IT SYSTEMS DELIVERY IN THE DIGITAL AGE

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1. Introduction

Many people believe that "software is eating the world" (Andreesen, 2011). This expression highlights the role of software in modern society, which has strongly been influenced by the enormous opportunities that innovative software solutions presently offer. Put differently, software is a major driving force behind digital transformation, a technology-driven continuous change process focused on companies and entire society. In general, digital transformation is about adopting disruptive technologies to increase productivity, value creation, and the social welfare (Ebert & Duarte, 2018). Although digital transformation is already underway, it has not been proceeding at the same pace everywhere. According to the McKinsey Global Institute's Industry Digitization Index (McKinsey, 2016), Europe is currently operating at 12% of its digital potential, whereas the USA at 18%.

CIOs and their IT teams are in a unique position to drive this transformation. However, many of these initiatives have fallen behind due to implementation challenges (Ismail, 2018). As confirmed by the long-standing results of the Standish Group's CHAOS Reports, only one third of all application development projects satisfy the criteria of successfulness (Standish Group, 2015).

While digital transformation does not necessarily require development of radically new software technologies, it has given rise to new software technology applications. As a consequence, complexity and scale of technological solutions have increased substantially along with placing time to market, quality, and affordability at the forefront (Ebert & Duarte, 2018). An effective software development management, reusability, and requirements engineering methods, techniques, and tools are needed to address these issues of IT systems delivery.

The aim of this paper is to review current approaches to IT systems delivery, categorize them and outline possible future directions towards making digital transformation happen. First, methods used for IT systems development are introduced followed by approaches to IT systems operations.

2. IT Systems Development in Digital Era

While the traditional sequential methodologies (e.g. the waterfall model) do not scale to the challenges brought by digital transformation, an agile approach is a major step in that direction. Section 2.1 describes agile approaches to IT systems delivery. In the case of digital transformation a single method is not able to incorporate all required aspects. Instead, modular practices that can be combined and form together a multitude of methods are needed, not only to provide an answer to all today's needs, but also to allow getting prepared for whatever the future may bring (Jacobson, Spence, & Pan-Wei, 2017). Method tailoring approaches are described in subsequent sections. First, general concepts of method tailoring are outlined then specific categories are described, i.e. large-scale agile and hybrid methods.

2.1. Agile Methods

Agile methods have now become the mainstream software development method of choice worldwide. Formally, they were introduced through a set of four core values and 12 principles laid out in the Agile Manifesto (Beck et al., 2001). At their inception, agile methods were coined by a group of "organizational anarchists", who strived to uncover "better ways of developing software". In essence, this group of people believed that software should be developed differently from the then mainstream norms of software engineering (Doležel, 2018). However, many people put much less emphasis on the ideological dimension of the problem nowadays, while prioritizing the pragmatic benefits of agile methods.

Looking at their pragmatic aspects, agile methods have been proposed as a way to avoid project failures (Dybå & Dingsøyr, 2008). The risk of project failure is reduced each time a software increment is delivered, since the highest priority requirements are selected for development during each increment and each increment is used to gather client and user feedback. The increments are delivered regularly and each comprises a carefully defined fragment of the overall development effort. This contrasts with the plan-based methods in which risks progressively rise until the product is handed over at the end of the project. On these grounds, there is an evidence that agile methods can improve both software development productivity and product quality (Dybå & Dingsøyr, 2009).

2.2. Method Tailoring

It has been known for quite a long time that due to the differences in project characteristics, environmental contexts, and developer characteristics no particular software development method will ever be a "silver bullet" (Brooks, 1986). As a result, software development methods are rarely implemented in a "by book" manner (Dittrich, 2016). Instead of following the method prescriptions rigidly, selecting, adapting and combining software practices is a reality. Commonly, the term "method tailoring" is used as an umbrella concept to label such strategies. Method tailoring comprises two main approaches, contingency-based method selection and method engineering (Bass, 2016). Contingency-based method selection is about selecting an appropriate software development method dependent on the project context. In contrast, using the method engineering approach, development teams construct a bespoke new process using method fragments (Fitzgerald, Hartnett, & Conboy, 2006).

Method tailoring occurs within the agile method space in a number of forms. As such, it represents (1) agile method tailoring; (2) scaling agile methods vertically or horizontally it comprises large-scale agile methods; (3) going beyond the agile method space towards the traditional methods it constitutes hybrid methods. These approaches are in more detail described in the following subsections.

