



QualityClouds

Best Practice Checks Admin Bot Development Governance

Make SaaS Work

How a Major Southern Hemisphere Bank has Transformed
its Platform Development

- About Quality Clouds
- About our Customer
- Their Challenges
- Their Strategy
- Where they are now
- What's next?



A Holistic View of SaaS

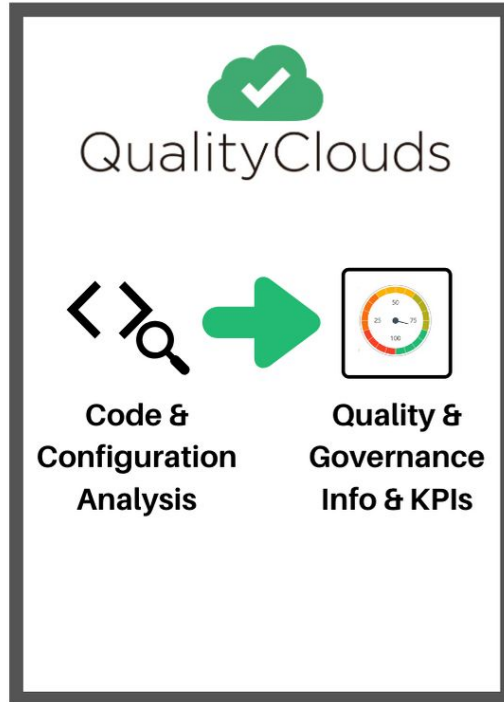
Quality Clouds is a SaaS solution that allows organisations to gain insights on how their SaaS platforms are configured to take informed decisions.

Quality Clouds analyses SaaS platforms' code, configuration and customization and creates interactive reports that can be consumed by everyone from C-Level execs to developers.



The Quality Clouds Lifecycle

servicenow™



◆ Jira Software

Agile Development

servicenow™

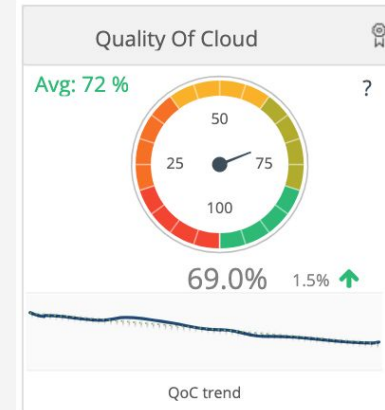
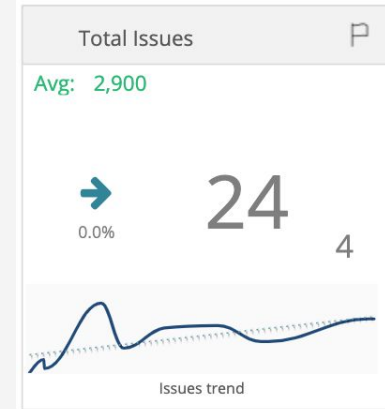
Security Issues
Change Info
Quality Info
Best Developers

SecOps
DevOps
GRC
Vendor Performance
ATF
CMDB

Trends and Main KPIs

Main KPIs:

- Issues and warnings
- Technical Debt
- Quality of Cloud
- Ratio of Configuration Elements with issues



About our Customer

Southern Hemisphere Multi National Bank

- Technically sophisticated, innovative.
- Mature agile structure - 4 squads.
- ServiceNow since 2012
 - mainly Catalog
 - ITSM & ITOM in 2020.
- Complex platform:
 - 3 x benchmark on lines of code (300k)
 - 2 x benchmark Configuration Elements (40k)



Their Challenges

- Long upgrade cycles (up to 6 months)
- No visibility of technical debt
- Or how to define areas to prioritise
- Looking how to prevent new tech. debt being introduced to the platform

Why was Technical Debt important?

the implied cost of additional rework caused by choosing an easy (limited) solution now instead of using a better approach that would take longer.

“grit in the oil of your agile engine.”

Reckless	Prudent
<i>“We don’t have time for design”</i>	<i>“We must ship now and deal with consequences”</i>
Deliberate	
Inadvertent	
<i>“What’s Layering?”</i>	<i>“Now we know how we should have done it”</i>



Their Strategy

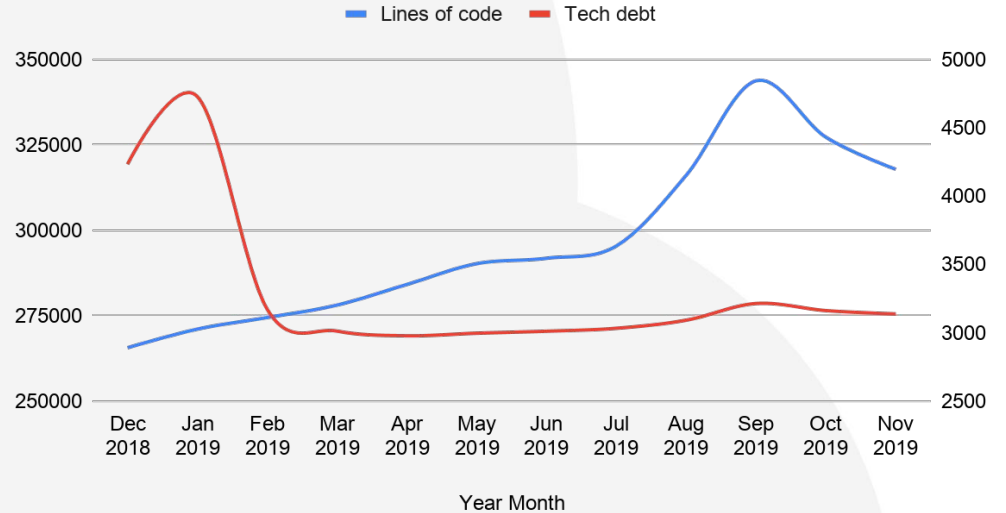
- Benchmark and baseline quality and technical debt
- Prioritise areas to remediate / refactor (security / manageability)
- Prevent new technical debt being introduced to the platform.
- Be able to monitor and prove these objectives have been achieved.
- Demonstrate that productivity **can** be improved, while reducing technical debt.
- Improve upgradeability cycle times.



What was achieved

- Quality up + 5%
- Technical debt down **35%** and stable
- Functionality up **15%**
 - Code up 15%
 - Configuration Elements up 15%
- Upgrade cycle down to 1 month
- Velocity up
 - Less time reviewing and

Lines of code and Tech debt



What was achieved

- Quality up + 5%
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 - CEs up 15%
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 - Less time reviewing and refactoring code

How?

- **Baselined platform** - knowing and understanding what they have.
- **Regular code reviews** with Dev Team to select priority areas (Security and Manageability).
- New **Quality Gates** introduced:
 1. **Develop to best practice** using Quality Clouds Live Check.
 2. Teams identifies code issues **during deployment** using Live Check update sets.
 3. Continuous monitoring.



What's Next?

- Integrate ITSM and ITOM. Stay as **close to OOTB as possible**.
- All **customisation must be according to best practice**.
- Maintain upgrade cycles.
- Continue to monitor and improve productivity while burning down historical technical debt.
- Spend **“More time designing, less time fixing.”**
- Identify candidates to revert to Out Of The Box (OOTB).
- Further ServiceNow Agile / SecOps / DevOps **integration**.





QualityClouds

Thank you!

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