Optimize SDLC via a Dojo

Global Telecommunications Leader

Challenge

A telecommunications leader launched an initiative to optimize the software development life cycle and upskill their development team.

The lack of feature readiness trickled down to the team backlog and resulted in frequent context switching and rework. The customer wanted to enhance overall performance, productivity, quality, and the flow of value. TEKsystems Global Services recommended a Dojo to immerse the team in a learning environment with support from our coaches.

Solution

In the discovery phase, we assessed the development and testing practices, surveyed participants, and created a learning matrix.

Then, the team collaborated in a safe environment to deliver against their actual product backlog and deploy four features to production, while focusing on built-in quality, engineering practices, and agile. We coached on emergent topics, leveraging three phases.

- **See One:** Coach the team to improve software craftsmanship, quality, and product management.
- **Do One:** Support developers as they apply the model, skills, and behaviors demonstrated by the coaches.
- **Teach One:** Encourage developers to teach others.

Results

Each Dojo is unique, based on the needs of the development team. For this Dojo, we focused on topics such as unit testing with Jest, debugging best practices, backlog refinement, sprint reviews, automation with Ginger, and test management with Zephyr. The results were impressive.

91%

increase in test coverage with Jest, improving both quality and reliability.

37%

reduction in execution time by leveraging test automation.

38%

reduction in defects by improving requirements and defining agile artifacts.

47%

decrease in defect resolution time using techniques such as pairing/mobbing and advanced debugging.

50%

reduction in defects with a root cause attributed to "missing or incomplete" requirements.

"Learning about JEST, Debugging, and Salesforce security improved our ability to deliver business value." – Dojo Participant