

Innovation

Customer Care and Billing Software Vendor, Telecommunications Industry

Stakeholders: Product Line Owner, Software Development Managers

Goal

- ◆ Leadership of a team of eight software architects and software/data modellers. Definition of methodological standards and conservation of domain knowledge.
- ◆ Cross-functional team leadership, providing guidance to software development teams (150+ project team members) in the adoption of best practices for software product line engineering.

Results

S23M Managing Partner Jorn Bettin refined and streamlined the organisation's software development methodology using software product line engineering principles and work products from the IBM Rational Unified Process.

- ◆ Selection and tailoring of work products. Simplification of work product templates for software requirements, telecommunications software architecture specifications, and telecommunications software design specifications. Definition of quality criteria and review guidelines.
- ◆ Providing a bridge between telecommunications business domain experts and the software architecture group within the organisation.
- ◆ Guiding the organisation in the adoption of agile techniques for incremental software validation and delivery.
- ◆ Evaluation of Enterprise Architecture and software modelling tools, and management of the roll-out of the repository based SELECT Enterprise tool.



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Collaboration for Life

Innovation

Harness tacit knowledge across the organisation

Cross-disciplinary collaboration: Analysis of the internal value chain, identification of brittle processes, streamlining of internal processes, elimination of friction from relationships with suppliers and customers.

Avoid product failure & permanent loss of critical knowledge

Knowledge reconstruction & retention: Identification of critical areas of tacit knowledge, formalisation of tacit knowledge in collaboration with domain experts, deployment of methodologies and tools for the dissemination of domain knowledge within the organisation.

Harness knowledge that lies beyond human cognitive abilities

Big data mining: Review of relevant strategic information assets within the organisational boundary and outside the organisational boundary. Definition of specific business goals based on tool-assisted analysis of big data. Establishment and coaching of a cross-disciplinary data science team.

Benefit from reuse

Semantic data integration: Development of domain-specific glossaries, identification of commonalities and variabilities across domains, and systematic reuse of concepts.



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