



Software-Cluster

Developing Multilingual Web Services in Agile Software Teams

The Software-Cluster. Software made in Germany for the Future Economy

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Software AG

MultilingualWeb Workshop 2011, 05 April 2011



GEFÖRDERT VOM

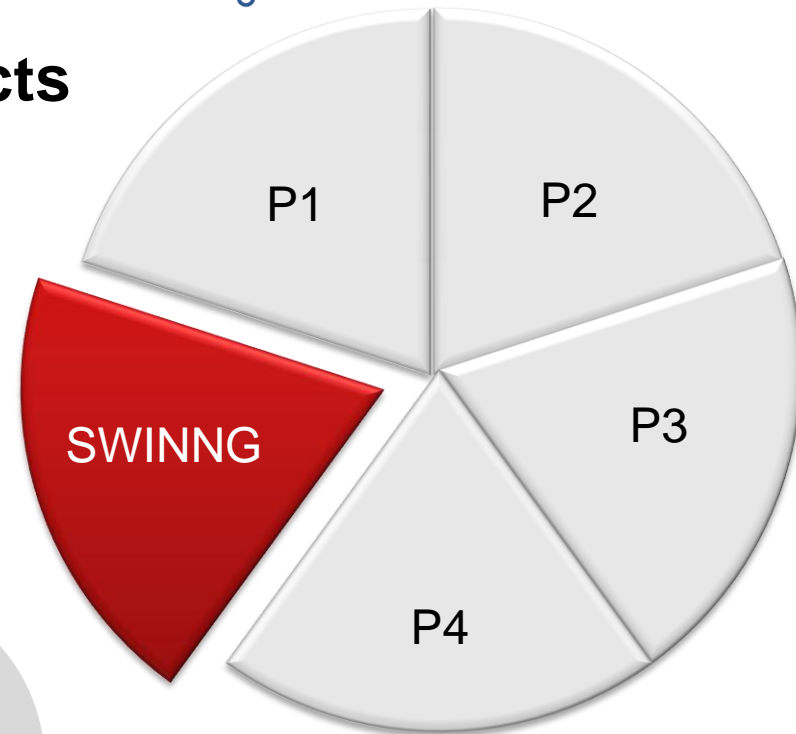


**Bundesministerium
für Bildung
und Forschung**

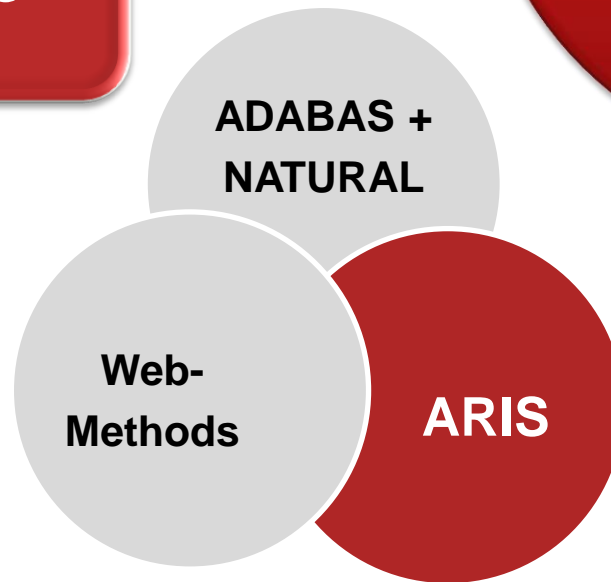
Project Context



5 Projects



3 Development Lines



Research Institutes

Suppliers

Vendors

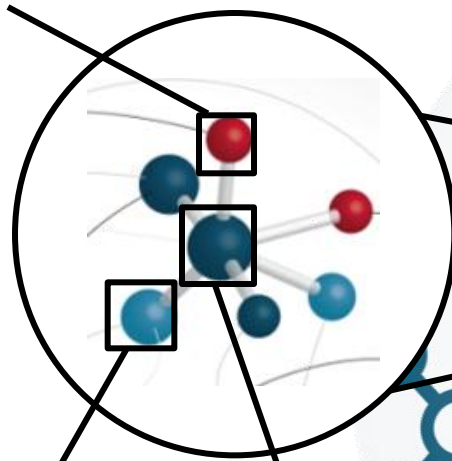
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37 Partners