2.3. Agile Method Tailoring

Although early agile adopters stated a very strict and orthodox approach to the method usage, at present some agile methodologists predominantly view the agile practices as a "toolkit" to be applied as needed in a variety of project environments (Tripp & Armstrong, 2014). A recent systematic literature review of empirical agile tailoring research papers suggests that the method engineering approach is more popular with project teams (Campanelli & Parreiras, 2015) and can be related to stakeholders, project life cycle, project organization and knowledge building (Kalus & Kuhrmann, 2013). According to the last State of Agile Development survey (VersionOne, 2018), combined agile methods together accounts for 28% of the total usage. One of the first combined

agile methods was the union of Scrum and Extreme programming (XP), which makes use of the Scrum's focus on project management and XP's focus on software engineering (Fitzgerald et al., 2006). This combined method still keeps a relatively high share (6%) in method usage (VersionOne, 2018). Being another example, ScrumBan combines Scrum and Kanban with its share recently still increasing and reaching 8% (VersionOne, 2018). The examples of an agile method tailoring usage in practice can be found in (Conboy & Fitzgerald, 2010; Fitzgerald et al., 2006).

2.4. Large-scale Agile Methods

Although agile methods were originally designed to be used in small, single team projects (Boehm & Turner, 2005), their benefits have made them attractive also for larger projects and larger companies (Dikert, Paasivaara, & Lassenius, 2016). Compared to small projects, larger ones are characterized by the need for an additional coordination, which makes agile method implementation more difficult (Bick, Spohrer, Hoda, Scheerer, & Heinzl, 2018; Dybå & Dingsøyr, 2009). Large-scale agile involves additional concerns in handling an inter-team coordination and interfacing with other organizational units, such as human resources, marketing and sales, and product management. In addition, large scale may cause users and other stakeholders to become distant from the development teams (Dikert et al., 2016). Despite such known problems related to large-scale agile, there is an industry trend towards adopting agile methods in-the-large (Dingsøyr & Moe, 2014; VersionOne, 2018). A number of scaled agile methods and frameworks are in place like the Discipline Agile Delivery (DAD), Large-scale Scrum (LeSS), Scaled Agile Framework (SAFe), Scrum@Scale, and Nexus (Kalenda, Hyna, & Rossi, 2018).

2.5. Hybrid Methods

According to West (2011), hybrid agile methods are the reality in most agile implementations. Scrum adoption is limited to the development-team level, whereas compliance requirements are another factor driving hybrid approaches, as they call for strong governance processes before and after the development. The term “Water-Scrum-Fall” has been coined and West hypothesized that hybrid development methods would become the standard. Based on this idea, the HELENA study has been conducted aimed at determining the current state of practice in using and combining the multitude of available software development approaches - be it agile and traditional ones (Kuhrmann et al., 2017). The results of this study conducted in more than 55 countries confirmed that the combination of different software and system development approaches has become the reality and is found independently of the company size, the respective industry sector or the actual region (Kuhrmann et al., 2018).

3. IT Systems Operations in Digital Era

The software development methods described above represent only one dimension of the problem how IT systems are implemented within the industry. The remaining issue is how the systems are deployed, supported, monitored, and later decommissioned, and what organizational measures are taken to effectively manage those efforts. Two important trends are noticeable in this domain: DevOps and two-speed/multi-speed IT arrangements.

3.1. DevOps

The concept of DevOps emerged about a decade ago, still attaining an increasing interest both from the practitioners and researchers. DevOps is an abbreviation of Dev (development – software development) and Ops (operations – software operations). Many practitioners view DevOps as a logical and natural extension of agile software development ideas (Jabbari, bin Ali, Petersen, & Tanveer, 2016). In essence, DevOps promotes such practices that are making software development and operations closely integrated with each other, emphasizing a frequent feedback from both sides. In that sense, DevOps is commonly associated with a shift in work responsibilities and with a change in work patterns related to IT professionals working in the IT systems delivery domain.

Pragmatically speaking, DevOps can be viewed as "a development methodology aimed at bridging the gap between Development (Dev) and Operations, emphasizing communication and collaboration, continuous integration, quality assurance and delivery with automated deployment utilizing a set of development practices" (Jabbari et al., 2016). Taken more broadly, however, DevOps can also be associated with four basic elements, providing a sort of loose prescription on how DevOps principles can be put into reality. That is, by introducing specific Culture, Automation [practices], Measurement [principles], and by supporting information and knowledge Sharing (altogether abbreviated as CAMS). One is to build a foundation where modern software development and operations approaches can thrive alongside each other, supporting both current and future business needs. The above CAMS principles can then serve as a conceptual guideline in a sense of highlighting the foremost priorities for the DevOps implementation programs, whether they are focused on particular development teams or on the corporate level.

