

# Achieve Successful Software Delivery in IT Outsourcing

by

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An IBM PREMIER Business Partner since 2000



# Agenda

- Perspective on Development Outsourcing
- How does Outsourcing Hub work?
- Dilemma in Transparency
- Solution Demonstration

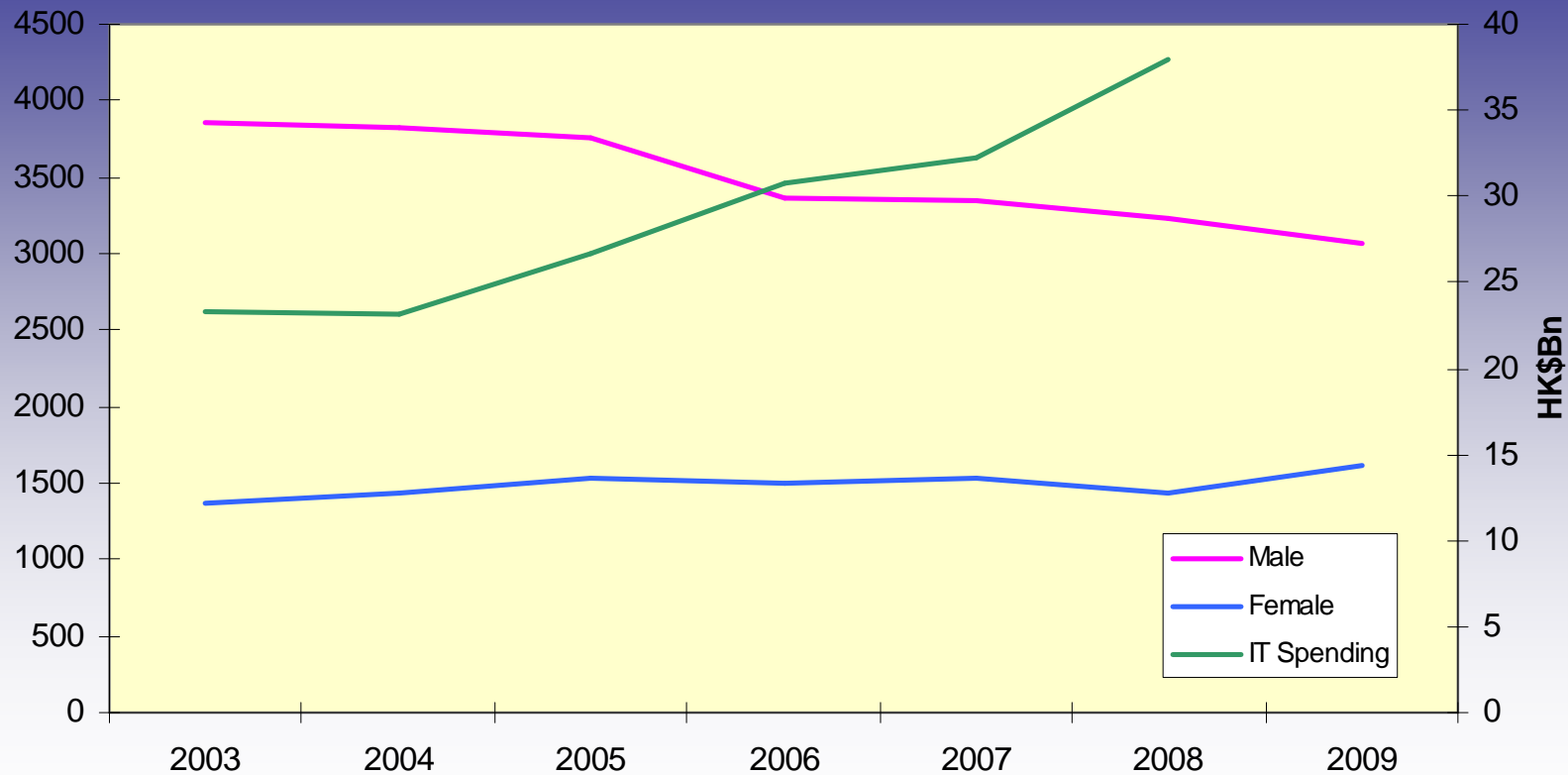
# Post IT-Boom Linger Effect

## Today's Landscape



# Demand-Supply Imbalance

## Local Engin/Tech Graduates vs IT Spending in Business Sector



Source: Univeristy Grant Committee & Census and Statistics Deapartment HKSARG

# Changing Perspective

*90's*

*Today*



