Hello everyone,

Hope you are all well.

I am going to talk you through my experiences whilst here at Vodafone on the ignite program.

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I was placed within the consumer it programs delivery department and so the first thing that my line manager did was to explain the teams structure and function.

I also had an opportunity throughout the week to talk to the different team members about their roles and about the projects they are working on.

They specialise with the delivery of IT platforms to enhance the customer journey within the retail store and also provide tools for management to enhance store analytics.

They work on 3 main platform.

They have Retail CMS which is a content management system that manages all of the pictures, videos etc that are used by Vodafone on their website or in store.

They also have retail 10 which is the app that the agents use on the tablets in the store as well as other features that are plug and play so that any of the stores can use them on their systems depending on their local market

Finally, they also manage DDC which is the digital data capture and that is robots that trawl the internet gathering data on competitor products which Vodafone can use to become more competitive.

Overall, they are moving towards a more omni channel approach.

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After understanding what the department did, I then began to understand how the department and Vodafone as a whole delivers these projects.

They used to use a method called waterfall but have now moved over to a method called Agile.

With every project, there are 3 main components. Scope, Time and Budget.

The waterfall system was a linear one where the scope or requirements were fixed and the budget and time was flexible.

They would plan the project extensively and come up with a very rigid list of requirements and then design it fully, develop the whole system, test it and then launch it for user acceptance testing.

The problem with waterfall is mainly that it was so rigid so the user requirements may change which means the solution is not fit for purpose and they would have to go straight back to the beginning and start it again.

With Agile, the scope is flexible and so the requirements can change after they do user acceptance testing to provide a solution that is more in line with what the client wants.

Agile builds small chunks of the solution and goes through the cycle which means that if a feature is not required, they haven’t wasted so much time developing it fully and can focus on other aspects.

It also provides a product that the client can tangibly see very quickly.

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After learning about this, I put it into practice with a dummy project.

I decided to mimic what a delivery team would do and wear the hats of every team member in the process.

I was the business analyst and got the problem specification from the client.

The problem was that the team wanted to upload data in a CSV file onto the GCP google cloud platform to use the data analytics properties. Unfortunately, a lot of that data was C3 level data which is sensitive and cannot be put onto the public domain and so a solution was required which was to anonymise the data.

I then put on my architect hat and described the scope and a list of requirements and documented them. I had to have a program that would be able to get a CSV file with all of the data in, anonymise the data and save the anonymised data back into the CSV file to be uploaded onto the cloud. I had to break down the application into small chunks based on its features.

I then put on my project management hat and assigned priorities and timescales to the small chunks.

Then put on my developer hat and started coding the solution. Then tested it and when I had the minimum viable product that had the essential feature.

I showed it to the product owner to see whether it is what they wanted and was told that the concept was correct but some amendments were needed to be made to the application.

That is where the Agile came in because the scope had now changed to give priority to the main function and maybe even omit some of the other features to keep it within the timescale which is fixed.

And that’s pretty much it. Thank you.