



Case Study

Software Consultancy for Business Process

A leading US insurance company with global presence, one of ODA's existing clients, which has had several projects developed by ODA, with some more still under development, as an extension of its trust approaches ODA to provide them consultancy for an unsuccessful project development, by a third party, for automating the client's processes. ODA was engaged as a consultant for this multi-million project to conduct analysis of various requirements documents for the project, to de-duplicate and cross-reference the data items to their usage.

This case study presents how as consultants, ODA developed a strategy that validated the business requirements against the functional requirements, keeping in mind the factors responsible for the failure of the first attempt of this project.

Client's Requirement

The client had invested millions of dollars in a project for automating its processes. The first attempt of the project had been unsuccessful. A second attempt was made for resurrecting the project. But this time the client wanted a third party to track the project development, to validate that all its business requirements were being mapped with the functional specifications and to make sure that the project was moving in the right direction. ODA was also assigned the task of understanding business requirements and creating UML (Swim lanes) designs for the second attempt of this unsuccessful project.

The client approached ODA for consultancy as it is a trusted service provider to this global insurance company and has successfully finished many projects for the client.

Our Solution

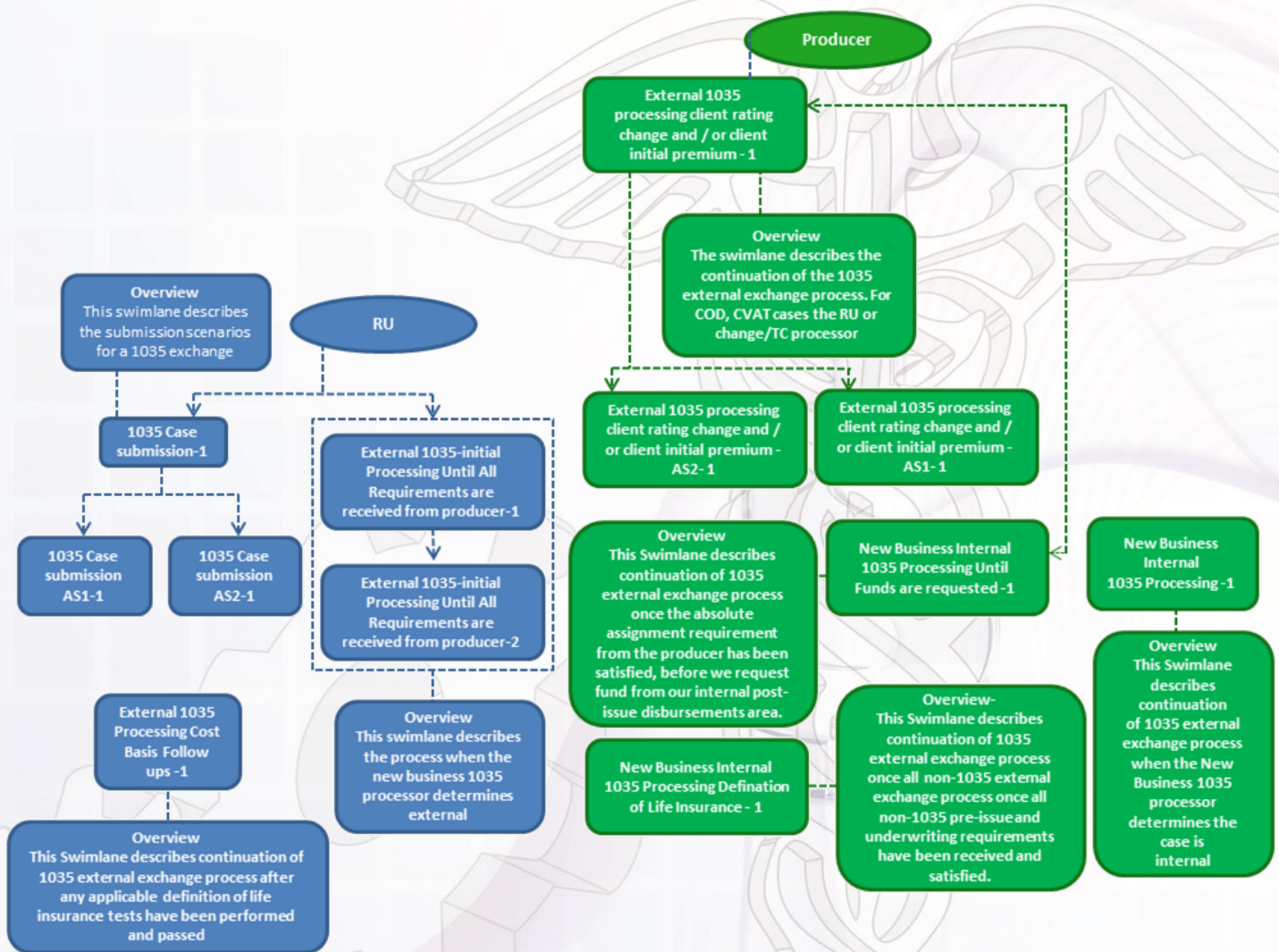
A dedicated team of 9 resources was formulated based on a combination of onshore and offshore team deployment. The team included an onshore project manager, an offshore project lead, six developers and a DBA. The project was executed in a period of five months. For the project the following technology components were used: Excel 2000, Oracle version 9i, Excel Macros and EA [Enterprise Architecture] Tool. The project comprised of two major components.

