

Software-oriented change management

CM FORUM



∟REJLERS

Overview

Presentation Mattias Vannergård

Definitions

Walkthrough of open questions

Comments

PRESENTATION



TRAFIKVERKET

Ansök om årligt driftbidrag

Här ansöker du som företrädare en vägförening om årligt, statligt driftbidrag för enskild väg. Vägar som redan har bidrag ska inte sökas igen.

E-tjänster / Enskilda vägar / Ansök om årligt driftbidrag

- 1 Väguppgifter
- 2 Kontaktperson
- 3 Bidragsmottagare
- 4 Bifoga
- 5 Sammanfattning

Mattias Vannergård



Observation

Observation

Something within a software-based system or product that someone notices as a discrepancy or deviation from his or her expectation

Question #1: What types of observations can be done?

Example answers:

- Enhancement
- Bug
- Missing function
- Superfluous function

DEFINITIONS

Remediation

Remediation

A change done to a software-based system or product with respect to an observation

Decision gates

Decision gates

To understand the minimal flow for an observation, we define four decision gates

0. Do we have enough information to define the observation?
1. Do we have enough information to start analysing the observation?
2. Do we have enough resources (time, money, people) and a plan to perform the selected change proposition, to remedy the observation?
3. Do we have enough information to allow the change into a release?

Question #2: In your opinion – are these four decision gates too many or too few?

Change tracking tools

Change tracking tools

In software these are called ALM – Application Lifecycle Management
For products these are called PLM – Product Lifecycle Management

Question #3: What tools do you use?

Example answers:

- Excel
- ServiceNow
- Azure DevOps
- Jira
- Trac
- Bugzilla

Change attributes

Change attributes

All the bits and pieces of information that can be connected to an observation and its remediation

Change attributes

We start out by grouping the change attributes into domains and sub-domains

- Description
 - Summary
 - Symptoms
 - Detection
 - Reproduction
- Affected artifacts
- Resources
 - Stakeholders
 - Teams
 - Time
 - CCB
- Investigations
 - Trade-off analysis (TOA)
 - Root cause analysis (RCA)
- Solution(s)
- Decision log

Change attributes

The change attributes are written on paper, they are of course many.
I recommend to choose a domain or sub-domain to analyse these in two groups

Question #4: Do you miss any attributes or do you see any attributes that you would never use ?

Discussion - questions

- #1: What **kind of observations** can be done to a (software-based) system or product that will eventually lead to a change?
- #2: What are the **minium number of decision gates** for an observation that leads to a change?
- #3: What **tools** do you use to track, analyse and investigate changes?
- #4: What attributes are **releveant** for an observation and when and why are they relevant?
- #4 - specialized: What would be your personal checklist when closing an observation? Which attributes are absolutely necessary to learn something about the quality in our organization?