

SPRING 2017

# BETTER<sup>TM</sup> SOFTWARE

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## Do You Really Want to Be a Manager?



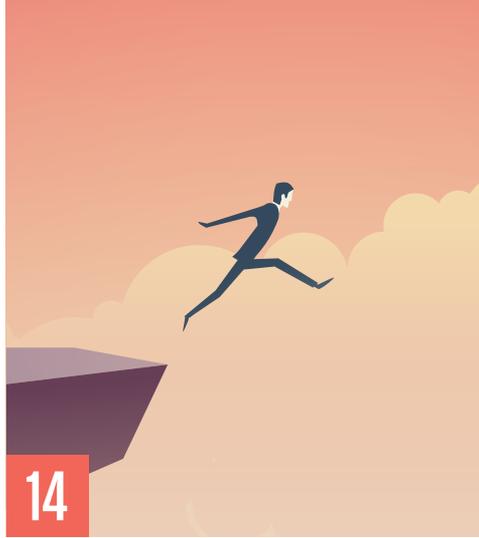
**TRANSFORMING TO AGILE**  
Real change requires your  
entire organization

**ESTIMATING SOFTWARE IS HARD**  
The human element and past  
knowledge play a critical role

\* excerpted from the April 2017 issue of *Better Software* for Collabnet

# INSIDE

Volume 19, Issue 2  
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14

## On the Cover

### Do You Really Want to Be a Manager?

The majority of managers are promoted due to their software development expertise. But becoming a successful manager requires a drastic change of focus. There is a set of expectations to consider before making that leap to the "dark side." *by Ron Lichty and Mickey Mantle*

## Features



20

### Reshaping Our View of Agile Transformation

Transforming a software development team to agile may not go as planned. The real change requires a phased approach to earn agile acceptance. That mindset must extend beyond the team to the entire organization. *by Jason Little*



28

### Managing Risk in an Agile World

Most software projects take great pains to identify and mitigate risks. Traditional risk analysis techniques can be subjective, time-consuming, and complicated. All it takes is a simple spreadsheet. *by Jeremy Jarrell*



36

### The Impossibility of Estimating Software

Estimating software schedules must be an art, not a science. With so many techniques published on the subject, why is it so difficult? It has to do with the human element and past project knowledge. *by Christian Mackeprang*

## Columns

### 09 TECHNICALLY SPEAKING

#### The Reality of Test Artifacts

To perform a validation of a software product, you need test plans. But by the time you begin testing, are those plans still valid? There has to be a better way than translating requirements into a useless test document.

*by Justin Rohrman*

### 44 THE LAST WORD

#### 2017 Is a Pivotal Year for DevOps

Customers expect real-time software updates. As DevOps becomes the engine for delivering business value, continuous innovation is needed. And this has to begin at the start of every project. *by Eric Robertson*

## Departments

06 Mark Your Calendar

07 Editor's Note

08 Contributors

12 Interview with an Expert

42 TechWell Insights

45 Ad Index



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# 2017 Is a Pivotal Year for DevOps

AS CUSTOMERS DEMAND REAL-TIME SOFTWARE UPDATES, DEVOPS IS NO LONGER AN AFTERTHOUGHT. NOW IS THE TIME FOR DRIVING INNOVATION.

by Eric Robertson | [erobertson@collab.net](mailto:erobertson@collab.net)

The complex nature of software development and delivery, especially at an enterprise scale, has resulted in DevOps gaining importance in recent years. How many of us have been frustrated by online banking or some other vendor interaction? How many of us have left a vendor for another that offers a better customer experience? Today's digital world shows us how the speed and quality of software delivery can either help or harm customer satisfaction and affect business outcomes.

Better customer experiences are driven by better software, and Microsoft CEO Satya Nadella saw it coming at the company's annual Convergence conference in 2015 when he stated, "Every business will become a software business, build applications, use advanced analytics, and provide SaaS services." [1]

All organizations are impacted by software, and all businesses are in the software business.

The quality and functionality of a company's software affects everything from competitive differentiation to customer support and, ultimately, employee satisfaction. So why aren't all private and government organizations delivering better offerings and better service at greater speeds?

## The Importance of DevOps

Traditional efforts to deliver innovative software solutions are often hampered by the limitations of the disparate tools, methods, and platforms in use today. Teams tend to be spread out geographically, and today's software development requires collaboration between R&D and IT operations.

DevOps will become an even higher priority to the enterprise as IT professionals learn how it helps bring innovative ideas to life by accelerating and improving software development. Companies that expand their DevOps practices will experience the benefits of better teamwork between development and other groups across the enterprise.

Next-generation DevOps tools are starting to deliver comprehensive views of software release cycles. They combine those views with operational data that teams can use to make better-informed decisions. Key performance indicator (KPI) data will come

**"Traditional efforts to deliver innovative software solutions are often hampered by the limitations of the disparate tools, methods, and platforms in use today."**

into play, providing a link between an organization's software development lifecycle and its business. Fundamentally, DevOps will change in 2017 to usher in these and other advances that connect software development to the heart of the enterprise.

Here are some of the trends I see developing in the next year as the DevOps market evolves.

## The Left Shift

Companies are beginning to leverage specific DevOps tools, which has led to a rapid uptick in automated testing and continuous delivery. The adoption of automated testing created a leftward shift in the pipeline, resulting in smaller-scale tests that are completed earlier and faster. Quality continues to be a focus, and micro-services are helping accelerate that drive by enabling the deployment of higher-quality code at a smaller risk to the business.

These shifts in testing and code deployment have pushed feedback further left in the pipeline, so teams are receiving responses earlier in the delivery lifecycle. As more organizations pick up on this shift, software quality will improve, and risks will be reduced



further down the pipeline. This lowers the potential impact to the customer in terms of outages and operational costs by lessening the number of service requests.

## Driving DevOps with Analytics

Focusing on analytics provides a more holistic and comprehensive approach to DevOps. Over the next year, we will see more connected tools and processes, as well as KPI data that can enable new levels of decision making by leveraging operational data to provide intelligent correlation and traceability. Through KPI data, for example, organizations can unwrap the hidden issues within a software release that led to a jump in service tickets. With this type of powerful analytic data, detailed and revealing reports can be used to collect metrics from the tools and activities from chained associations.

## DevOps Becomes an Integral Part of the Project Lifecycle

While DevOps tools are meeting the needs of organizations involved with the software development lifecycle, many organizations have evolved. They now need to understand their DevOps value stream across the software development and delivery lifecycle—from planning to operations. This enables organizations to deliver end-to-end traceability across every DevOps tool chain component and to leverage objective metrics and KPIs. This ensures that the delivered value is always operational and meets service-level agreements for the business. Essentially, this means continuous monitoring and feedback across DevOps tool chains.

This year, DevOps excellence is expected and has become the catalyst for successful software solutions. We are witnessing the importance of DevOps even at the executive level of enterprise software solutions. Consider bringing DevOps to the very beginning planning stages of your project lifecycle and coupling KPIs with analytics to measure operational success. By prioritizing these considerations, enterprise leaders will better leverage existing investments and set themselves up for future success in an industry that is constantly changing. [\[BSM\]](#)

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