Central Principle: Emergence

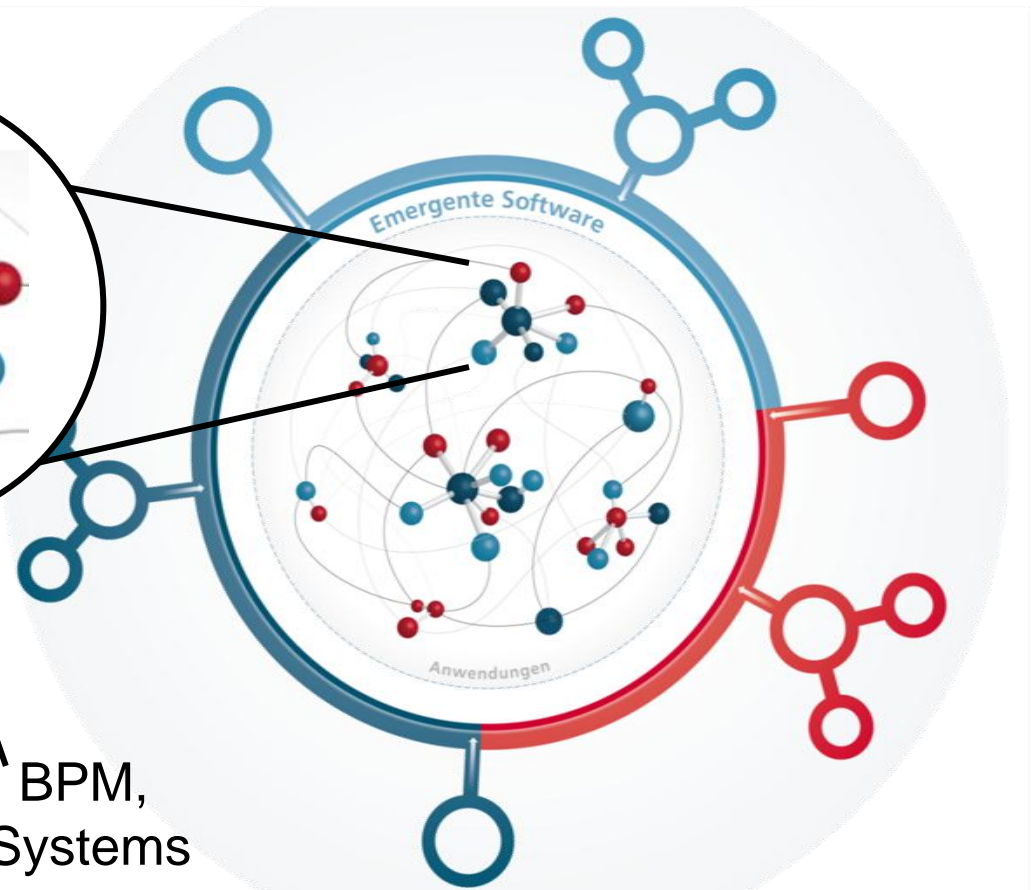
„Emergent Software“ is an enabler to combine components and services for digital companies

Partner
Components

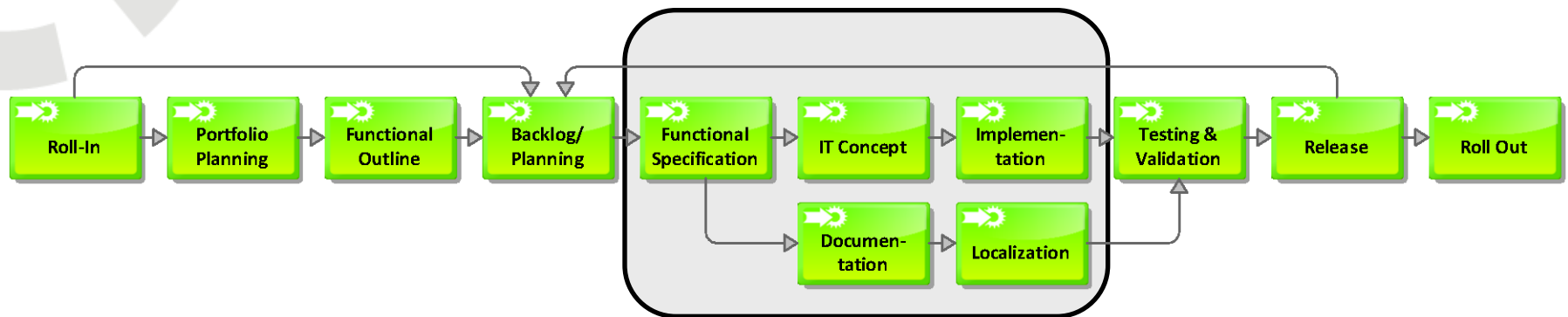


Services
from the
Web

ERP, BPM,
BPI Systems



Traditional Development Process Software-Cluster



- Sequential phases with defined input/output
- Customer/User requirements:
 - Result of functional specification step
 - Input for implementation
 - Input for multilingual documentation and localization
 - Particularly conformance with ISO 9001

