

Snakebyte gets the Rational anti venom

RU READY TO
SAVE THE DAY



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IBM Rational Software Development Conference 2008

WHERE TEAMS ARE **R-HEROES**



Rational. software

Who am I?

- IT Manager at Allianz Insurance
- Account manager for Allianz Legal Protection (ALP)
- Currently project managing the Snakebyte project for ALP

Our Achievements

We are much more than just an insurer
As Allianz we are...

- servicing more than **80 million customers** in **more than 70 countries**
- among the **top 20** of the **world's largest corporations** based on revenues
- the **world's largest p/c insurer** based on revenues
- among the **world's top 5 leading asset managers** based on total assets managed
- **Europe's largest insurer** based on market cap
- the **largest financial institution in Germany** based on market cap
- among the **top four private banks in Germany** based on clients and revenue
- among the **top 5 international joint ventures** in **China**
- **insuring almost half of the Fortune 500** companies as **one of the largest providers of international corporate insurance**



But did you know that we also...

	insure major Hollywood and Bollywood movie productions
	laid the foundation for the world's largest artificial islands
	evaluate the market chances of new designer collections
	insure the world's first fully automated driverless rapid train
	bring Formula 1 teams on the fast lane
	produce excellent wine

All figures as per December 31, 2007

Who is ALP?

- Allianz Legal Protection (ALP) has been a leading specialist legal protection insurer since 1986.
- ALP are one of the most experienced providers in the market place
- ALP began with Before the Event Insurance, and in 2000, moved into the After the Event Insurance market.
- ALP's products provide access to legal expertise should customers need to pursue or defend a legal action.
- Provides solicitor representation from day one of an accepted claim and in addition a 24 hour, 7 days a week legal advice line.



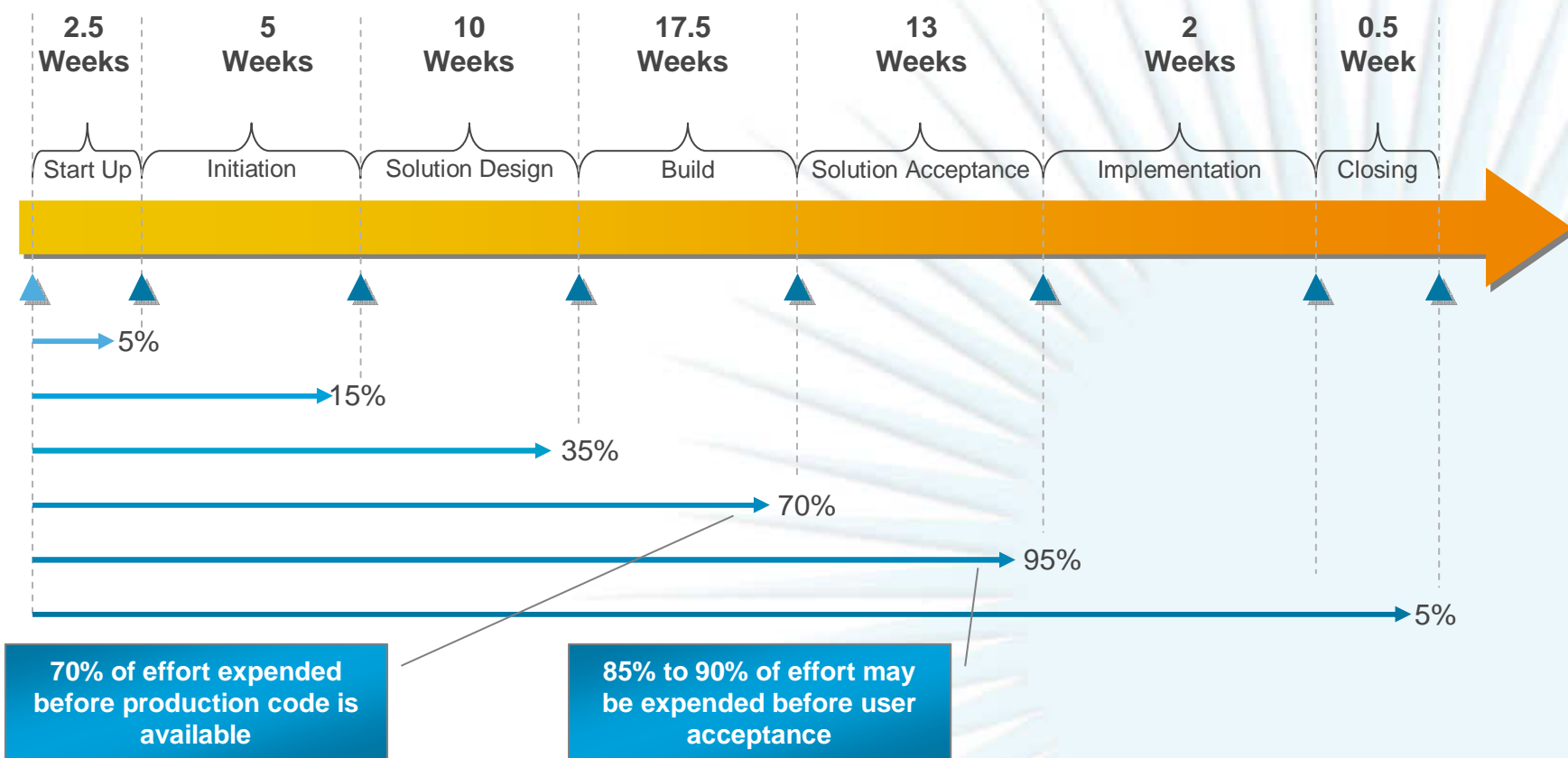
How did we develop?

