succeed on the road to continuous delivery – North American Bank

"Rational Focal Point is now the repository for data on hardware, from the wiring on the floor and the air-conditioning requirements, all the way up to the business functions. And we've established a lot of the interconnections." - Assistant director, portfolio management

This bank in North America has four main areas of focus: monetary policy, currency, financial systems and funds management.

### **Business need:**

This bank continually strives to improve efficiency and agility. It sought to gain a clearer picture of all the applications it was supporting to minimize redundancy and lower costs.

### **Solution:**

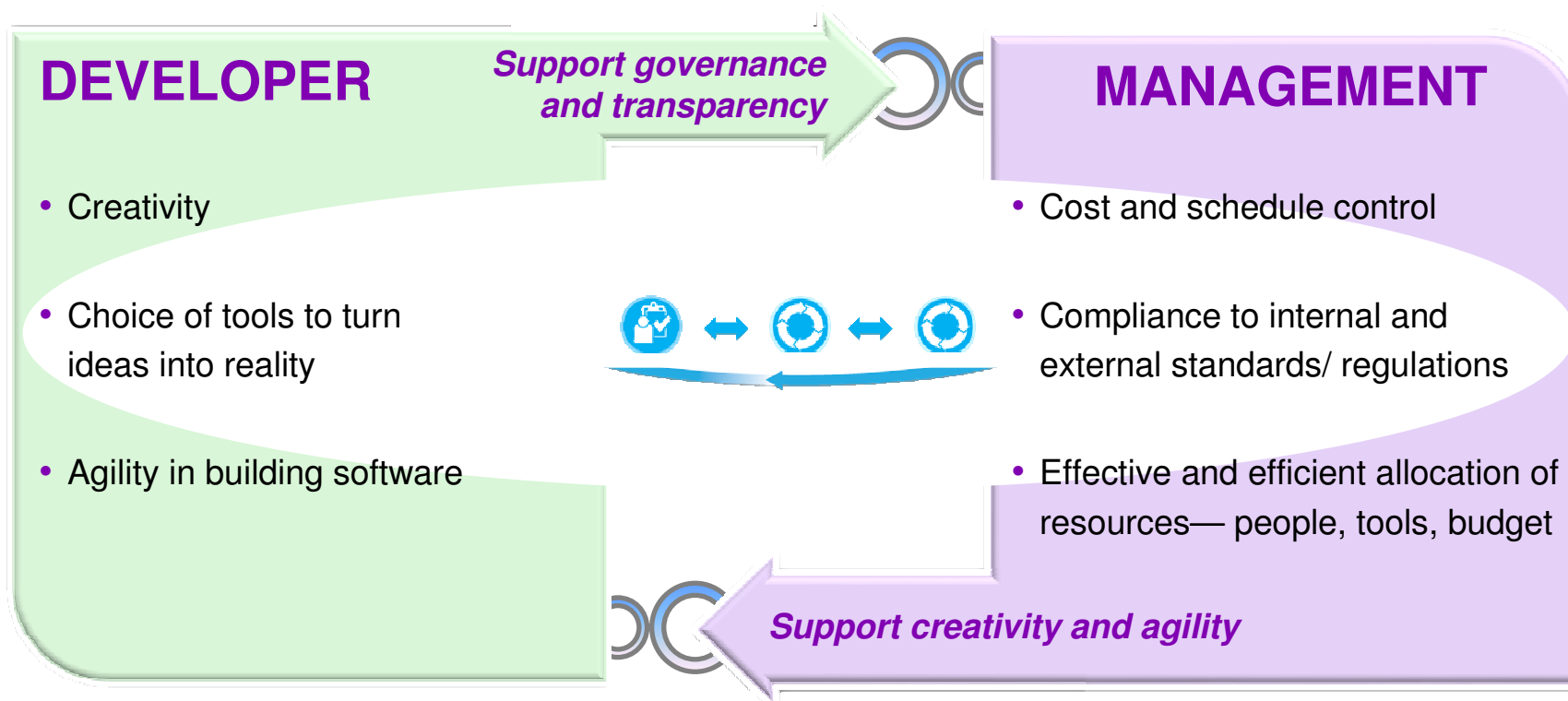
The bank used IBM Rational Focal Point software to develop an overview of its current technology roadmap and identify dependencies between applications.

