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Assure TotalView for Micro Focus ALM September 13, 2018



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Hosted By



Silvia Davis

WW Sr Product Marketing Manager/Product Manager

DevOps and Enterprise Agile Solutions

Micro Focus

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Today's Presenters



Mustali Barma
Portfolio Manager
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Executive Advisor
Assure



Tuomas Leppilampi
Product Manager
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House Keeping

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Questions



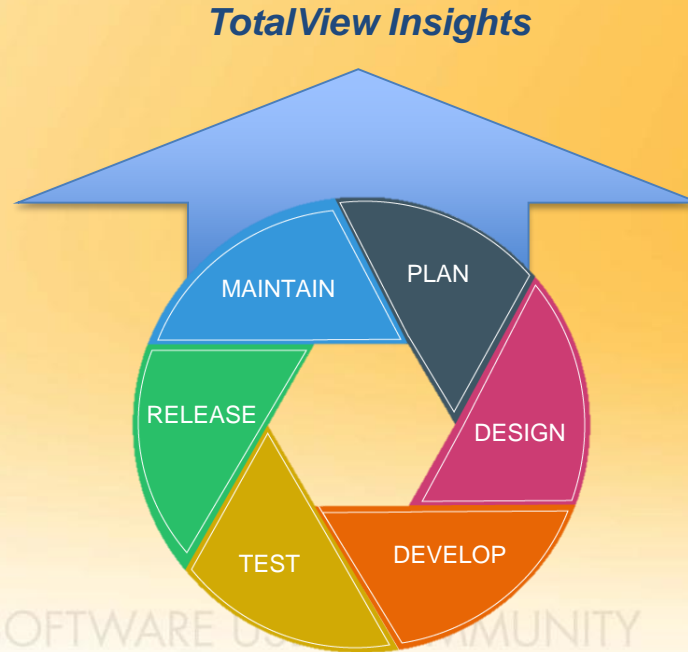
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About Assure

- Our mission is to enable our clients to have actionable insights across the IT landscape
- Our flagship product concentrates in advanced analytics: [Assure Totalview](#)
- Consistent data in ALM achieved by using [Assure Standardization Suite](#)
- We provide the tools that drive an optimized BI solution for DevOps
- ***Assure TotalView validated with Micro Focus ALM SaaS***



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Contents

- **Introduction**
- **Steps to achieve Data Driven Culture**
 - Assess your current organizational needs to determine required metrics
 - Transform your environment to support cross-project and release wide reporting
 - Automate and manage data collection
 - Visualize ALM data to provide real time insights for decision making
- **Conclusion**



Introduction

What is data-driven culture?

Instead of a gut-feeling, decisions are made based on actual data that is current and verifiable.
Data analysis is considered a tool instead of a challenge.
Everyone is committed to gathering the data and understands its value.

What are the benefits of achieving data-driven culture?

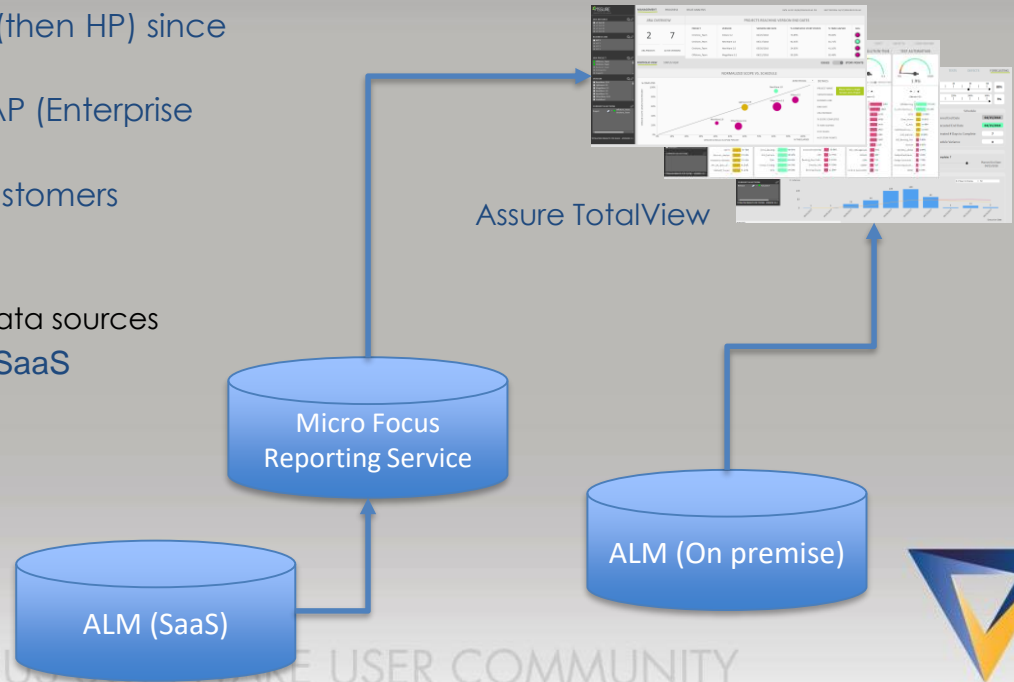
Management can make decisions that are based on latest intelligence and real events.
People on the ground understand why data is collected and their role in the lifecycle.
Everyone can witness the impact of their actions through reports and KPIs.
This leads to lower costs, higher quality and a more motivated workforce.