- Monolithic, formal requirements specifications which were hard to write and hard to understand
- Traditionally Allianz IT was involved in projects too late
- No real executive support and clear business objectives, often a very weak business case
- Very limited user involvement throughout the project lifecycle usually due to the 'day job'
- No real repeatable process used
- Most of the code was written before the user had seen any deliverables
- Waterfall



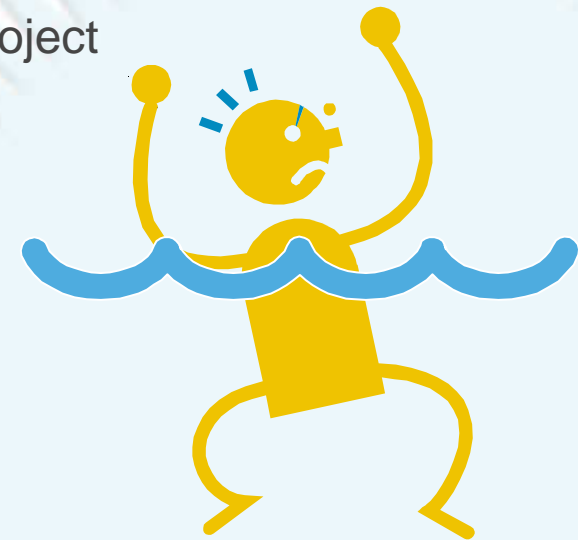
Typical Project Profile (Waterfall)

10 Man Month Project Effort



Problems with the Waterfall Approach

- Large, time-consuming steps are taken, in which many decisions are made without the benefit of feedback
- Requirements and design decisions, once established, are frozen in place
- Speculative decisions increase and compound
- High risk or difficult problems are potentially tackled too late
- Difficult to incorporate lessons learned during the project