# Lesson Learnt

- Substantial Overhead
  - Not in the “same” language
  - Missing Links in the Requirement Collection
- Transparent? Or Black Box?
  - Last minute bomb
  - Poor quality?
- Domain Knowledge “Ownership”

# Is Going Back Really a Solution?

- Enough flexibility in matching global impact
- Supply really can matching the surge in demand
- Good Luck in hiring an average-average
- Huge hidden cost in staff retention
- “Overhead” is unavoidable

# We Believe

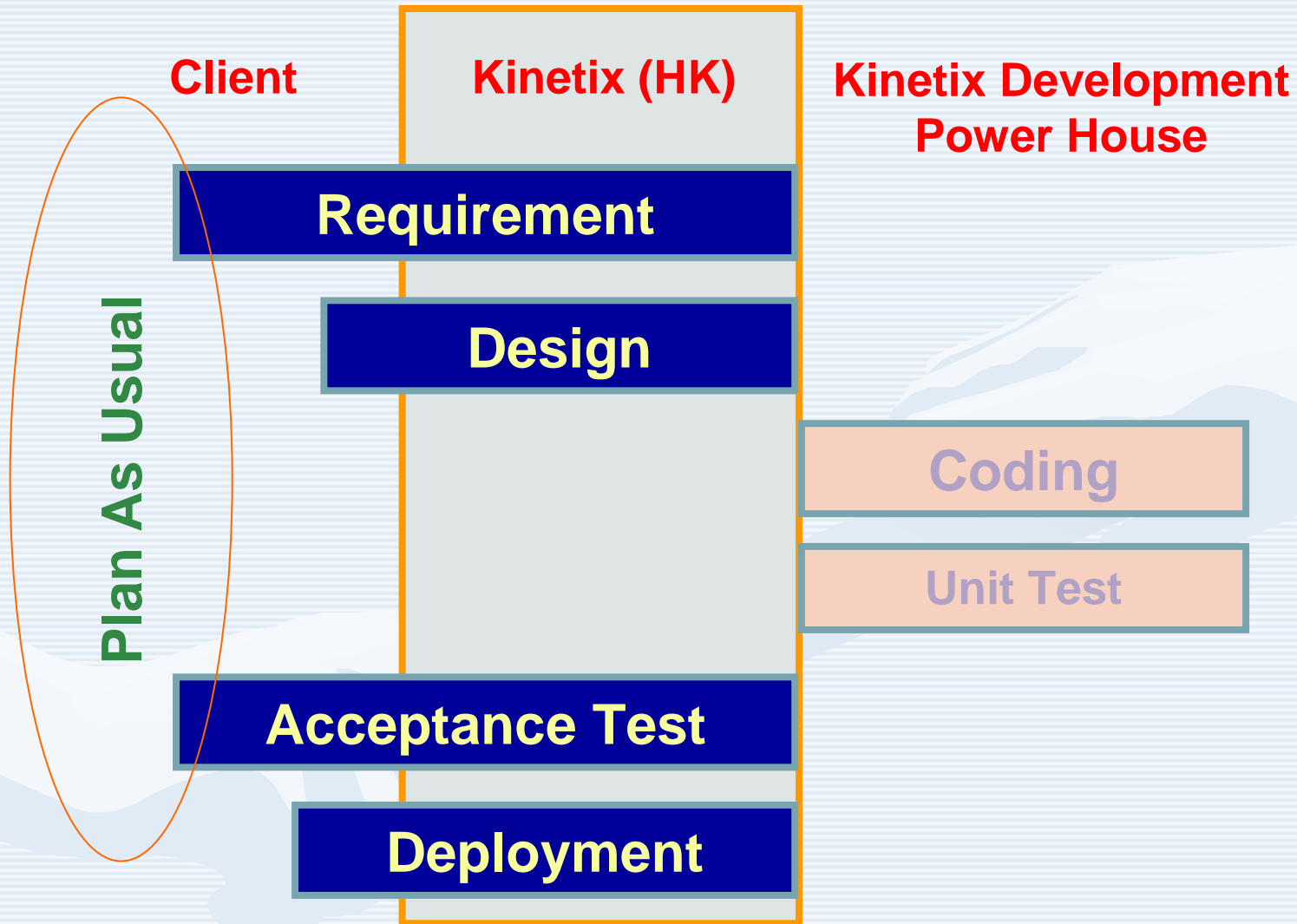
- Unavoidable Trend
- And will be Successful with
  - Proper Communication
  - Proper Monitoring
  - Proper Quality Control