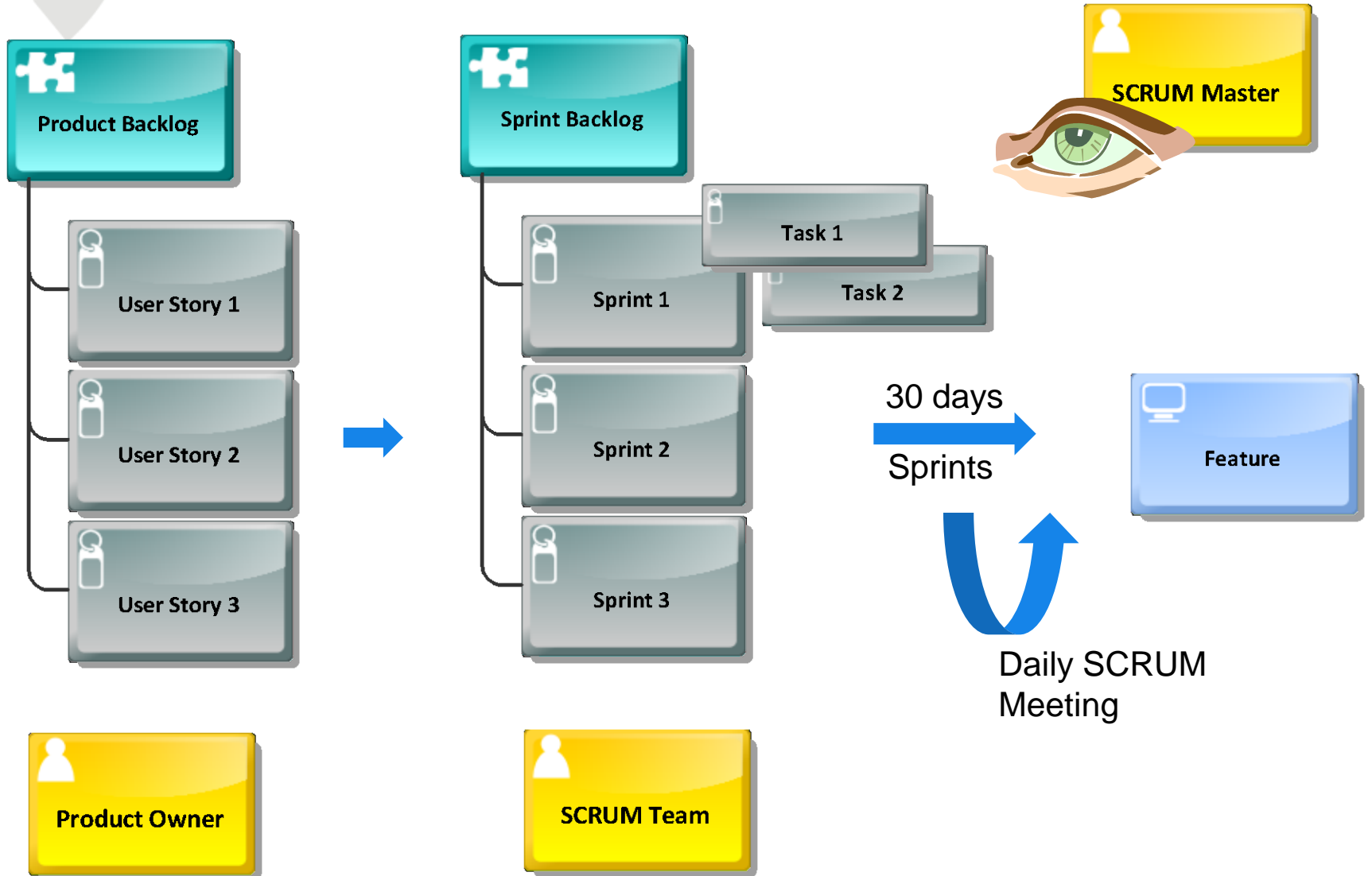
Instead: Agility to better account for Software-Cluster

- Reducing waste
- Empowering the team
- Empowering the employee
- Delivering operational software faster
- Collaborating with customers more effectively

