

INFO 6255 Software Quality Control and Management

Assignment 1.1: Agile Success Story

Team 5:

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Contributions:

Name	Contribution
Nihil	Company Name
Sakshi	When it happened (the date)
Sachin	Why it happened
Ashvini/ Anuja	Explain the reason for the success or the failure in bullet points

Booz | Allen | Hamilton

Booz Edwin G. Booz established Booz Allen Hamilton in Chicago, Illinois, in 1914. Initially, the company concentrated on offering companies in the industrial sector management consulting services. Governmental bodies, nonprofits, and commercial businesses have become new clients for Booz Allen Hamilton as it has grown over the years. The business expanded its global presence by opening offices, solidifying its position as a leader in management consulting.

Booz Allen Hamilton specifically helps businesses, government agencies, and defense groups to solve complex strategic problems and reshape their operations for the future by utilizing artificial intelligence, big data platforms, cybersecurity systems, and other technological capabilities.

With offices and projects all around the world, the firm has its worldwide **headquarters in McLean, Virginia**. In the past, Booz Allen Hamilton has worked on initiatives pertaining to vital industries like energy, healthcare, and national defense.

When It Happened:

Booz Allen is reshaping consulting by integrating strategy and technology to offer digital consulting services and solutions. Booz Allen Hamilton has been at the forefront of strategy and technology for more than 100 years and with this history of championing agile practices and philosophy, their systems delivery practice has adopted agile methods **since 2003**.

Booz Allen proudly holds a current Maturity Level 3 appraisal rating for Capability Maturity Model Integration (CMMI) for Development (CMMI-DEV), a recognition initially earned in **September 2005** through an evaluation conducted by the Software Engineering Institute (SEI), now recognized as the CMMI Institute.

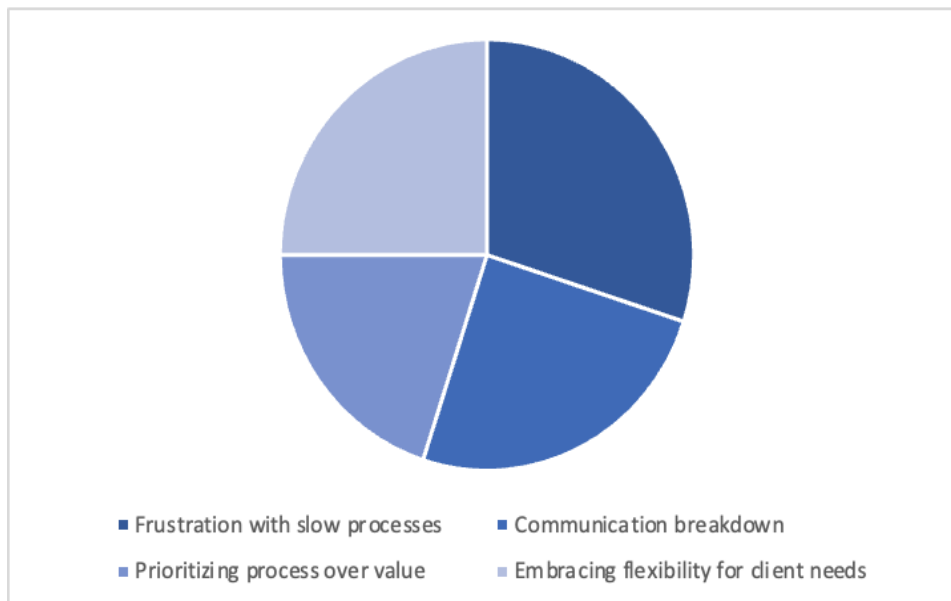
The most recent reaffirmation of this rating occurred in **October 2014**, conducted by an external appraiser, marking the 16th consecutive successful CMM/CMMI appraisal for the firm.

For over **14 years, Booz Allen has been dedicated to applying agile practices**, boasting an impressive portfolio of more than 300 active agile projects.

These endeavors span a diverse range, from compact mobile application development initiatives to intricate enterprise solutions, supported by a dedicated team of over 200 members across various projects.

Below is a detailed explanation of **why it happened**:

- **Frustration with slow processes:** Booz Allen Hamilton found their traditional methods cumbersome and time-consuming, hindering their ability to deliver projects efficiently.
- **Communication breakdowns:** Gaps in communication led to misunderstandings and inefficiencies, impacting project quality and client satisfaction.
- **Prioritizing process over value:** The focus on adherence to procedures overshadowed delivering real value to clients, limiting innovation and responsiveness.
- **Embracing flexibility for client needs:** The shift to Agile aimed to create a more adaptable and client-centered approach, allowing for faster adjustments and better alignment with client priorities.



Reasons for Success:

1. Acquiring Internal Agile Knowledge: Booz Allen Hamilton carried out investments in internal Agile coach development and training. This risk-management approach assisted in developing an internal knowledge base that could lead different teams and projects through the Agile transition.

2. Agile Client-Centric Methods: The company developed Agile frameworks to meet the demands of its clients, placing an important value on versatility and rapid response to project requirements. It's likely that this client-centric strategy improved the project's results and raised satisfaction ratings.

3. The Hybrid Agile Methodologies: Booz Allen Hamilton implemented several Agile approaches, including Scrum, Kanban, and others, depending on each project's specific requirements. Due to this flexibility, they adapted the approach to meet each project's specific requirements.

4. Emphasize on Ongoing Improvement: Teams that carried out regular feedback sequences and retrospectives were able to cultivate a culture of growth and flexibility. An ongoing commitment to improvement is required for Agile methodologies to be successful over time.

Illustrations:

1. Upgrading the U.S. Department of Veterans Affairs Pension System with Agile: By using Agile techniques, Booz Allen Hamilton was able to significantly cut down average time veterans wait for their compensation and pension claims to just 91 days, down from 300. The experience of the organization demonstrates the transformative power of Agile, highlighting its adaptability in addressing problems and promoting operational effectiveness.

2. Real-Time Analytics Platform for a Financial Services Company: The quick development of a real-time analytics platform and its smooth interaction with current systems were made possible by agile approaches. The collaborative setting promoted effective decision-making, which led to a faster delivery schedule and a solution customized to the client's needs.

Key Takeaways:

1. *Client-Centric Culture:* Booz Allen Hamilton's experience highlights the importance of cultivating a client-centric culture using Agile methodologies, which leads to increased client satisfaction.

2. *Creativity and Empowerment:* At Booz Allen Hamilton, agile techniques encouraged experimenting and rapid prototyping, which induced innovation. Increasing individual ownership and team empowerment were also factors in higher employee engagement.

3. *Effectiveness in addition to Affordability:* The implementation of Agile enhanced efficiency and cost-effectiveness by streamlining methods, speeding delivery cycles, and improving the utilization of resources.

Additional Points:

Booz Allen Hamilton keeps expanding and improving its Agile methodology, adapting it to new business needs and market developments. The success story that the summary highlights demonstrate an ongoing commitment to Agile practices and principles.

References

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