DevOps Maturity Assessment for a Leading Airlines Alliance

IGT SOLUTIONS

Business Challenges

The client needed a mechanism to derive the maturity across People, Process and Tools pillars of DevOps and prioritize implementation basis gaps. This was important in view of increasing efficiency in delivery cycles. Specific objectives of the client were:

- A way to identify DevOps maturity across applications.

- Quick assessment involving minimal effort from delivery teams.

- Align People, Process and Tools in line with industry best practices.

Value Adds

- **Visibility:** Quick visibility on gaps to client management helped in identifying investment areas.

- **Benchmark:** Baseline application DevOps maturity aligned to industry best practices.

- **Effort:** Less than 20% effort from delivery teams for maturity assessment by leveraging IGT Solutions model and framework

Client

The Client is a leading airlines alliance of 15+ airlines and access to 1100+ destinations, enabling seamless connectivity with a range of comprehensive customer benefits and services to international travelers.

Synopsis

Efficiency in software delivery is a key driver to quickly roll out features impacting revenue. DevOps movement enables an organization to infuse efficiencies across People, Process and Tools. However, the starting point to transform a firm is to measure and understand the current state which is why the client, a leading airline alliance approached us. Our solution provided upfront visibility on the current and targeted state for its B2B and B2C applications.

Solution Provided

We leveraged IGT Solutions DevOps Maturity Model coupled with Assessment framework to derive DevOps maturity for B2B and B2C applications. Solution revolved around:

- Assessing across three pillars (People, Process, Tools) to bring in uniformity across the board.

- Alignment to industry best practices for Development, Test, Infra and Operations teams.

- Developed Roadmap basis gaps to move to targeted maturity state.

PEOPLE				
Isolated Teams	SME Shared Teams	Multi Skilled Project Teams	Product Teams	Continuous Innovation

PROCESS				
Documented Processes	Iterative Releases	Agile Practices, Microservice Architecture	Governance, Tracking and Reporting	Continuous Improvement

TOOLS				
Silo'd Tool Implementation	Continuous Integration (Build, Unit Test, Code Quality, Code Security)	Continuous Deployment (Deploy and Test)	Continuous Monitoring (Infra Provisioning, Monitoring)	Continuous Feedback (Single View, Integrated Lifecycle)

Base	Initial	Defined	Measured	Optimized

BUSINESS VALUE