IBM® works with Qantas to assess the Qantas way

Overview

■ **Problem**

Qantas and IBM have established a strong working relationship over the past seven years, with a particular focus on the infrastructure part of the business.

Given the long term partnership, IBM Rational® offered Qantas the opportunity to have a Software Capabilities Assessment conducted across Qantas's main project areas. The Assessment would evaluate the effectiveness of the software development infrastructure and tools currently used by Qantas, and identify areas for improvement.

■ **Solution**

Over a two week period, the IBM Rational team conducted on-site interviews, artifacts reviews, and inspections of the development tool environment.

IBM interviewed 20 stakeholders over eleven sessions including IT personnel, marketing and sales personnel, project managers, business analysts, architects and vendors.

The assessment concentrated on three of Qantas's main project areas — Qantas.com, Qantas Freight and Qantas Engineering.

In each of the key areas of the assessment, IBM analysed the challenges facing Qantas and the impact of these challenges on Qantas's operations. IBM then made recommendations for improvement.

■ **Benefits**

IBM Rational's assessment was a cost-and time-efficient analysis of the Qantas software management system, and provided input into Qantas's future software delivery methodology.

"This project was a great opportunity for Qantas to leverage our existing partnership with IBM for our own improvement. The assessment was conducted very professionally and required a very reasonable amount of time and financial investment from Qantas. IBM's advice was not 'product centric' but rather focused on the business outcomes for Qantas and how we could go about achieving those," said Brad Tate, Manager Enterprise Solutions, Qantas.

Key findings

Based on business impact, IBM identified a number of areas that offered the best opportunity for improvement and provided specific recommendations for action.

Next steps

Qantas are now in the process of reviewing the recommendations made by IBM from the Assessment Project.

"Whether or not the recommendations are implemented, we still see the Assessment as a useful exercise to identify where we're at, and what we need to do, to get where we want to be," said Brad Tate.

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>
> *– Brad Tate, Manager Enterprise Solutions, Qantas.*

IBM Assessment Services

The IBM Rational assessment is an instrument to help clients understand their software development or delivery capabilities using Industry Best Practices as a framework for reference. The assessment is focused on quickly understanding the client's business model, business drivers and the current development and support practices.

The end game: Identifying tangible opportunities for improvement that, if implemented, will materially impact the client's productivity, timeliness to market, and quality. This style of assessment has been a regular practice of IBM Rational and differs from many other industry assessments that focus solely on assessing the state of process management.

Another feature of the IBM Rational assessment is that it is performed in a relatively non-intrusive manner. The assessment provides the client with an independent perspective of their capabilities, strengths and weaknesses, and the basis for implementing improvements that will make a difference to their business.

To find out more about IBM Assessment Services, visit http://www.ibm.com/software/au/services

To find out more about Qantas, visit: www.Qantas.com