- Requirements Data Validation (RDV)
- Requirements Robustness Analysis (RRA)

For the first component of the project (RDV), ODA conducted analysis of various requirements documents for the client's project to de-duplicate and cross-reference the data items to their usage. There were over 400 Word and Excel documents which had been created as part of the Requirements and Analysis phase of the client's project. These documents captured the business requirements, data dictionary, business rules,

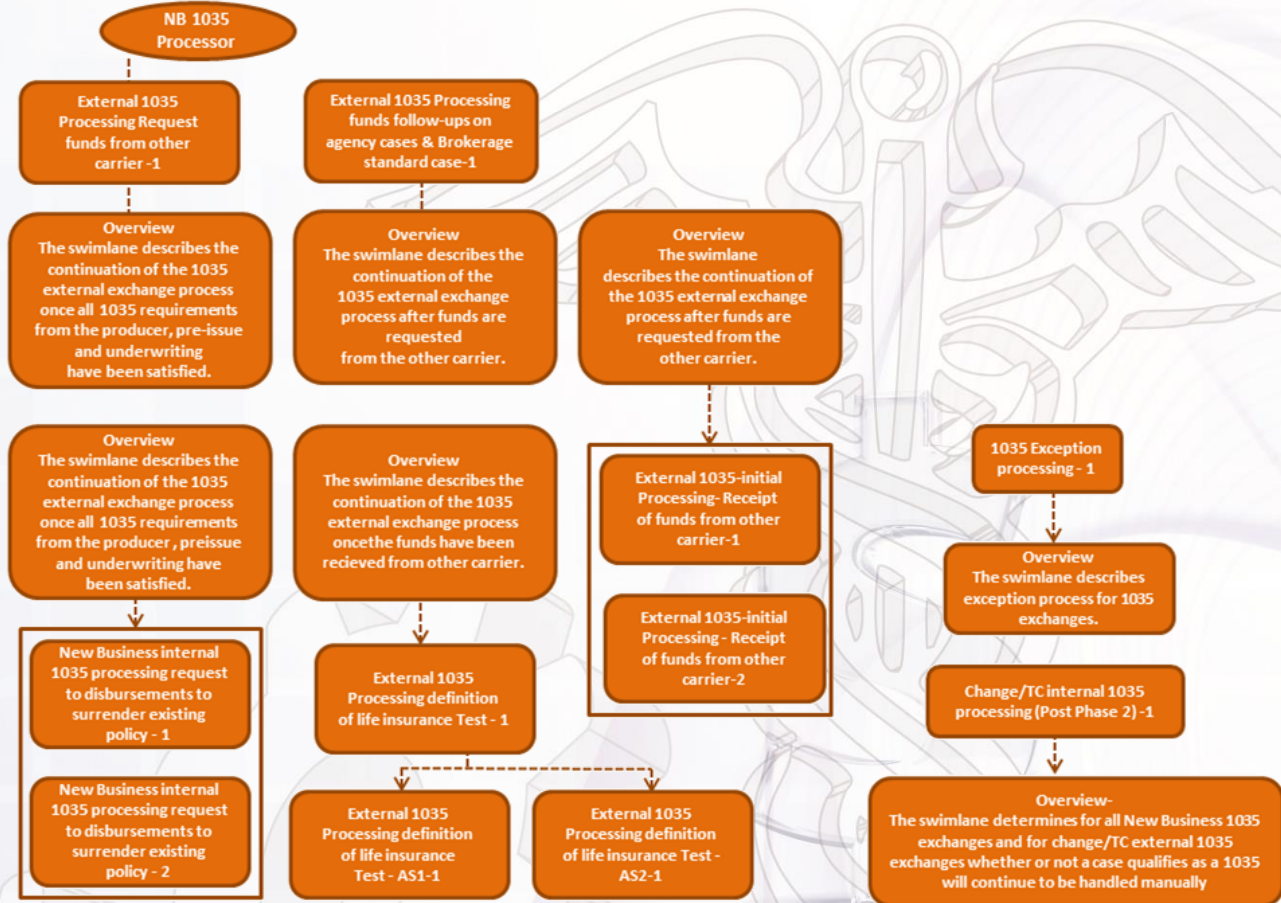
Business requirement loads, functional specifications loads and cross-referencing were within the scope of the project. It involved Data Items to Tags cross referencing, Data Items to Business Rules cross referencing and Data Items to Data Source cross referencing.