Being apparent, an important part of the DevOps efforts is building a specific DevOps culture. In that sense, Sánchez-Gordón & Colomo-Palacios (2018) remind that "beyond the tool chain, DevOps is [predominantly] a culture shift". In addition, many practitioners call for making the business component in DevOps more explicit, which leads to promoting the term BizDevOps (Erich, Amrit, & Daneva, 2017). Others would like to see software testing and quality assurance at the same place, resulting in the idea of DevTestOps (Scheaffer, Ravichandran, & Martins, 2018).

3.2. Two-speed/multi-speed IT and New IT Organizational Structures

Given that "DevOps presents challenges for the existing IT function and organizational structure" (Wiedemann, Wiesche, Gewald, & Krcmar, 2018), it is important to understand how the DevOps principles can be combined with traditional IT organizations and departments. In fact, due to complex and rigid IT infrastructures and inflexible hierarchical organizational silos in business and IT, companies are often not able to achieve the agility and flexibility needed for conducting digital transformation. In some cases, digital transformation in traditional organizations results in two different modes of IT operations ("two-speed IT" or "bi-modal IT") (Haffke, Kalgovas, & Benlian, 2017). This model consists of two components, a fast customer-facing and slow business- oriented IT organization. The first IT component is established in order to react to rapidly changing customer needs. The goal of this mode is to explore new IT capabilities and to innovate. The second IT component is established to respond to the need of companies keeping or gradually decoupling the 'legacy IT' within the established IT infrastructure and IT organization. This part of the IT organization works in longer cycles (i.e. at a "lower speed"), as it commonly runs large legacy systems, which cannot be changed or turned into a new digital architecture easily. Alternatively, such a turn would pose a risk. Hence, the goal of this latter mode is to provide stability for existing IT operations (Horlach, Drews, & Schirmer, 2016).

Apart from the different speed modes, both parts operate with different organizational structures and methods. Hence, many companies implement a "bimodal IT" organization with different governance mechanisms, processes and organizational structures to respond to this duopoly of speed (Horlach et al., 2016) Broadly speaking, there is an increasing interest in the changing nature of IT departments and IT organizations. Companies seem to transform their formally defined IT organizational entities into less formal and more pervasive ones, responding to the needs of digital transformation (Peppard, 2018). In so doing, however, companies also face the danger of losing control over their IT landscapes. Such a situation is commonly referred to as the problem of "Shadow IT" (Huber, Zimmermann, Rentrop, & Felden, 2017) .

4. Conclusion

Today, we live in exciting times when IT-driven solutions transform our ways of living and working. Looking on the bright side of this trend only, we argue that IT and software professionals should be ready to accept their pivotal role in all these changes. To support digital transformation, a number of important concepts, tools and techniques have been introduced in recent years. Their common denominator is the need to promptly respond to the changing business needs, fulfilling the vision of the world being "eaten" by modern software.

In this position paper, we cover mostly innovative software development methods and new organizational models of IT operations.

As the traditional methodologies do not scale to the challenges brought by digital transformation, agile methods have become the mainstream software development methods in the world. Thanks to their pragmatic benefits and ability to avoid project failures, they have become the innovative means of digital transformation in practice. Getting closer to the reality, a method tailoring approaches have emerged following the trend of adapting and combining software practices within the agile space, scaling agile methods or heading towards the traditional methods.

Responding to the other side of digital transformation, new organizational models of IT operations have emerged. The concept of DevOps bridges the gap between Development and Operations and makes the business component more explicit. Whereas the two-speed IT model makes it possible for a typically rigid company to react fast to rapidly changing customer needs and at the same time give the organization a possibility to preserve its stability and take time to carry out large digital transformation changes. Overall, companies head towards transforming their formally defined IT organizational entities into less formal ones, responding to the needs of digital transformation.

Clearly, there are many other important topics that are related to innovative models of software and systems delivery and not discussed here. Among these we include, for example, the software development and operations specifics of SMACIT (social, mobile, analytics, cloud and Internet of things) (Maryska, Doucek, Nedomova, & Sladek, 2018; Moloney et al., 2017), the role that crowdsourcing starts to play in software development and testing, or the need to understand how successful engineering managers carry out their job duties in modern enterprises (Kalliamvakou et al., 2017).

We conclude by reiterating the words of George Westerman from MIT: "When digital transformation is done right, it's like a caterpillar turning into a butterfly, but when done wrong, all you have is a really fast caterpillar" (MIT Sloan, 2014). Hence, it does matter whether and how we support the transformational processes by providing and managing innovative IT means.

5. References

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