



## *Critical Software Delivery Processes Drive Software Delivery Optimization (SDO)*

### **Software Failures are Preventable**

- The New York Stock Exchange and the American Stock Exchanges close with incorrect consolidated closing price data due to a software malfunction (2006)
- A multi-national car manufacturer recalls over 1.3 million cars due to faulty fuel pumps, blaming software bugs and complex electronic interfaces for the problem (2005)

Reported and, more importantly, unreported software failures cost businesses billions of dollars. Increased time to market for new products and services prevents new revenue streams from being captured. Poorly defined business requirements and costly defects create massive rework and wasted IT resources. Disconnected software processes and silos of activity create financial and regulatory risk to the business.

With increased internal and external pressures—from compliance mandates to distributed organizations, to ever increasing competitive pressures—IT organizations are challenged to deliver software on time, within budget, at the desired quality. Ironically, at a time when software has never been so valuable to an organization, as an industry, we're getting worse at delivering software that drives true business advantage.

Through Software Delivery Optimization (SDO), Borland is taking this challenge head-on, bringing to market solutions that address critical software delivery processes. These solutions enable IT organizations to better manage the complexity of software delivery and provide the entire organization with increased visibility and control over all phases of the software lifecycle.

### **Systematic Improvement Demands a Holistic Approach**

While many enterprises have attempted to improve their software delivery processes, most fail to address the root cause of software failure, the lack of alignment between people, process and technology. Many organizations rely on technology to gain efficiency while ignoring the underlying processes and critical skills necessary to drive this improvement forward. Others invest significant resources building best in class processes but fail to connect these to the technology infrastructure or provide proper training to support these processes.

Successful organizations have found that achieving predictability, visibility, efficiency and control across the software delivery lifecycle requires a holistic solution that addresses:

- *People* empowering teams through skills training and mentoring,
- *Process* delivering coordination and discipline across the lifecycle, and
- *Technology* as a powerful accelerator of results

### **Key Process Areas for Achieving SDO**

Borland is bringing to market a series of customizable solutions that enable enterprises to master four key lifecycle processes necessary to transform software delivery into a managed business process:

- **IT Management and Governance:** A systematic approach to helping software organizations focus, perform and measure. Integrated processes, training and technology investments to prioritize business

demands, select the right investments to align with business needs and execute successfully, all while providing clear visibility across the organization. As a result, organizations can be confident they are creating the right software and creating software right.

- **Requirements Definition and Management:** A comprehensive approach to business-IT alignment throughout the software delivery process. Requirements Definition & Management allows business analysts and business stakeholders to collaborate in the process of collecting, documenting, validating and managing requirements. Ensuring tight alignment of software requirements while linking these requirements across the lifecycle ensures projects are delivered correctly, significantly reducing rework.
- **Change Management:** The orchestration of best practices found within project portfolio management (PPM), requirements management (RM) and software configuration and change management (SCCM) to control and manage change through the life of an application, eliminating disorganization and communication breakdown. As a result, software teams remain fluid and responsive to the changing needs of the business.
- **Lifecycle Quality Management:** The shifting of quality from late stage testing to a more proactive approach across the entire software delivery lifecycle. Automation of testing, tuning, monitoring and managing applications and technologies to ensure high-quality standards are infused and enforced throughout the entire software delivery process, not just tested for at the end of the lifecycle. As a result, vastly improved overall quality, significantly reduced costs associated with fixing bugs and defects, a QA organization that can focus on verification of quality not defects found.

Borland Solutions are applied via **Borland Accelerate**, a proven approach for customer success that evaluates an organization’s existing process maturity and identifies specific areas for improvement. Borland Accelerate is designed to transform an organization’s process maturity level using a flexible four-phase improvement framework that applies best practices, training and technology in a way that is tailored to the customer’s unique needs.