functional specifications and tag definitions. Due to the huge volume of data items in the dictionary and the distributed nature of information across these documents it had become difficult to understand them and ensure traceability of information across these documents. This was considered as a serious risk to the project.



ODA created a database repository to capture the "meta data" for the client's project and run various exception reports to identify discrepancies. ODA applied the practices and tools used for Data Cleansing practice, which includes Excel file loaders, matching and merging algorithms and reporting framework.

Data validation reports were created to identify lapses between the business and functional specifications. The deliverable consisted of Data Model Design for Data Loads, Data Item Load Diagnostic Reports, Tags Load Diagnostic Reports, Business Rules Load Diagnostic Reports, Data Source Load Diagnostic Reports etc.



For the second component of the project (RRA), ODA conducted analysis of various business requirements documents for the Phase 2 of the project and created UML Swim lane diagrams for each requirement. There were multiple business requirements, use case and business rule documents for Phase 2 of the project. The business analysts had documented these requirements according to their perception of the system, which could have been similar but not same as Subject Matter Experts' (SMEs) expectation. This was being considered as a serious risk to the project.

ODA created UML Swim lane diagrams for the project requirements and verified these diagrams with the SMEs. This was to ensure that the system being developed was in accordance with the SMEs expectations. Some of the major tasks for creating Swim lanes were to identify the actors (Swim lanes) and the entry point into the workflow, map business rules and developer walkthrough. Finally SME walkthrough was conducted wherein these maps were presented to the SMEs for validation and approval, by ODA's onshore project lead. Revisions were made to the Swim lane diagrams based on the review sessions.

Swim lane diagrams were in PDF, HTML and Enterprise Architect file format.

Challenges

The project team had to face several challenges during this project, which it met successfully, to the client's satisfaction. The project was unique in itself. ODA team had to examine each business process of the client very carefully and understand all its dimensions. Mapping FSD's with business requirement also was a task which had to be done with lot of effort and care, as was checking that all the rules were being met. Each business requirement had to be mapped against several entries. The volume of the data items in the dictionary and the distributed nature of information across these documents added to the challenge.

The criticality of the project for the client, as it was a second try of a multi-million project, plus the excellent relationship that ODA has with the client; added to the pressure on the team to exceed all expectations.

Moving Ahead

The project has been successfully finished, much to the client's satisfaction. ODA, already working on several other ongoing projects for the client, has experienced strong growth in client relationship.



ON DEMAND AGILITY SOLUTIONS

ODA Headquarters

5994 W Las Positas Blvd, Ste 221,
Pleasanton, CA 94588

About ODA Solutions

On Demand Agility is your unwavering partner in providing Mission Critical IT and Engineering Solutions. We enable businesses to lead market trends with our end-to-end business and technology solutions.

The offered solutions improve process processes and meet industry standards with cutting edge technology.

Partnering with ODA gives our clients access to some of the finest talent in the industry. As a global company with presence in US, Singapore, India and the Philippines, we are equipped to help your business run seamlessly and efficiently.

For more information, contact
ashu.chadha@ondemandagility.com