Case Study

Agile Methodology

CUSTOMER

One of the facility management service providers is our client and he needs a product to serve better to his clients as well as to get better practices. He needs 100% accuracy and he needs to develop the product under his direct involvement to the development. As he cannot enter into the traditional waterfall method of software development he suggested Agile development.

FMS

The Facility Management System provides a platform provides quick response for all the customers by providing online service booking. Maintenance services, repair, operational services, etc. will be done quickly using the FMS. NDOT Team came up with good solution and the team developed the system using the best life cycle Agile Methodology. Client also supported and they themselves provided the sprint backlog which contains all the design and development in the form of split ups which is called as Stories.

TECHNOLOGIES USED

Requirement Analysis : Agile Team

SDLC : Agile Methodology

Operating System : Windows

Architecture : ASP.Net 4.0, WPF, WCF Rest Services, MVVM

Database : SQL Server 2008

..few terms
- ➢ **Product Owner**
- ➢ **Scrum Team**
- ➢ **Scrum Master**
- ➢ **Sprint**
- ➢ **Sprint Backlog**
- ➢ **Burn-down chart**

AGILE METHODOLOGY

Agile development methodology attempts to provide many opportunities to assess the direction of a project throughout the development lifecycle. This is achieved through regular cadences of work, known as sprints or iterations, at the end of which teams must present a shippable increment of work.

SCRUM

Scrum relies on a self-organizing, cross-functional team. The scrum team is self-organizing in that there is no overall team leader who decides which person will do which task or how a problem will be solved. Those are issues that are decided by the team as a whole. The scrum team is cross-functional so that everyone necessary to take a feature from idea to implementation is involved.

These agile development teams are supported by two specific individuals: a ScrumMaster and a product owner. The ScrumMaster can be thought of as a coach for the team, helping team members use the Scrum framework to perform at their highest level. The product owner represents the business, customers or users and guides the team toward building the right product.
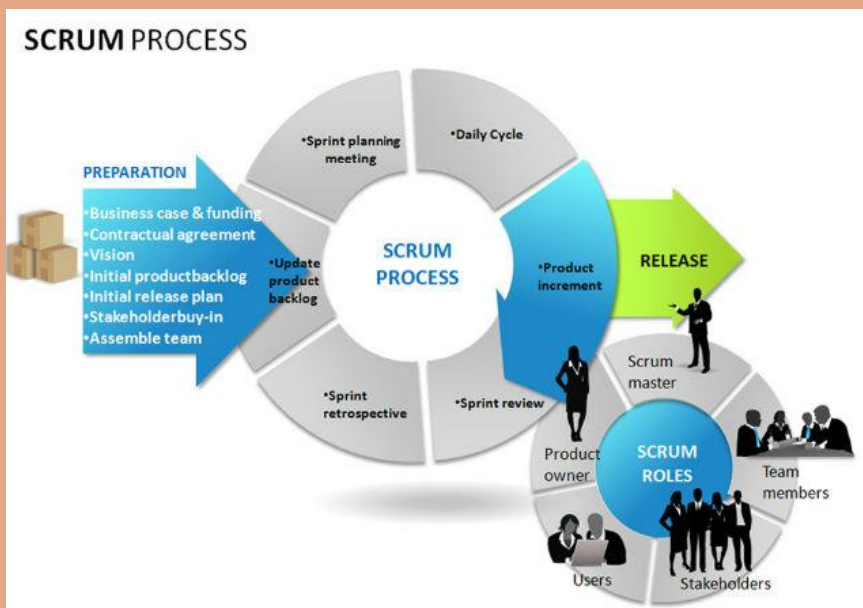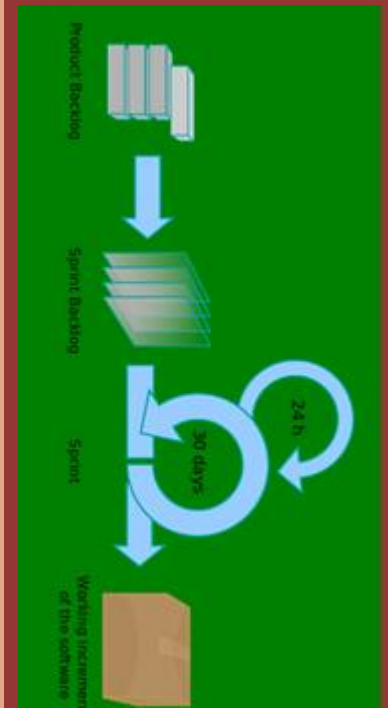
Challenge:

A Facility Management System which should balance the customer needs and queries as much as possible quick response. The man power administration, handling agents and connection with all the insurance departments. The product should be light weight but the response should be higher.

Solution:

The FMS provides an effective solution to the end users who can request their service through online requires, call request, in person, fax, etc. But the data will be maintainingin server and the follow up also can be done in proper time.
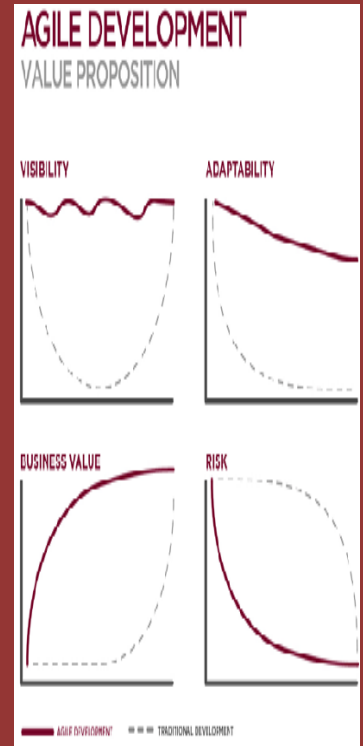
- ➢ Customer satisfaction is the main target.
- ➢ All the branches are connected via FMS.
- ➢ Customized reports facility.
- ➢ Quality improvement and performance based compliance via FMS.
- ➢ Invoices included.
- ➢ Electronic Payment process.
- ➢ Remote monitoring via FMS.

HIGHLIGHTS
Challenge :

- ➢ Need for facility management system
- ➢ Current system had low response time

Solution :

- ➢ Best FMS was setup
- ➢ All branches were connected
- ➢ Quick response time was achieved
- ➢ Good visibility on project progress

AGILE DEVELOPMENT
VALUE PROPOSITION

VISIBILITY   ADAPTABILITY

BUSINESS VALUE   RISK

AGILE DEVELOPMENT   ▪ ▪ ▪ TRADITIONAL DEVELOPMENT

NDOT
Dream on, We deliver

BENEFITS OF USING AGILE

- ➢ Clear vision of project development via burndown chart.

- ➢ Offers a lightweight framework for helping teams.

- ➢ Continuous planning and feedback

- ➢ Teams are able to continuously align the delivered software with desired business needs.

- ➢ Easily adapting to changing requirements throughout the process.

- ➢ More accurate visibility in to the actual progress of project.

- ➢ Finally, as a result of following an agile process, at the conclusion of a project is a software system that much better addresses the business and customer needs.

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