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Assure & Micro Focus

- Assure has been a partner of Micro Focus (then HP) since 2007
- Assure's solutions are certified through EMAP (Enterprise Management Alliance Program) partner
- For years, Assure has been making ALM customers successful by solving key challenges
 - Enterprise ALM Standardization
 - Analytics solution for ALM + additional data sources
- TotalView supports both ALM on premise and SaaS environments



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Steps

1. **Assess your current organizational needs to determine required metrics**
2. **Transform your environment to support cross-project and release wide reporting**
3. **Automate and manage data collection**
4. **Visualize ALM data to provide real time insights for decision making**

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Step 1

Assess Your Current Organizational Needs to Determine Needed Metrics

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Step 1: Assess

- **Start from top down**
 - Identify the decisions that management is making daily / weekly / monthly
 - Define the KPIs that are crucial for you (usually things that hurt, e.g. cost of production incidents)
 - Create goals that you want to achieve within your organization – Aim for quick wins with data-driven results as a first step to get traction
- **Assess your data & environment**
 - What systems contain primary data sources?
 - What kind of data is collected in software development lifecycle?
 - Where are your gaps in a) data collection and b) data transparency when looking at your goals?

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Step 1: Interact

- **Create a *narrative* of the goals defined during the assessment and planning phase**
 - A good story will engage people in a different way than KPI specification documents
 - Draw wireframes or use example metrics from web to support the message
- **Involve people's thoughts and ideas into the narrative**
 - Avoid discussing through technical documentation – leave hard specs as the last step
 - Analysts can provide great suggestions also for C-level KPIs
- **Publicize the value of tracking metrics**
 - Avoid the change resistance that can arise from concern of people having a 'big brother' watching over them



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Step 1: Define & Plan

- Clarify definitions of 'success' and 'failure'

- What does good look like?
- What are the thresholds that should hurt?

- Define how data is collected

- Collect rather more than less, you might find insights later
- At what frequency is data needed to make actionable decisions?

- Tie everything back to your business decisions

- Are you still on track for answering the questions you had in the beginning?
- Are you able to track the metrics that direct you to your goals?

- Document everything in an understandable way

- Use language that resonates with the audience rather than:
$$\frac{\sum_{i=0}^{i=4}(i \times \# Defects_i)}{\sum_{i=0}^{i=4}(\# Defects_i)}$$
- (Include the above for the propeller heads, in any case..)

8 Defects Page

8.1 Q4 – Ribbon Metrics – Defect Page

Metric Identifiers

Name	Ribbon Metrics – Defect Page					
Code	Q4					
Visualization	Defect Injection & Close Rate Defect Characteristics State Transitions Defect Details UDF Charts					
VELOCITY	48.5	64	DEFECTS		TOTAL	2.54
			DEFECT CHARACTERISTICS		2.92	
			OUTSTANDING DEFECTS & AHEAD		25.00	25.00
			DEFECTS		25.00	25.00
			REJECTED RATE		0.0%	0.0%
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Customer Case

Company Overview

One of the largest mobile operators in the world.

Owns and operates networks in 26 countries and has partner networks in over 50 additional countries.

