A Case Study

Ensure Continuous Integration & Delivery Quality

For a global leader in telecom & mobile solutions offering digital VAS, fintech and CRM solutions for telcos

Client Profile

The client is a leader in offering mobility solutions for telcos, financial institutions and caters to over two billion mobile users globally. It offers messaging, mobile Internet, content, mobile commerce, prepaid and business support solutions.

The client primarily provides Consumer Value Management Space services to businesses such as campaign management, loyalty management, customer care, provisioning, and retailing solutions. It also sells mobile apps and a variety of voice, SMS and internet services.

IMSS has a strong and long standing partnership with the client for over a decade. Over the years, IMSS delivered solutions and services spanning across multiple domains and technologies.

Summary

This project is to ease the requirement management and in turn optimize the schedule and quality of deliveries.

IMSS identified and integrated various DevOps tools and practices to efficiently manage the projects.

By the end of the project, IMSS made it easier for the client and their development teams to streamline the requirement receival process, tracking and project management for better resource management, inculcate better project discipline using DevOps tools and traceability from requirement to closure.

Opportunity

IMSS has been engaged with the client team for maintenance of SMS Firewall which is one of the core applications of the client.

The main challenge of the client's reporting team was to finish large call data record (CDR) data log processing within stipulated times.

Approximately 90 million records of CDR logs needed to be processed within 15 minutes and generate reports from that CDR data. The reporting system is expected to be very fast and robust so that it should process CDR logs every 15 minutes without piling of CDR records.

Solution

IMSS integrated various DevOps tools and processes to achieve the below.

- Requirements should be captured at a central location and team members for performing their respective activities.
- Processes to be defined for addressing the conflict between support and development activities.
- Process Discipline like Daily Stand-Up, Review Process, Periodic project Reviews
- Building of test cases for the requirements.
- Time tracking for better resource management
- Source Code Management, Traceability from Requirement to closure.
- Content management
- PMO Implementation

Tools and Practices

PLAN & CODING:
JIRA, AIO Time Sheet, Xray Test Management, SVN, Sprint Management

QUALITY MANAGEMENT:
Xray Test Management

DEPLOYMENT MANAGEMENT:
Confluence

PMO, MONITORING & CODE REVIEW:
JIRA Dashboards, Auto Status mails team, Auto team Velocity Mails , Auto Test reports, Auto release notes.

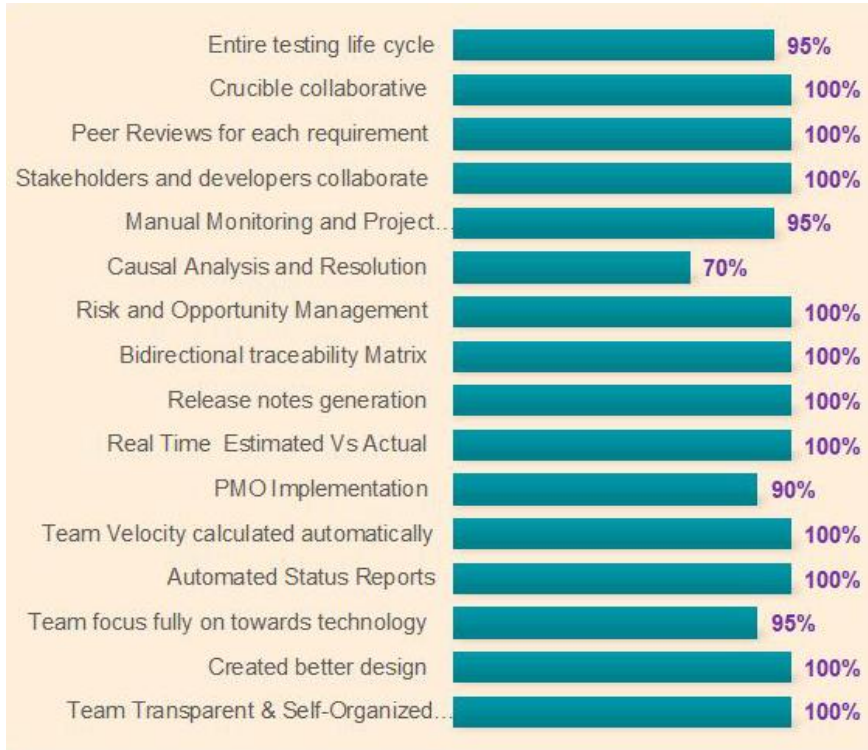Crucible for collaborative code review with JIRA

Confluence for Enterprise Design, Solution Design, MOM's, Sprint Review Details, Sprint Retrospection Details

Results

- 100% improvement in achieving better timing and process large CDR data quickly.
- 95% shift in team focus shift from operations to technology.
- 100% automation of weekly / monthly report submission to respective reporting managers.
- 100% automation of team velocity calculation - burnt story point w.r.t sprint and automate reporting.
- 100% automation of creating the build upon code check-in to source control and automatically perform unit-tests and produce results.
- 100% auto-generation of release notes w.r.t. product deployment.
- 100% automation of bi-directional traceability matrix management.
- 90% automation of test life cycle management - test plan, design, execution and reporting.
- 85% reduction in manual monitoring and project management.

Methodology

Entire testing life cycle	95%
Crucible collaborative	100%
Peer Reviews for each requirement	100%
Stakeholders and developers collaborate	100%
Manual Monitoring and Project...	95%
Causal Analysis and Resolution	70%
Risk and Opportunity Management	100%
Bidirectional traceability Matrix	100%
Release notes generation	100%
Real Time Estimated Vs Actual	100%
PMO Implementation	90%
Team Velocity calculated automatically	100%
Automated Status Reports	100%
Team focus fully on towards technology	95%
Created better design	100%
Team Transparent & Self-Organized...	100%

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