
Capability and Maturity

Perspectives on Software Outsourcing



Agenda

- Introduction to ITWorx
- Market Positioning
- Strategic Planning
- Execution
- Process Improvement Experience
- Current Market Trends



ITWorx

- Founded in 1994
- Focus on North American market
- 150 engineers in development center in Nasr City Free Zone
- Sales and Marketing Office in Boston Ma.



Competitive Analysis

- North America
- Middle East
- Europe
- Customer Perspectives



Strategic Planning

- Balancing Objectives
- Customer
- Financial
- Innovation and Growth
- Process



Execution

- Culture
- Structure
- Process
- Technology and Tools
- Organizational Change Management



First CMM L2 Pre-Assessment

- Was the starting point of process improvement
- Held on November 2001
- None of CMM L2 KPAs was satisfied
- No processes were defined



Action Plan

Action plan included:

- Business Goals
- SPI Short and Long term objectives
- Improvement Opportunities and prioritisation
- SPI Organizational structure
- SPI Schedule



Second CMM L2 Pre-Assessment

- Held on July 2003
- preparation for the assessment.
 - Prepare Documentation
 - Internal Training
 - Internal audits
- Selection of projects “2 to 3 projects”
- KPAs that were satisfied:
 - Requirements Management
 - Quality Assurance
 - Configuration Management
- KPAs that were partially satisfied:
 - SW Planning
 - SW Tracking



Results

- Organizational redesign complete in terms of quality culture, structure, processes and tools.
- 300% Growth since 2000
- Continuous measurable improvement in software quality (and overall competitiveness) throughout different market conditions
- Selected UTC preferred supplier since 2001
- Successfully entered Middle East and Africa market
- Mature software process, Level 2 certification ready
- Strong commitment to continuous improvement



Current Market Trends

- Global economy accelerating
- US political debate around offshore outsourcing
- Increasing costs in India
- Emerging geopolitical risks
- Emergence of China as a competitive threat
- CMMI and P-CMM
- IT enabled BPO as highest growth segment in the market



Conclusion

- Integrate Process Improvement as part of overall strategy
- Ensure the right balance between Financial, Customer, Process and Innovation objectives
- Ensure organizational design best fits these objectives
- Consciously manage change process



Q&A