### **Benefits:**

The bank reduced the number of service level agreements (SLAs) it maintains from 17 to four and cut the number of supported applications from 600 to 147, increasing IT department productivity.

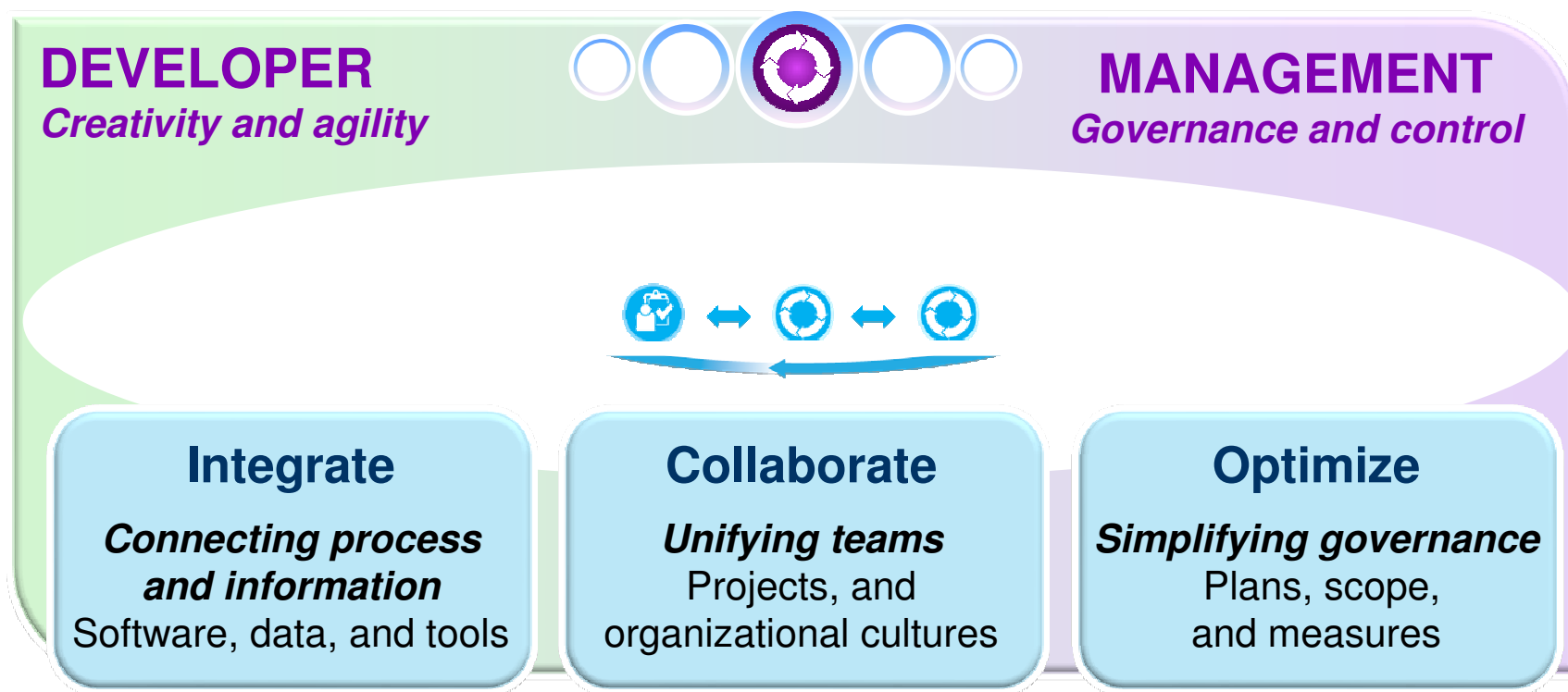
# The challenge – and the opportunity

*Managing risk, cost and speed*

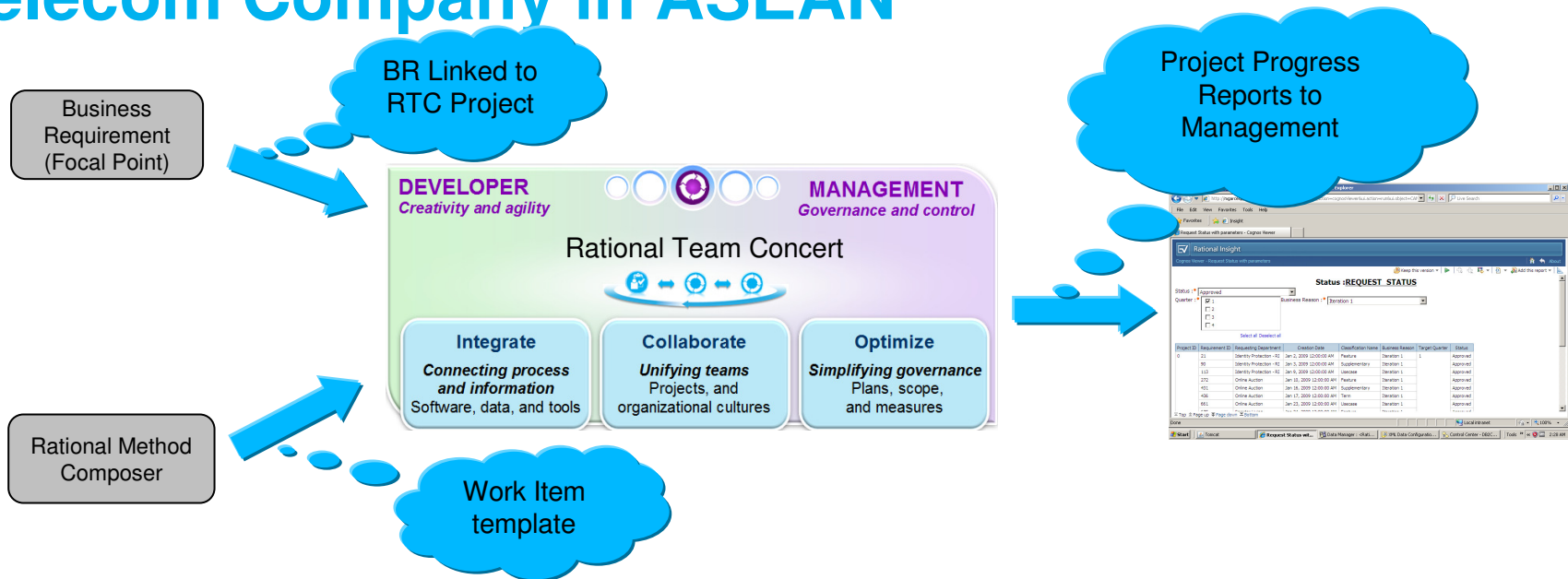


# Succeeding in the new development reality

*Agility with governance*



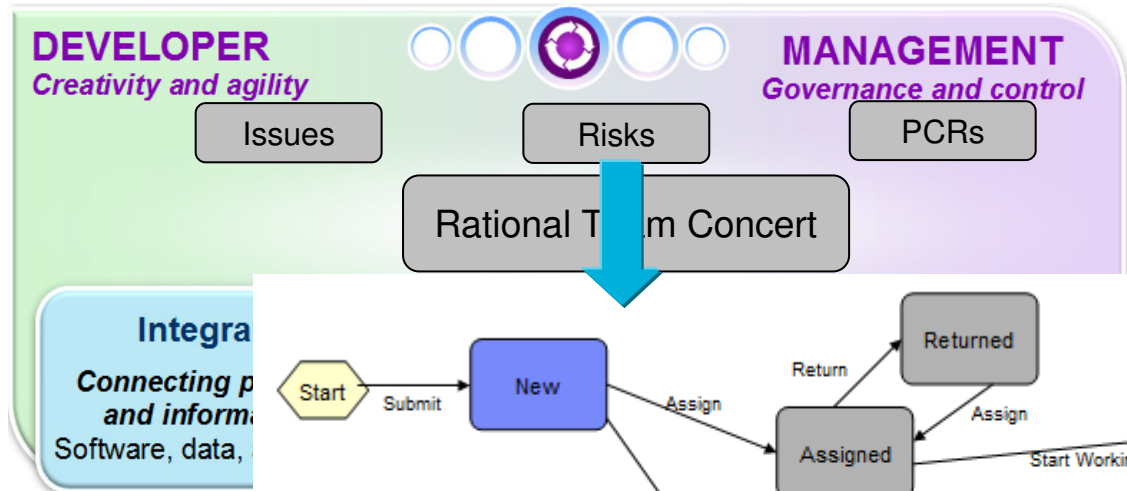
# Telecom Company in ASEAN



**Phase I: Utilize RTC to enable collaboration between development teams and management for project progress**

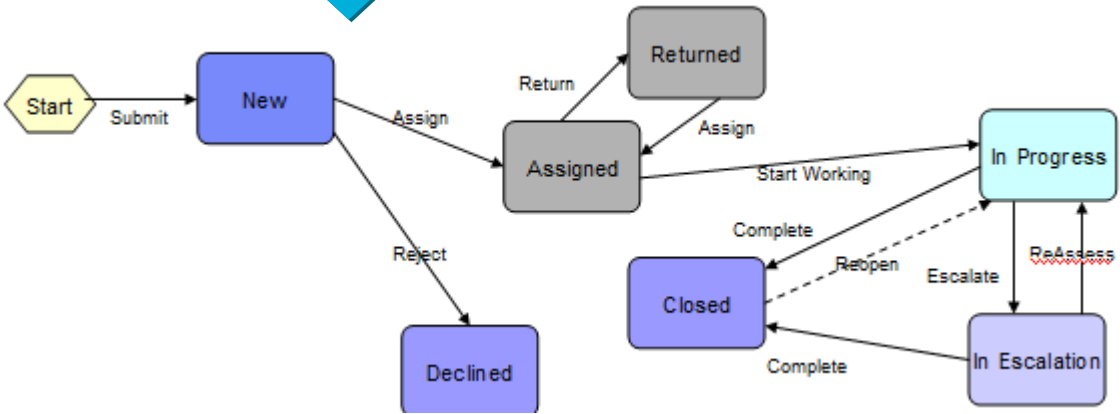
**Phase II: Utilize RRC to manage requirements**

# Bank in ASEAN



Project Progress Reports to Management

Project ID	Requirement ID	Requesting Department	Creation Date	Classification Name	Business Reason	Target Quarter	Status
0							
21		Identity Protection -02	Jan 2, 2019 12:00:00 AM	Practice	Deviation 1	1	Approved
98		Identity Protection -02	Jan 2, 2019 12:00:00 AM	Suspense/entry	Deviation 1		Approved
