



An Introduction to Software Services Lifecycle Management

HOW SSLM CAN HELP YOUR TEAM REACH PEAK EFFICIENCY

More and more, software is at the root of many businesses ability to succeed. People are updating the firmware on their cars, they are connecting their smartphones to their refrigerators, they are viewing the feed from their video doorbells from their desktops. Software is a commodity and it is the driving force behind the ever-growing digital transformation -- and how companies can develop, iterate and release their software can be the difference between sinking and swimming.

“Process and software must tightly integrate in order to support the connected nature of software delivery” - Zubin Irani, CEO for cPrime

With this increased complexity across a variety of verticals comes an increased complexity in the issues industries face in developing and releasing their products. Not only are there the issues of security, scalability and speed -- issues that Agile and DevOps practices hope to address -- but there are complexities raised by the supporting services themselves. As companies grow and scale, silos are introduced, created by teams, tools and processes. In a world where adapting at the speed of light is almost a prerequisite for participation, it can be difficult to strategically unify your software services in a way that doesn't actually hinder development.

The benefits of Agile, DevOps and Application Lifecycle Management (ALM) are many. From faster releases and improved efficiencies, to less downtime and increased stability, this brave new world of software development continues to offer incredible benefits. But harnessing the benefits offered by this approaches remains difficult, as siloed operations and disconnected software delivery workflows hinder teams from achieving peak output.

A Changing Landscape

There was once a time when Agile was solely a function of development. Today, Agile is spreading across other business groups, from HR to marketing, finance and beyond. Furthermore, successful Agile initiatives require cross-functional participation from the very beginning of implementation.

With this increased implementation of Agile, DevOps is also starting to take center stage. DevOps, and its automation processes, are helping to break down some of the roadblocks that hinder Agile's success. This is largely being driven by larger enterprises who see a potential for not only more revenue, but more IT control.

Indeed, we have entered the era where “every company is now a software company.” Internet-of-Things (IoT) and the connected devices, along with the knowledge economy, makes software more and more integral to the success of even the most traditional of businesses. This is greatly fueled by the era of digital transformation. We find ourselves knee deep in another industrial revolution, where social, mobile, the cloud, and big data are fundamentally and forever impacting the way companies do business. As this digital transformation occurs, there is also an increased need for quality, reliable software to serve not only as a

means of bringing companies into the digital realm, but to provide a bridge between digital companies and their customers.

Introducing Software Services Lifecycle Management.

Software Services Lifecycle Management (SSLM) addresses the fragmented way software and services are used to support Agile, DevOps and ALM initiatives. It unifies the teams, processes and tools used to build applications through a unified approach to software services. SSLM promotes an integrated and comprehensive approach that supports the software goals of an organization. As Agile and DevOps reach

further into the enterprise, SSLM establishes the need to look at how all tools and processes complement each other, and provides practical steps to create a unified services strategy.

A Problem in Search of a Solution

Agile, DevOps and ALM often exist in a world of "silos services." These services fail to address the highly interconnected and technically complex reality of modern software delivery. These practices have no doubt revolutionized the software delivery industry, but as the industry continues to grow and change, new and modern approaches are necessary to continue to advance the innovation provided by Agile, DevOps and ALM.

As DevOps teams scale, they encounter new and unique issues, and with nearly every company now relying on software to succeed in a digital economy, silos and technicalities can be crippling. Organizationally, companies are failing to realize the benefits of Agile and DevOps more than ever. Unfairly, Agile is being labeled as being outdated and fluffy, with a lack of technical innovation. At the same time, companies are being sold on tools that only further create silos. Organizational leaders are then led to believe that tools and processes are separate - and the end result can be difficult to sort through.

As Agile practices spread to different business units, the transition from small pockets of Agile success (such as when IT was strictly confined to the development group) to organization-wide value can be difficult. It's not difficult to imagine how many different groups using different tools and processes to try to accomplish similar goals can lead to confusion and inefficiencies.

Furthermore, beyond the issues of silos and disconnected workflows, organizations are facing a devastating talent crunch. Coupling a shortage of developers and engineers with an aging workforce, companies are experiencing a lack of available talent that makes improved processes more important than ever.

Finally, while Agile and DevOps are indeed colliding, their toolchains and processes are not fully meshed. While the traditional software services needed to support teams, managers and executives are necessary, they need to be complementary of each other, and be connected and viewed as a single initiative.

The Promise of SSLM

Software Services Lifecycle Management is the happy medium between tools, teams and processes. It is the intersection of these three ever-important facets of the software development cycle, creating a unified approach that provides unrivaled team cohesion for improved software development, more value from services and a multitude of other benefits.

Imagine spending thousands of dollars on Agile training, only to be forced to use a tool that slows down your ability to develop. Or purchasing software that doesn't support your processes. These scenarios are extremely prevalent, and the solution isn't always clear. SSLM recognizes these issues and seeks to unify tools, teams and processes in a way where these services build each other up, not slow each other down.

SSLM also seeks to offer a consolidation of knowledge and expertise. It provides a central location for knowledge that allows organizations to become more efficient. When coaches know the in's and out's of your organization, suddenly problems aren't as complicated, configuration is simplified and training, coaching and consulting are more impactful and relevant.

Finally, without complete unity of tools, teams and processing, realizing the true capabilities of Agile, DevOps, and ALM is nearly impossible. As you bring these services together, your team will develop at speeds previously thought unattainable.

We see the SSLM approach following these core tenets:



Software Services Lifecycle Management is all about building unity. It addresses the siloed nature of how training and services are delivered and consumed in today's increasingly complex software environments. With this approach, we aim to promote an integrated and more strategic approach that supports all software goals of an organization. We feel this approach is long overdue – as we see many software organizations using services in disconnected ways that lead to increased chances of software failure.

On the customer side of SSLM, beneficiaries will enjoy increased value and purpose from services across the board, as well as increased visibility, productivity and efficiencies. Furthermore, teams will see faster overall software delivery -- and with an increased speed in time to market, there will be a corresponding increase in team fulfillment. On the industry side, teams will enjoy the elevation of services to a more valuable, strategic initiative

Conclusion

The primary benefits of Agile, DevOps and ALM are the incredible propositions of speed, collaboration and efficiency. But when an organization becomes mired in disconnected teams, tools and processes, we end up with siloed workflows, and many of those benefits disappear. Fortunately, Software Service Lifecycle Management seeks to find a way to unify these three factors to create a better approach to software development and release.

SSLM focuses on not only creating unity across the entire development lifecycle, but also to create a unified vision as it relates to company's larger business goal and initiatives. By refocusing organizations on the "prize," teams become more efficient, more focused and more driven toward reaching established business goals. Furthermore, SSLM analyzes not only the tools, teams and processes organization-wide, but how these different facets complement each other and work together. It offers a complete lifecycle approach, allowing teams to improve efficiency from the beginning of the process, all the way to the end, and in every step of the organizational workflow. SSLM indeed offers a visionary new approach to software services management, with a wide variety of benefits for small-to-medium business and enterprises alike. So whether you are a small startup starting to see your Agile approaches become siloed, or you are an enterprise giant, you stand to reap a great deal of benefits following the SSLM industry approach to unify your development workflows and processes.