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# INSIGHTS



## DEV OPS - CHEAPER OR SMARTER?

*Titan Consulting and “Better, Faster, Smarter Dev Ops!”*

**“Better, Faster, Cheaper” or “Better, Faster, Smarter,” which works better for you?**

In the heyday of ERP, the battle cry was, **“Better, Faster, Cheaper!”** Large and small service providers touted their methods, accelerators, and toolsets that could deliver these mammoth ERP solutions with high quality, in less time, and for less money.

**Did Better, Faster, Cheaper, achieve these outcomes?**

As Dev Ops leads us towards Digital Transformation, they will need to extend ERP, support multi-platform App Development, leverage Big Data, and catch a Cloud? Will Dev Ops need to work smarter to achieve Transformation?

**How does Dev Ops have to change to lead Digital Transformation?**

The four areas crucial to smarter Dev Ops:

1. Measuring Dev Ops Effectiveness
2. Accelerating App Dev for Digital Transformation
3. Adopt an Agile Methodology
4. Embrace a Digital Mindset

**How do you measure your Dev Ops group?**

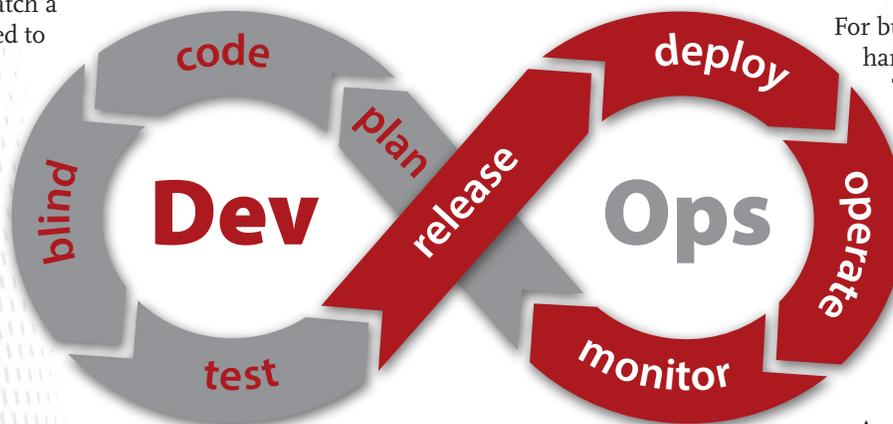
Many KPIs or metrics exist on how to measure Dev Ops. Agreement on the priority and importance of these KPIs vary depending upon where you are in your Digital Transformation

journey. We can agree that these four are vital metrics on any organization’s dashboard.

- On-time delivery
- Business value
- Customer/user satisfaction
- Product (app) quality

The adage, **“What gets measured gets done!”** applies here.

Do you have a system in place to capture and measure against these KPIs? For example, if you have a stated goal to release an app update every two weeks, how do you compare against this goal – favorably, I trust?



For business value, this is often hard for IT to measure.

That is why leading Dev Ops teams collaborate with the business to identify and account for these metrics. The two primary dimensions that are measured are:

- Increased Revenue
- Improved Profitability

An enhanced customer journey or experience will grow your revenue. Or, as we have often mentioned in prior articles, working smarter with Mendix reduces time and cost for users. At a minimum, your apps should achieve these business goals.

**Accelerating App Dev for Digital Transformation**

Mendix is our choice and recommendation for smarter App Development. Why Mendix:

- Speeds up application delivery and deployment (AD&D) as much as 10x,

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- Fosters collaboration between business and IT to reduce AD&D cycle time,
- Provides the controls to put software development in the hands of less technical developers,
- Provides uncompromising security, scalability, and long-term maintainability.

According to Gartner and Forrester, Mendix is a leader in the low-code development market. Mendix addresses the core needs of enterprise IT and Dev Ops teams to deliver business applications with scalability, reliability, and less time than legacy platforms such as ABAP, .NET, and Java.

### Adopt an Agile Methodology

Agile is not a new concept. Rapid Application Development (RAD) has been a Dev Ops objective for more than 20-years. Development tools such as Mendix and collaboration tools, like MS Teams, Slack, and others, better support and promote a RAD environment!

### Why does Agile work?

People naturally want to solve their problems and become part of a high-performing team. Top-performing companies use Agile and accomplish their goals through collaboration and teamwork. Working together, the teams share insights, creativity, and solve problems together. Agile forces IT and business to work together. This blending of skill sets ultimately benefit internal and external customers. When business and IT collaborate leveraging Agile, great things happen!

Gone are the siloed days of individual contributors working solely in their departments. Smart, cross-functional teams deliver better apps, faster. Teams are encouraged to visit with customers frequently to ensure that they understand what their customer's need to run their business.

With an agile model, Dev Ops teams deliver applications and solutions in weeks, not months or years. The faster cadence or velocity of software delivery at a higher level of quality increases stakeholder engagement and outcomes through:

- Integration burndown
- Release burndown

Another reason teams prefer an Agile approach is due to the shortened feedback loop. With traditional ERP and Waterfall projects, your feedback loop may take years to assess your success or failure. For the most part, the teams are onto the next project or wave and not influenced by the feedback. Developing and delivering apps in weeks and months shortens the feedback loop and strongly motivates the teams to a higher standard.

### Embrace a Digital Mindset

An alarming statistic supports that somewhere between 8% and 30% of Digital Transformation projects reach their goals: more than 70% fail. The significant disparity in results reflects the ambiguity of what is defined as a Digital Transformation project. However, regardless of the actual statistics, a 70+% failure rate is not a sustainable or acceptable outcome.

Too frequently, we rely upon the tools, processes, and methods to achieve the project goals. Companies that produce in the highest quartile of digital projects point to how well they integrate and invest in the organizational change activities. For better results, one must place a greater emphasis on training the people and their behavior that use these tools and methods. The training should include hard and soft skills: tools, techniques, empathy, diversification, collaboration, accountability, ownership, and engagement.

In their book, *Beyond Performance 2.0: A Proven Approach to Leading Large-Scale Change*, McKinsey & Company partners Scott Keller and Bill Schaninger prescribe what is necessary to bring about large-scale change in any organization.

A key element highlighted in the book is the focus on performance and health. Too often only the performance of a team is measured. For successful Digital Transformation 'health,' the people and organizational-side of the transformation is equally critical.

The health side of the equation relates predominantly to collaboration and empathy. In the book, the measures for health refer to alignment, meaning, and the ability to execute. Succinctly, to succeed with the change, you need to check your ego at the door and trust in your team – easier said than done! High performing teams in sports and business can attest to these outcomes.

Better, Faster, Smarter, this is the Titan Consulting way to unleash the power of your teams working together. If Smarter is your preferred method for developing your apps in this software-driven world, contact Titan Consulting to assess how your Dev Ops teams can work smarter.

Learn how Titan and Mendix can satisfy your business's appetite for custom-developed applications and deliver value in weeks, not months or years. Contact Keith Johnson, [keith@titanconsulting.net](mailto:keith@titanconsulting.net), 214.289.0924, or your Titan Consulting Director. You can see additional information on our Mendix capabilities at [www.titanconsulting.net](http://www.titanconsulting.net).