<http://agilemanifesto.org/>

Agile projects empower emergent behaviour of services

SCRUM Process



SCRUM in Action



31 9:35

Find a balance between:

- Documentation needed in the project
 - Specific document requirements for „Emergence“
 - Input for documentation and localization tasks
 - ISO 9001
- Amount of documentation contradicts agility approach
 - Continuously reduce waste to account for leanness
 - Always identify long-term values

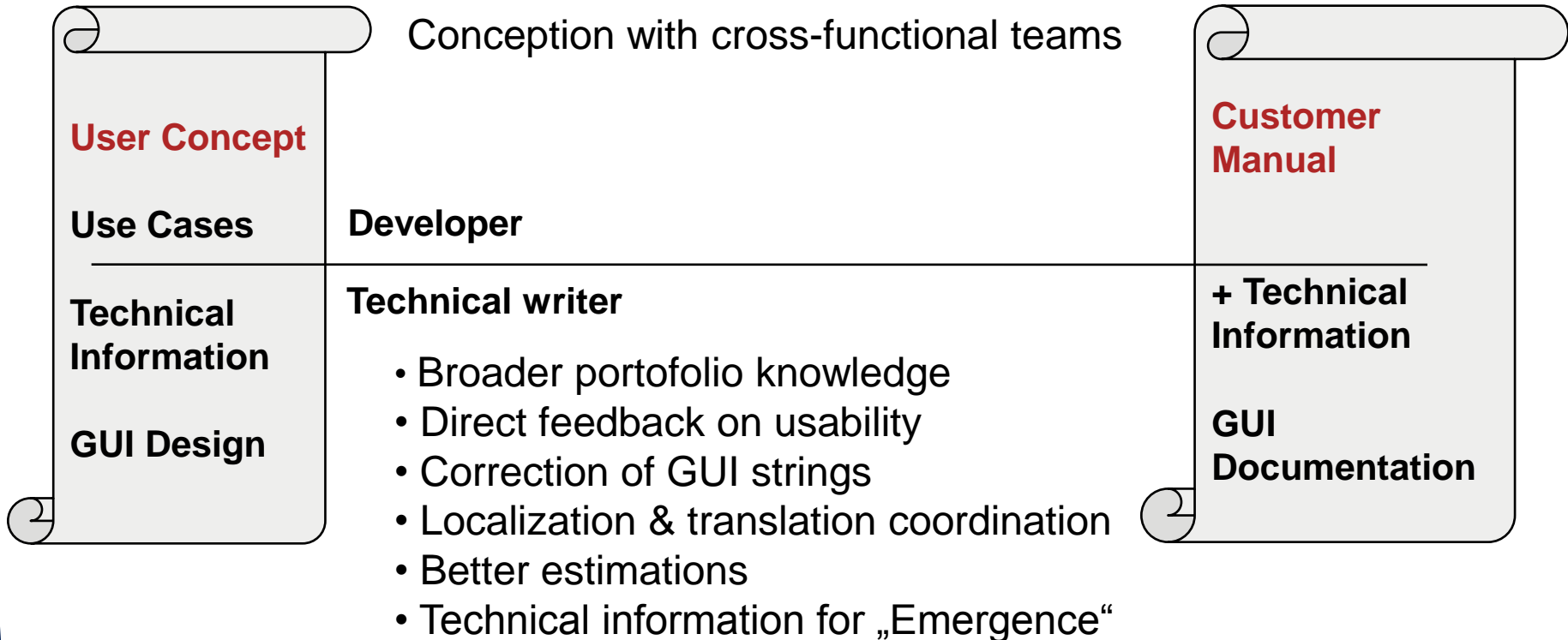
1. Write larger user concepts
 - Documentation/localization process unchanged
 - Concepts larger than sprint → no conformity with SCRUM process
 - User concept = waste

2. User concept on white board
 - Documentation/localization involved in approx. 5 teams
 - Technical writers flooded with tasks without basic documentation
 - Less time to write
 - Lower ISO 9001 conformity

Actions & Research Areas

- **Include a technical writer in maximum 2 SCRUM teams**

Conception with cross-functional teams



- **Set up monitoring and controlling to evaluate best practices**
- **Set up workflow system to support and govern technical writers**

○ **Product**

- Better time-to-market
- Enhanced user documentation that facilitates the development of emergent software
- Customer satisfaction → ROI
- ISO 9001 conformity respected

○ **Technical writer**

- Strong-skilled → new perspectives

○ **Development Team**

- Concentrate more on developing tasks → satisfaction
- More features by constant staff
- Feedback from technical writers

Thank you!