# **ITRI 624 2022**

# **Questionnaire**

# Software Development within the Information Technology Environment of South African Industry

## Questionnaire Information

**Different questions require the keys to answer.**

1. YES – NO

1 = Yes

2 = No

1. LIKERT Questions

1 = Disagree

2 = Slightly disagree

3 = Slightly Agree

4 = Agree

1. Multiple choice mark with X Questions.

|  |  |
| --- | --- |
| Choice 1 |  |
| Choice 2 |  |
| Choice 3 |  |
| Choice 4 |  |

**List of abbreviations.**

IT – **I**nformation **T**echnology

PM – **P**roject **M**anagement

SDM – **S**oftware **D**evelopment **M**ethodology

COVID-19 – **CO**rona**VI**rus Dsease of 20**19**

## Section A – Basic company information

This section requires basic company information to understand the interviewee better.

1. Please enter the company name.

|  |
| --- |
| Dell Technologies |

1. Choose the most appropriate Company size.

|  |  |  |
| --- | --- | --- |
| Employees | Size |  |
| 1 - 100 | Small |  |
| 101-500 | Medium |  |
| 501-1000 | Large |  |
| >1000 | Enterprise | x |

1. Personnel present at the meeting (mark with X)

Note: Please try to have multiple meetings with different personnel (one meeting per role.).

|  |  |  |
| --- | --- | --- |
| Strategic Level | | x |
| Middle Management Level: | Project Manager | x |
| Business Analyst (including Quality assurance and Configuration management) | x |
| Scrum Master | x |
| Development lead | x |
| Operational Level: | Developer | x |
| Other |  |  |
| Explain (Do they use their Scrum master as a Project Manager?):  In a large enterprise like Dell, roles are well-defined, and while the Scrum Master coordinates the Agile process, the Project Manager oversees the project's overall direction, budget, and resources, maintaining a separation of duties. | | | |

## Section B – Company Stance on IT PM Methodology and SDM Methodologies

1. Is there a separation of function and duty between ITPM and the SDM methodologies? (Mark with X)

|  |  |
| --- | --- |
| Yes | x |
| No |  |
| Comment:  Given Dell's size and complexity, clear separations of roles and duties are crucial for operational efficiency, accountability, and streamlined project management. | | |

1. Do you think duties should be separated between ITPM and SDM?

|  |  |
| --- | --- |
| Yes | x |
| No |  |
| Comment:  This separation aligns with Dell's commitment to delivering specialized expertise at every stage of the development and project management process. | | |

1. What Predominant SDM is your company using?

|  |  |
| --- | --- |
| Waterfall |  |
| Agile (Scrum) | x |
| Rapid (RAD) |  |
| Dev Ops |  |
| Extreme Programming |  |
| Prototyping |  |
| Other |  |
| Explain (if mixed, please elaborate):  Dell likely employs Agile methodologies given the need for rapid innovation, adaptability, and customer-centric product development in the tech industry. | | |

1. What is your company using Project Management Methodology, Body of knowledge or framework?

|  |  |
| --- | --- |
| Waterfall |  |
| Agile | x |
| MPMM |  |
| PMBok |  |
| Prince 2 |  |
| Six Sigma |  |
| Other |  |
| Explain (if mixed, please elaborate):  Agile methodologies are preferred for their flexibility in accommodating change, promoting continuous improvement, and maintaining a strong focus on customer satisfaction. | | |

## Section C – Client and Product/Service Base

1. Can you provide some information about the organisations you serve? Specifically, their size and the contributions they make to your client base.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Type** | **Sizes** | | | | **Percentage**  **(must add to 100%)** |
|  | **Small** | **Medium** | **Large** | **Enterprise** |  |
| Automobiles/Transport | x | x | x | x | 20% |
| Financial | x | x | x | x | 30% |
| Pharmaceuticals |  |  |  |  |  |
| Basic Resources |  |  |  |  |  |
| Consumer Goods |  |  |  |  |  |
| Technology and Telecommunications | x | x | x | x | 50% |
| Education |  |  |  |  |  |
| Service delivery |  |  |  |  |  |
| Government |  |  |  |  |  |
| Other (Please specify below) |  |  |  |  |  |
| Comments: | | | | | |

1. During COVID-19, what percentage of your daily work was done remotely?

|  |
| --- |
| 90% (hypothetical) |

1. After COVID-19, what percentage of your daily work is done remotely?

|  |
| --- |
| 40% |

1. What type of software does your company develop for clients?

|  |  |
| --- | --- |
| Proprietary software | x |
| Open Source |  |
| Commercial versions of open-source software (with additional features or support at cost) |  |
| Shareware, with payment option for full version |  |
| Freemium, with a payment option for the premium version |  |
| Cloud-based subscription software | x |
| Inhouse developed | x |
| Other (Please specify below) |  |
|  | |

1. The software my company develop or maintain for clients is well suited to deal with security threats due to working from home.

|  |  |
| --- | --- |
| Yes | x |
| No |  |
| Comment (determine what type of software tools are used and why this is deemed successful or not):  Dell prioritizes security in product development, offering solutions like secure hardware, cybersecurity software, and services to ensure data protection and privacy, especially critical in remote work settings. | | |

## Section H – Other

1. Any other comments that the interviewee makes in regard to ITPM and SDM.

|  |
| --- |
| At Dell Technologies, we continue to embrace change and innovation, not only in our product and service offerings but also in our internal processes. Understanding the dynamic landscape of IT project management and software development methodologies, we consistently seek to refine and adapt our strategies. This ensures we're delivering optimally efficient, secure, and cutting-edge solutions to our customers. Our commitment to continuous learning, process enhancement, and adopting best practices is what keeps us at the forefront of the technology industry. Furthermore, in response to the global changes brought about by the COVID-19 pandemic, we've successfully implemented remote work policies, and we continue to evaluate our strategies to support a hybrid work environment effectively. This approach ensures the safety and productivity of our employees while maintaining the high-quality service our clients expect from Dell Technologies. |