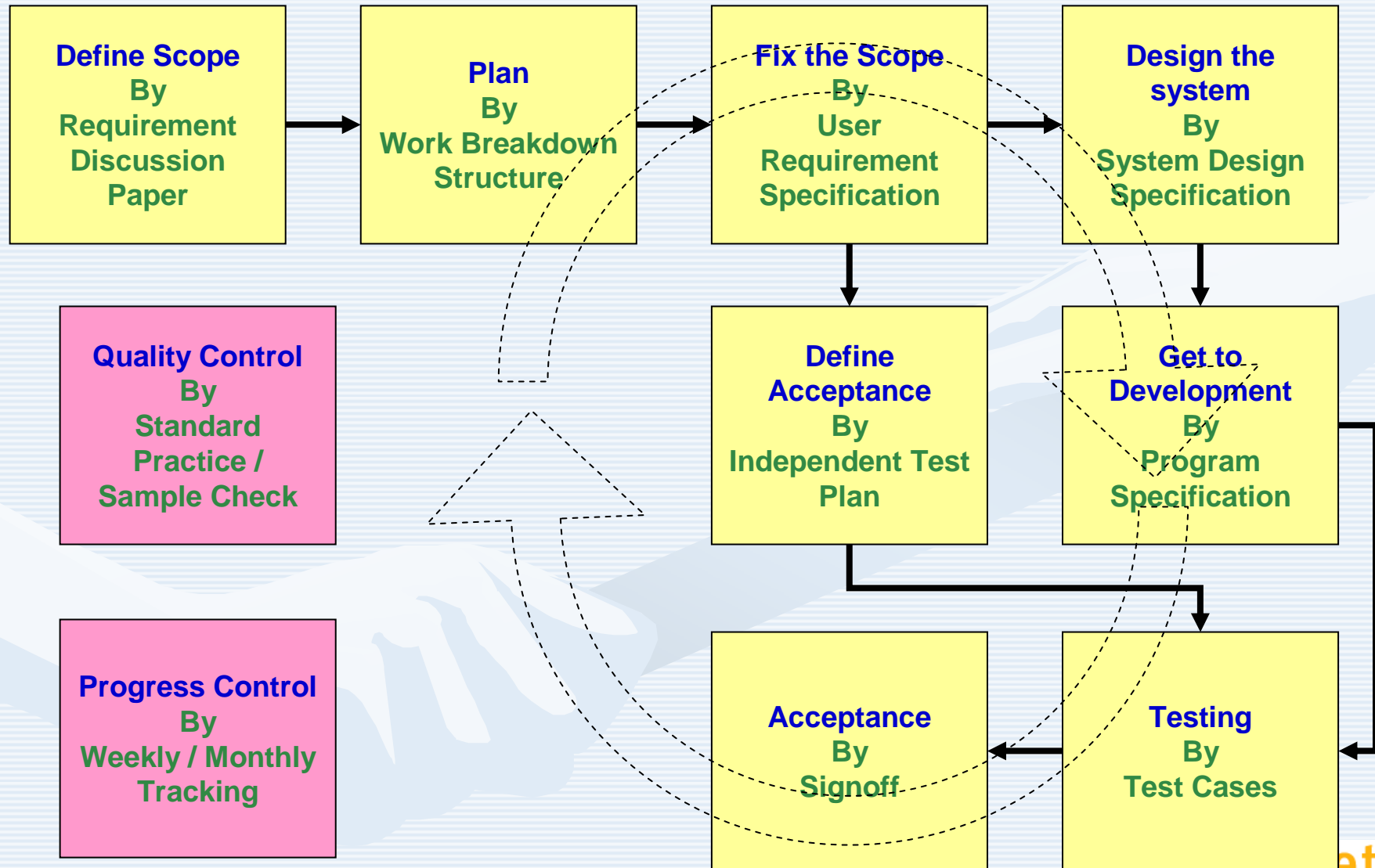
# New Perspective – Extended Team

- Your Dynamic Extension
  - No more hiring/firing/training
- Doing business as usual
  - From SA onwards
  - Monitoring
- Quality
  - Documentation driven
  - Brand

# How does Outsourcing Hub work?



# Documentation Drives Quality



# Dilemma in Transparency

- What does Transparency mean?
  - Don't bother me, just make it happen?
  - Showing how to come up the delivery?

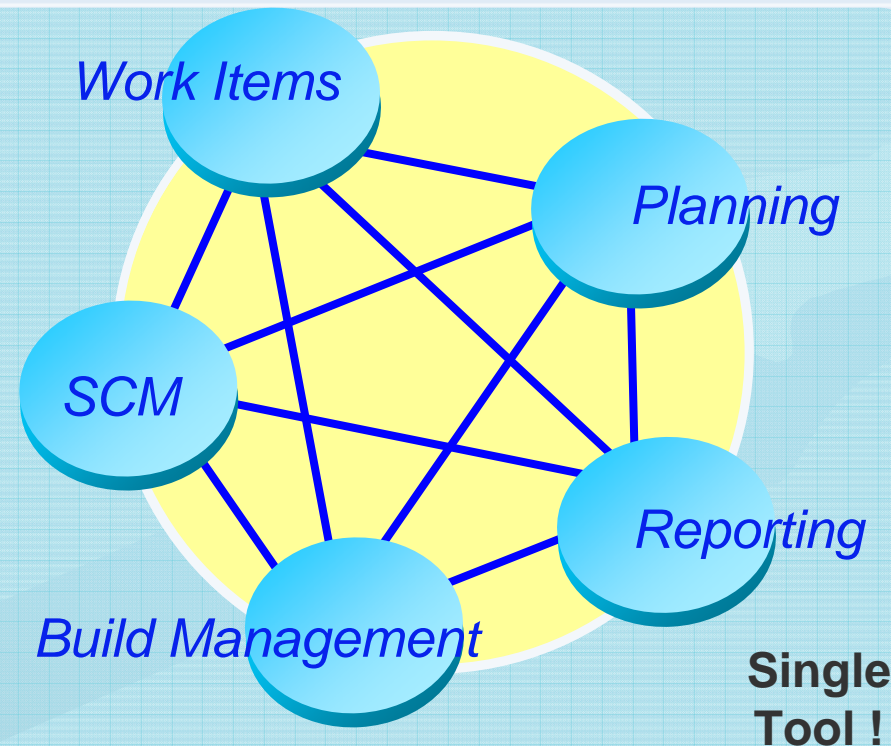
# Enterprise Class Tool

- IBM Rational Team Concert
  - Designed for distributed development
  - Centralized Project Management Tool Chain
  - Focus on Task allocation in Extended Team

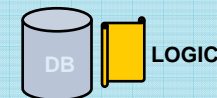
# Integrating Source Control, Defect, Build and Release Management

- **Work Items**
  - Project Transparency
  - Enable traceability of changes
- **Planning**
  - Dynamically assign Work Items
  - Real Time Work Item Monitoring to improve planning accuracy
- **SCM**
  - Tracking and controlling software version with full traceability
  - Process enactment
  - Answer to: Who did what on when
- **Build**
  - Incremental build to improve quality
  - Understand what changes have been included in the build
- **Report**
  - Real Time report on project statistics
  - Project healthiness trending

*A unified client*



*With unified storage*



# Demonstration

