**Vipera Start-up Gap Analysis**

**Description:** The CSC start-up Gap Analysis defines key areas for the operations of the offshore team and the onshore-offshore coordination, which are advisable to have clearly in place as a basis for onshore-offshore cooperation, and as standard operating procedures for the NDT (Nearshore Development Team).

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| **Project (NDT) Name** | **Vipera (office in north Italy, of 8 people with exec and product management, alongside some developers.) Are a mobile banking vendor, server and client part which helps expose systems to mobile devices. Mobile Financial Services is their business.** | |
| **NDT Start Date** | They started in 2003 with development, but the first 2 years was incubator. And in 2005 it took off. And Vipera started with Ciklum in 2009 but Time & Material, which led to an own team setup November 1st 2010. | |
| **NDT Size** | 2 people now and the capacity has to grow as well with 1 or 2 people here or in north Italy. | |
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| **Project(s) Type** |  |
| **Project(s) Description** |  |
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| **Platform** | Server-side Java Enterprise Edition (JEE), JBOSS, SpringFrameWork – client-side, with mobile java. iPhone(iPad is coming), Android, Blackberry, (features phones) |
| **Technologies** |  |

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| **Additional Information** | Silvano should talk to Morten in EE sales dep. in Ciklum |

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| **#** | **Check-list item** | **Check points description** |
| 1 | **Communication model (procedures, tools)** | * Main principles of Communication Policy (what means of communication are used and for what purposes) * Communication lines (what talk and reports to whom onshore-offshore) * Scheduled events (e.g. weekly status meetings, conferences, etc) * Tools in use (e.g. Skype, mail, chat, online collaboration systems)   Skype and email have been the preferred method of communicating, and it is quite free to talk. And there is a ticketing-system. Until very recently they are introducing somewhat of an agile approach to communicating. |
| 2 | **Project Reporting & Time Registration and Work Conduct** | * Reporting schedule, people responsible, brief report description or link to template * Rules for registering time, time sheet format/system and templates (if implemented), work hours definition and sickness/absence reporting   Several reporting schemes have been implemented per project per week. There is no time tracking system and they are an agile company and are results driven. |
| 3 | **Onshore Roles and Responsibilities & Organizational Structure** | * Key onshore team members (Product manager, Project Manager, QA manager, System Architect, etc) involved in outsourcing, their roles and responsibilities towards the NDT   Product and Project Manager (Loris) and CEO (Marco C.) and Guido (sr. soft dev / vice project manager), developer (Marco T.). Loris coordinates resources and planning. Andrea (sales) brings back feature requests and domain knowledge. Silvano has technical responsibility (CTO) and who built the existing product. Loris then reports to Silvano for more details. |
| 4 | **Offshore Roles and Responsibilities & Organizational Structure** | * Key offshore team members (Project Manager, Team Leader, QA Lead, Senior Architect, etc), their roles and responsibilities * Generic description of the responsibilities for all the positions at NDT (job description / key tasks and responsibilities)   Sergey and Sergio, and Sergey reports to Sergio (team lead). The current project is being developed by the UA team, and the IT teams are working on other projects. |
| 5 | **Project management methodologies** | * General description of the SWDLC approach applied at the onshore company and at the NDT correspondingly (e.g. RUP, XP, Agile, or own tailored model) * Graphical presentation of the SWDLC   An agile Scrum setup with add-ons of Extreme programming, but mostly from talking with people over the years. No formalized processes are setup, but books have been the main inspiration. |
| 6 | **Project planning, estimation and tracking** | * Time and resource estimation, people responsible * Project progress tracking, offshore workload optimization * Change management and risks mitigation   Product backlogs and sprint plans, an issue tracker installed for new and upcoming tasks. All needed activities that are not in the backlog is also listed here.  Due to a public backlog shared with end-customer, to change or move/separate a separate user story, could be difficult, as the visibility would require at least an explanation, and possibly an accept of this. |
| 7 | **Project management tools** | * Tools in use for managing the project (project management, issue and progress tracking, collaboration tools)   Excel, TeamWork Project Management (an online tool hosted, which is similar to Jira). For each project there is a project plan, and it used to be in MS Project. Subversion is used heavily and a ticketing system.  **Silvano has already used CTI and has talked with Andrey Yegorov about this. A co-existence of both setups is possible. If Loris could get a login for CTI that would be good.** |
| 8 | **Configuration and change management (builds, config, version control, etc.); Tools in use** | * Rules of check-in/check-out, builds creation, files naming, notifications * List of the tools is use (version control, automatic builds, repository) * Documentation (version conventions, file naming, etc)   Subversion covers this area totally, but not as much as before. Branching, merging is done in Subversion. CI (continuous integration) is also used. Hudson is being looked into, but Loris in in charge of this. |
| 9 | **Requirements management; Tools in use** | * Who is responsible for requirements delivery, templates and examples, general workflow description * General requirements life-cycle description * Tools in use for requirements management   Silvano produces a product backlog which describes a total project. Currently they are working on an ESB for a bank. |
| 10 | **Code standards & Guidelines; Documentation standards;** | * Code guidelines, conventions, standards and rules applied in the client’s company and in the offshore team * Documentation standards * Documentation and files storage (e.g. wiki, file sharing)   Requirements regarding coding, includes a template and it helps you with a consistent coding standard. Silvano has promised a coding style. In a product development setup has its own standard and style.  Silvano follows-up in the beginning, and then as consistency is ensured, the less structured and formalized. |
| 11 | **Quality assurance and test procedures; Tools in use** | * Quality assurance framework * Testing procedures description applied in the client’s company and in the team as well * Test planning and test implementation * Testing documentation (test plans, test cases, scenarios), its implementation, people responsible * Tools in use (bug tracking, test tracking tools, automation tools, etc)   Product development has a best-practice for, like test drivers. There is a unformalized test procedures and test invironment which is used every time a new release is upcoming. Integration testing could be better for a company with a product. Institutionalizing and integrating test and procedures for Vipera is a definite need.  Prototyping is used as a basis for all development. There are no dedicated testers, but all should develop Unit test drivers, and then at the end a test plan is put together in a spreadsheet. And this is then executed in a team setup. |
| 12 | **Technical Infrastructure** | * General description of the NDT technical set-up (hardware, software, access to onshore environment) * Special technical set-up (add-ons or customization to Ciklum’s standard IT package)   All tools and storage is run in a cloud with an ISP in DE. No specific software demands except for MySql, and then Java of course. |
| 13 | **Knowledge transfer & Training plan / Implementation** | * Knowledge transfer in the start-up phase * Training plan for newcomers * Knowledge transfer of the ongoing phase (proprietary systems, technical knowledge, product knowledge, business processes, end-user understanding, etc.) * Training events and sponsored education   Because Vipera is a smaller development setup, the distance so-to-speak between developers is very short. This means that technical aspects are quickly solved via email groups.  Access to Silvano is a good resource for more information  Potentially confluence wiki would make some sense in this knowledge regard. The current vipera wiki is not accessible for the UA to change. |
| 14 | **Face-to-face meetings & Team building events** | * Traveling plan (onshore and offshore visits)   + When team is visiting client remember to plan in good time, as it takes app. 3 weeks to get the visa * Team building events   Silvano is traveling quite a bit between the 2 destinations. For the near future to IT hard. Visas has proven a problem when getting the UA people to IT. |