QUALITY
OF THE FUTURE

#NewAgeDELIVERY: Disrupting Our Own Industry

Anil Sane
Global Head – Quality & Engineering
Tech Mahindra

A Need To
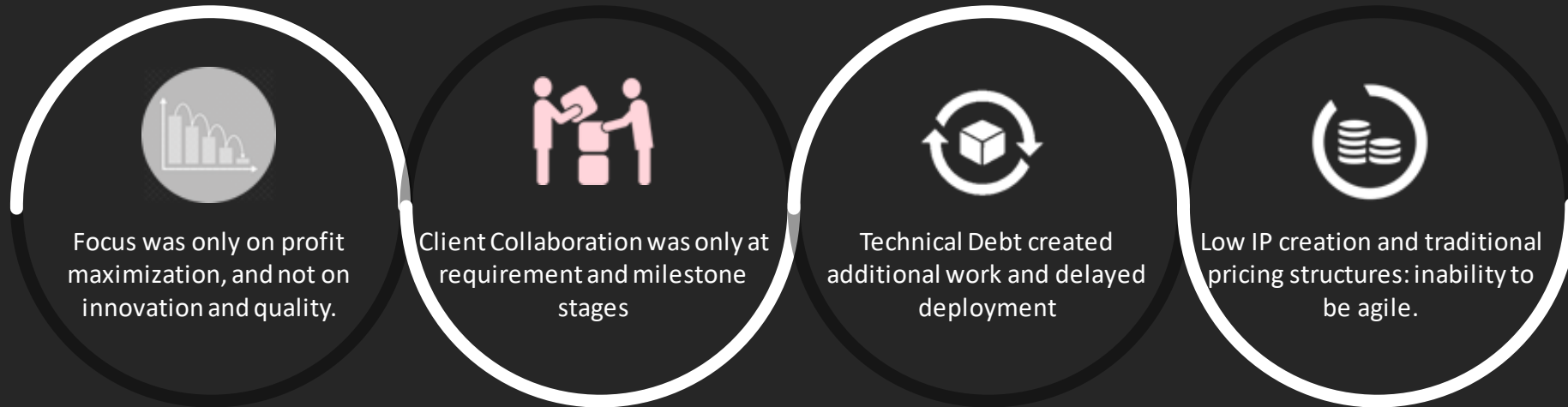# Disrupt
The IT Delivery Process

Creating A Paradigm Shift In Software Development Ensuring Quality Is At Core of the Innovation.

Why Disrupt?

Only The Nimble Will Win.

Focus was only on profit maximization, and not on innovation and quality.

Client Collaboration was only at requirement and milestone stages

Technical Debt created additional work and delayed deployment

Low IP creation and traditional pricing structures: inability to be agile.

01 A Pattern of Incremental Change

02 Restricted Collaboration & Partnerships

03 Habit Of Reinventing The Same Wheel

04 Prehistoric Methods Of Operations

Incremental Step 1: Disrupting Data Asset Reusability

#Microservices-Enabled Portfolio As A Service (#MePS)

01

Address the need of maintaining all of the data assets at one location

Identify the data assets that fit the product requirement

Need to have a single window for all microservices and portfolios

Curate a library off all the resources at our disposal

Swift Delivery

Increase Go To Market by 50%

Gamification

Rank and rate all assets based on redeployment

Increased Reusability

Exponentially increase reusability

Key Success Measures

- Reusability : Reduce Cycle time
- Curated / tested Assets: Reduce errors, improve quality
- Comprehensive Colonies: Increased Productivity

Incremental Step 2: Putting Design Thinking at the Core

#Design Thinking As A Service

02

Inculcate design thinking across the entire new product development journey

Possibility of quickly delivering a working prototype of the solution

Address the requirement of mapping portfolios to the requirement

Need to identify SKU (Skill Units) and DU (Delivery Units)

No Code Prototype

Create ready prototypes to test even before the first line of code

Reduce Failure

Reduce failure rate substantially by using the principles design thinking process

Key Success Measures

- Design Thinking: Better Customer experience
- Prototype: Feel of live System – reduce rework
- User Stories: Better expression of testable requirements

Incremental Step 3: Own Your Own Learning**!**

#Upskilling As A Service (#UaaS)

Need to define gap between the requirement and SKUs

Enable proactive enhancement

Address the need for not only consumption, but assessment

Extract the potential of the MOOC environment

Bite Size Learning

Learn in Pieces, Assess and Execute Rapidly

Anytime. Anywhere.

MOOC Environments Enable Working At Any Time and Place

Skill To Survive.

03

Key Success Measures

- Multiskilling: Smaller teams, better coordination, hand-offs
- SKU: Template for defining / current future Competencies
- Anywhere/anytime: Flexibility yet time bound

Incremental Step 4: Power of Many

#Capability As A Service (#CaaS)

04

Address the need to curate world class associates & partners

Enable Partners & Associates to 'Raise Hands' For Specific Project

Need for stringent protocols for onboarding

Ensure all capabilities are housed at one location

Utilize Partner Eco-System

**Work With Best.
Deliver The Best.
SMEs For Collaboration**

Self Driven Model

Transform The Traditional Work Allotment Into Rating Based Associate/Partner Selection

Key Success Measures

- Ecosystem: Better expertise – deliver more for less
- Ecosystem: Bring ideas in the current & future needs
- Better competition, better outcome

At Your Fingertips

World Class Tools & Technologies Anywhere

Automated Pipeline

Quality Control in Life

Need for cloud based environment

Address the requirement of ensuring ready to use BizDevOps Pipelines

Ensure a range of development tools are available

Ensure an open source environment to enable CICD

05

Key Success Measures

- Environment: Flexible, available – reduce build cycle
- Tools: Open source – flexibility in build and deploy
- DEVOPS: Strong Engineering principles & Collaboration

Incremental Step 5: Cloud Native Environment

#Digital Insights Continuous Delivery (#DiCD)

Incremental Step 6: Real Time Bird Eye View

#Active Program Workplace

Ensure policy driven access

Possibility of defining roles

Address the need to automate corporate governance

Need for absolute transparency

Clarity

Team & Client Get Absolute Clarity as to Progress, Quality & Output

Simple Hierarchy

Two Fold User-Approver Policy & Role Definitions

Key Success Measures

- Intelligent Governance – timely intrusion & better course correction
- Predictive : Better planning and improvement
- Gamification: Competitive Environment

06

Tech Mahindra

This led to our engine.
#NewAgeDELIVERY

Using #NewAge Methodologies:

Scalability
Governance
CI/CD
Automation
AI/ML Predictabilty
Assurance
Design Thinking
Smart Infra & Planning
Reusability

Thank You