Business Issues

- Seeking a way to increase productivity in software development particularly in Micro Focus ALM
- No trend data available to accurately predict future outcomes and control project costs effectively
- The organization is splintered across a number of locations. Regions operate with their own methods
- Lack of common or global standards for reporting on IT projects across the organization
- Large variances in input data that needed to be aligned and standardized to enable good reporting

What we did

- With help of a major SI, we used **Assure's Standardization Suite** to align ALM projects
- The aligned projects enabled the creation of a common reporting platform, using **Assure TotalView**
- Implemented centralized, live dashboards using **Assure TotalView**
- Provided templates and visualizations to help define presentation layer

Benefits Obtained

- Implementation of a testing and metrics standard across all markets
- Ability to assess project's release readiness / health against key indicators
- Clear path for markets (business units) to migrate into a central platform
- 20% increase in test efficiency due to improved testing resource mobility

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Poll Question

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Step 2

Transform your Environment to
Support Cross-project and
Release Wide Metrics

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Step 2: Prepare for Standardization

- **Create a taxonomy that is standardized**

- Often the hardest part about creating good analytics models isn't getting the data or building the model; it's prepping and categorizing the data for analysis
- Status, Severity, Release, System / Application... These are the places to start
- Defect Category, Test Level, Environment... These are good for second phase
- Root Cause, Risk, Priority... Nice to have

- **Train your teams**

- Speak the same global language in the organization
- Make sure everyone can interpret the KPIs and know how they are constructed
- Highlight on competitive advantages to excite personnel



- **Provide flexibility to support different ways of working for business areas**

- Allow custom configurations such as fields for projects that are different by nature
- Establish a mapping layer: Defect severities 1-5 can be mapped to High / Medium / Low...

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Step 2: Alleviate Concerns

There are fears that people have when shifting to a data-driven culture:

The first is that they will be scrutinized (and potentially punished) because everything is being measured more publicly. Nobody wants to be evaluated against mysterious criteria.

The second is the concern that becoming more numbers-focused will cause it to feel like a less personal work environment. Tangibility is key in analytics, people need to know what it takes for the team to win.

Leadership must be ready to address these concerns.



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Step 2: Stay Standardized

- For data to become the lifeblood of your company, you need to foster the data-driven culture
- Define clear policies in data collection
- Provide a direct feedback channel for end user communities to address changing business needs quickly
- Assign roles for data ownership in enterprise level and project level
- Use the data consistently and you'll be priming your employees to always have it ready
- *Reminder:* The result for the whole team is the ability to make confident decisions based on actual data, which is empowering teams at all levels of the company



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Step 3

Automate and Manage Data Collection

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Step 3: Benefits of Automation

- Can you think of a more wasteful duty for a Scrum master or a development lead than manually creating reports to explain something that could be understood in a glance of a dashboard?
- For the managers, is it efficient to sit in status meetings in which each team has a different way of explaining what is their efficiency and why it has changed?
- Data collection should be automatic, and managing it should be the work of a handful of trained professionals, not people who are taking time of their actual work to dabble with something that is not their core competency
- *Automation of data collection can be directly translated into cost savings*
- *Workforce is more motivated and can focus on core business better when not distracted*

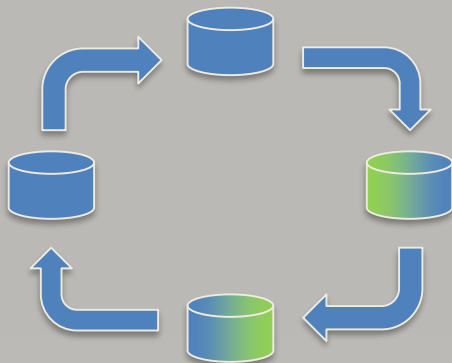


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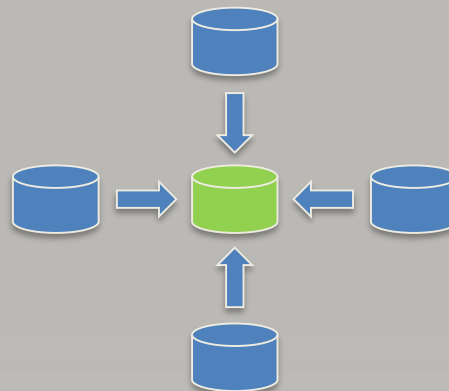
Step 3: Integration or Data warehousing?