113		Identity Protection -02	Jan 30, 2019 12:00:00 AM	License	Deviation 1		Approved
		Online Auction	Jan 31, 2019 12:00:00 AM	Practice	Deviation 1		Approved
		Online Auction	Jan 31, 2019 12:00:00 AM	Task	Deviation 1		Approved
		Online Auction	Jan 31, 2019 12:00:00 AM	License	Deviation 1		Approved



## Financial management technology provider

**Need:** Significant business growth resulted in a number of challenges with the provider's Microsoft-based software development environment. Source code held in Visual Source Safe was scattered throughout the company's network with no centralized management of software assets, making it difficult to obtain inventory. Disconnected development tools made it difficult to manage developer activities and collect measurements for improved decision making.

**Solution:** The company adopted IBM Rational Team Concert Standard and IBM Rational Quality Manager to improve its software development and delivery processes and deliver improved software quality to the business. Based on the IBM Rational Jazz technology platform for collaborative software delivery, Rational Team Concert and Rational Quality Manager empower the company's software development team to simplify, automate and govern its software delivery process.

**Benefits:** Baselines enable developers to save time and money by "switching back" to an earlier baseline to recover lost code or run a build based on it · Ability to share code between repository workspaces helps improve productivity · Team dashboards allow management to see individual and team workloads, enabling more appropriate and efficient delegation of tasks · Real-time reporting improves communication on the status of projects between business units



## In Summary

**We are seeing an increase in focus on delivering business services and not just rolling out new software. Business owners have a far greater say in these scenarios.**

**Changing business demand is putting more focus on improving development efficiency and putting the emphasis on agility.**

**Using the IPDF Framework locally in ASEAN we have a staged approach to deploying new business capabilities quickly and effectively.**

