IDC Metri

Government Agency Performs A Deep Dive Into The Quality Of An Application

PROBLEM

A government agency wanted to carefully handle the maintenance of 14 applications by providing a technical due diligence to the global system integrators that were bidding with them. Within these 14 was a custom-developed application that the agency needed to test. They also wanted to receive advice on remedying quality issues that might come up.

SOLUTIONS

Initially IDC Metri performed a portfolio analysis and reported back to the government entity that the application contained more technical debt than usually seen in a brand-new application. From there we were asked to run a deep dive of the application to better understand the issues at hand and to create an action plan that would create improvement. The measurement took into account all international standards and coding best practices (ISO, NIST, OWASP and many others) and resulted in scores on health and risk factors Robustness, Security, Efficiency, Changeability, and Transferability, and an overall score for the quality Total Quality Index. With the Action Plan Optimizer utility, it was possible to exactly simulate the scores of the health factors in case all actions on the action plan were carried out.

PLAN IN ACTION

The deep dive revealed that the quality of this application was low. There were too many critical violations (CVE's) against international coding standards and best practices.

IDC Metri provided the necessary dashboards and targeted improvement plan to solve these critical violations. The engineering dashboard shows all the violations found on the code level, the reason why they are considered violations with reference to the standards (ISO, NIST, OWASP, and many others) and a way to solve them.

This dashboard was shared with the system integrator, followed by an improvement plan that the government agency accepted with several actions and a simulation of the health factors to help guide the improvement actions as they were carried out.

RESULTS

A re-evaluation after three months showed a lot of improvement. Still, the scores were below target, and IDC Metri provided an updated dashboard with an additional improvement plan. A few months later, another re-evaluation showed that all grades scored above target, and the customer could finally accept the application and put it into production environment. A similar exercise was later repeated for four other applications. However, those four already had good quality scores after the second measurement, so a third measurement was not necessary.

ABOUT IDC METRI

Founded on the premise of measuring IT performance in a fact-based way to support innovation and to drive business value creation, IDC Metri helps organizations get the full value of their IT functions by maximizing IT budget planning, lowering technical debt and speeding time to market.

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