

Quality Issues in Offshore Software Development Methodology

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Abstract

Offshore development has become a key offering of a large number of Services and software development companies. Microsoft, Oracle, Novel, Lucent, Verisign, Motorola and GE are some of the large organizations, which have set up offshore bases in India and are developing critical solutions from these centers. They have taken their expertise to the offshore bases and integrated it with the Indian Cultural experience for producing great softwares. This presentation will talk about how to manage the Quality Cycle at the offshore center.

Xenon, a software services firm, provides services to Federal, State, Fortune 1000 and Medium sized business clients in the United States. To provide the best value to our clients we have developed an offshore model for solutions delivery. This reduces our clients Total Cost of Acquisition and decreases time to market. Having a team more than 7,000 miles away in an antipodal time zone, and this team having no idea about the sensibilities of the client, requires special quality procedures to manage the projects, and provide high quality software to our clients.

Quality has to be an integrated part of the software development process and not an external element that checks the ultimate deliverable. The process that we have defined is the CT³ principle. It has to be built into the

1. Communication Protocols
2. Team Management
3. Configuration Management
4. Time Management
5. Cultural Ethos and Participants Mindsets
6. Training

The CT³ principle combined with the state of the art communication facilities and infrastructure and a 24/7 workday helps our team remain competitive even under strong market pressure for fast delivery and a shrinking budgets. Managing these successfully has led to lower risks and we believe that this model of creating solutions provides greater benefit to our clients and keeps the teams focused and extremely satisfied.