SYNCHRONIZE



Useful for enhancing flow of activities in the organization.
Achieve smoother DevOps by enabling fluent communication within the delivery lifecycle.

CENTRALIZE

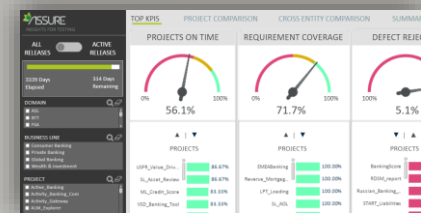
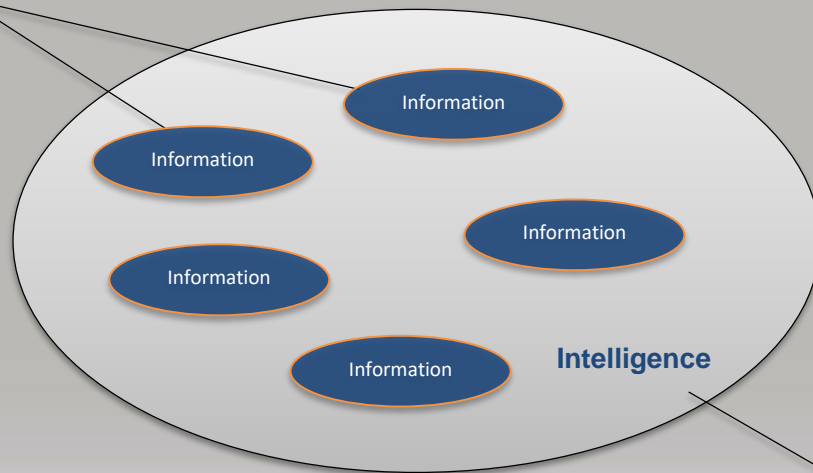
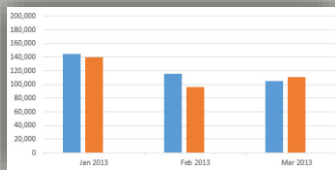


Useful for gathering intelligence and cultivating an environment that provides insights.
Achieve holistic view over delivery lifecycle that can be maintained while transforming.

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Step 3: Reporting vs Analytics?