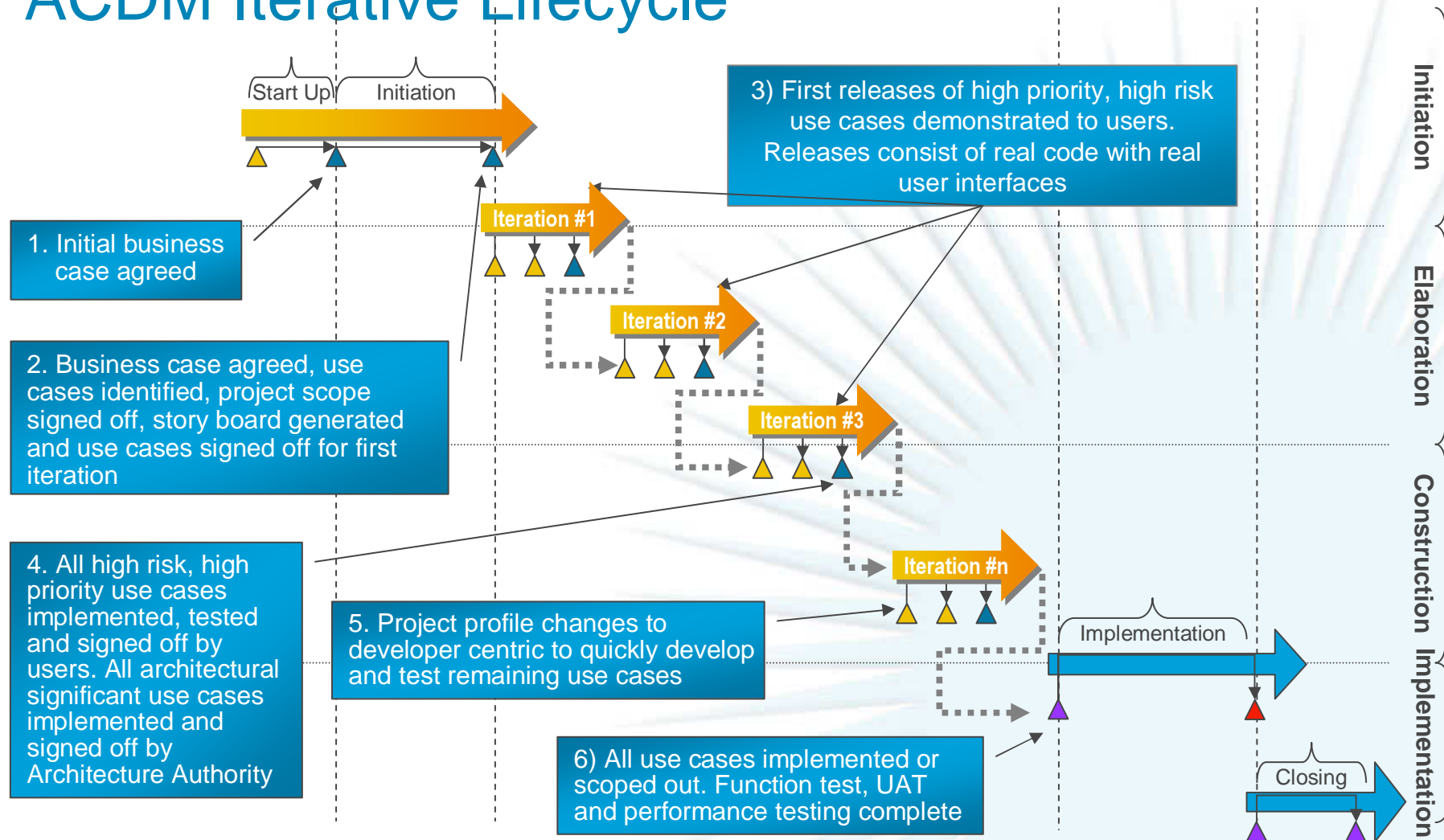




How do we develop now?

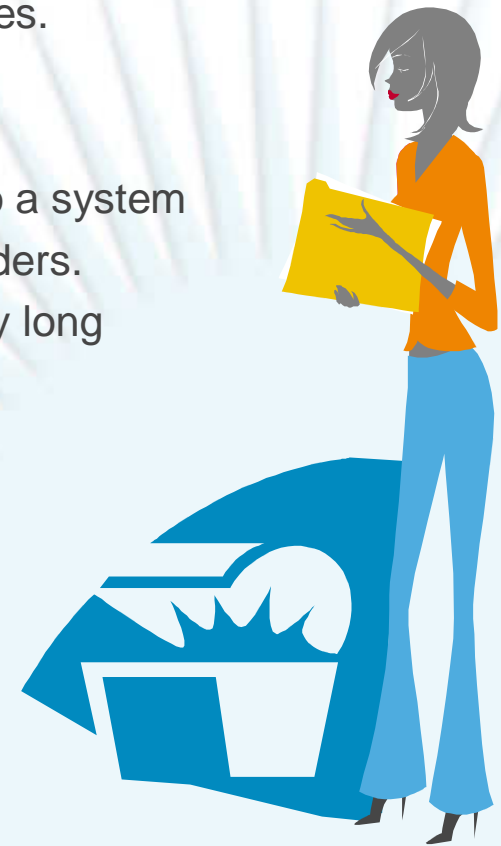
- Close interaction with business and users from the startup stage to the end of the project.
- Clearly defined milestones for decision making throughout the project lifecycle.
- Requirements modelled visually through Use Cases in the language of the business.
- Use Cases flow through into architecture and design to ensure that they are realised in the system.
- Real 'production' code produced very early in the project lifecycle. Risk mitigated early in the project lifecycle.
- Flexibility within project scope allows details of the system to evolve and requirements to be de-scoped.
- Iterative techniques used based on RUP

ACDM Iterative Lifecycle



Benefits of an Iterative Approach

- Less project failure, better productivity and lower defect rates.
- Early mitigation of high risks
- Early visible progress to the stakeholders
- Early feedback, user engagement, and adoption, leading to a system that more closely meets the needs of the various stakeholders.
- Managed complexity - the team is not overwhelmed by very long and complex steps.
- Lessons learned within an Iteration can be taken forward to the next.
- System can change with the market - allows flexibility within the project scope



What is Snakebyte

- Snakebyte is a quote and policy maintenance system for fast track cases and staged premiums for multi-track cases
- Replacing a current application that can only cope with fast track cases
- Provides an automated system to specialist solicitors who are selected for their expertise and distribution reach
- Gives real time information on the cases
- Automated rating using an industry standard rating engine
- Administration of cases rests with the solicitors

Snakebyte Opportunities

- Complex infrastructure
- The project team is not co-located
- New ways of working – limited experience
- Business inexperienced in taking part in formal projects
- Introduction of new tools
- Business as usual



Lessons learnt

- Conflict between day job and project work
- Difficult to do iterative and be agile when the team is not co-located
- Robust change control procedures
- Working with an 'expert' to ensure understanding
- Training sessions with the business essential
- Use cases do need to include screen designs and navigation flows
- Communication



Summary

- Close interaction with business and users from the startup stage to the end of the project.
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Questions



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