Reporting is for sharing *information*

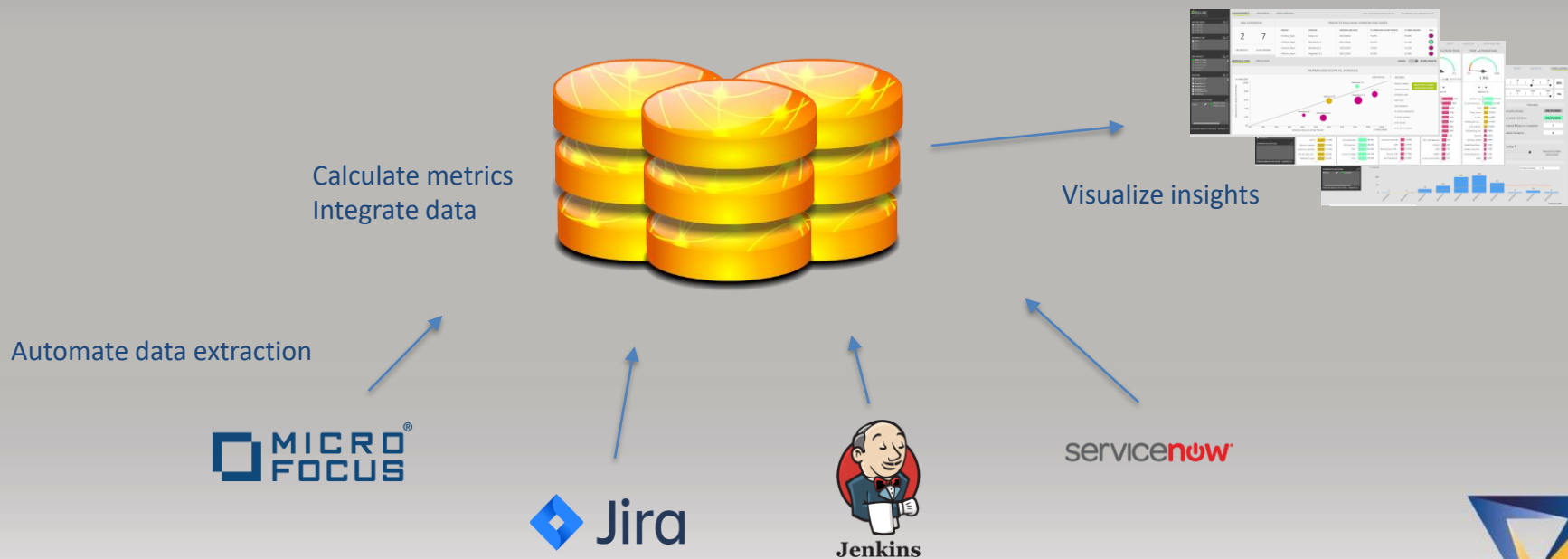


Analytics is for sharing *intelligence*

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Step 3: Automated Environment



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Poll Question

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Step 4

Visualize Data to Provide Insights for Decision Making

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Step 4: Single Source of Truth

- Once you are on your way to having a single source of truth for the data of your delivery lifecycle, you can:
 - *Concentrate on enhancing the insights that your analytics solution can provide*
 - *Verify the benefits of a centralized analytics system and communicate them to management*
- Innovation should be encouraged – Listen to the users and create a development roadmap
 - *Future target: Merge insights from multiple systems to create a holistic view of your DevOps landscape*

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Step 4: Governed analytics or Self-service?

Analytics can be governed on several levels

- A governed 'out of the box' solution provides static dashboards that are the same for everyone: Metrics can only be edited and created by administrators after a thorough review by steering groups
- A self-service solution can be based on unified metrics calculations: Basic calculation formulas are the same for everyone, but teams can create their own dashboards with the metrics that are relevant for them
- A free to roam reporting platform, like the in-memory tools provided in the market can give your teams a lot of possibilities, but do not support enterprise KPIs that enhance your ability to have a holistic view

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Step 4: TotalView Insights

- **What sets Assure TotalView apart from other solutions out there?**
 - A concept proven at scale in large organizations
 - We concentrate into software development lifecycle as a whole
 - Out of the box solution that starts producing value right away
 - We support a culture of transparency and flexibility
 - Assure roadmap has many exciting new features coming up:
 - Release management powered by Artificial Intelligence / Machine Learning
 - Integrated dashboards for complete DevOps landscape



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Conclusion

- Business Intelligence deployment project should not be a multi-year nightmare that produces a handful of KPIs
- Using a proven solution, you can achieve quick results
- Avoid trying to do a 'big bang', rather a land and expand –strategy after getting some quick wins
- Concentrate in getting the data right and building strong narratives around it
- Communicate the goals clearly – People need to understand what they are being measured against
- Ensure commitment of people – They will provide the actual transformation in your organization



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Customer Reference

“Centralized metrics established a fact-based culture. Programs saw a decrease in average days late and an increase of ‘healthy projects’. The number of projects completing testing by deadline rose from 35% to over 70%.”

– Andrea Vient, Senior QA Director at TIAA

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Thank You

Complete the short survey and opt-in for more information from Assure.

<https://www.assure.net/thank-you-webinar/>

www.vivit-worldwide.org

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Upcoming Vivit Webinars

September 20, 2018

SIG Talk: IT Operations - Operation Bridge API's and Hybrid IT Blueprint for Application Portfolio

8:00 - 9:00 AM PDT (Los Angeles), 11:00 AM- 12:00 PM EDT (New York), 17:00 - 18:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1135693&group=>

October 3, 2018

How to Turn a Software Tester into a Learning & Development Champion with Virtually No Effort!

7:00 - 8:00 AM PDT (Los Angeles), 10:00 AM- 11:00 AM EDT (New York), 16:00 - 17:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1144185&group=>

October 3, 2018

Founders Spotlight Series: Vivit Leader, Matt Angerer

8:00 - 9:00 AM PDT (Los Angeles), 11:00 AM- 12:00 PM EDT (New York), 17:00 - 18:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1149868&group=>

October 9, 2018

SIG Talk: Quality & Testing - DevOps and Performance Testing Powered by Voice

9:00 - 10:00 AM PDT (Los Angeles), 12:00 PM- 1:00 PM EDT (New York), 18:00 - 19:00 CEST (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1138415&group=>





Thank You
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