

# QRA Fast Facts: Change

## Use of Change Management Alone Does Not Ensure High Quality Software

The majority of software development organizations now use change management solutions, but few capitalize on its full potential.

### Survey Results

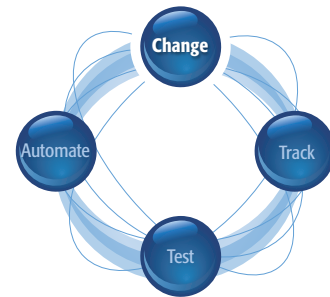
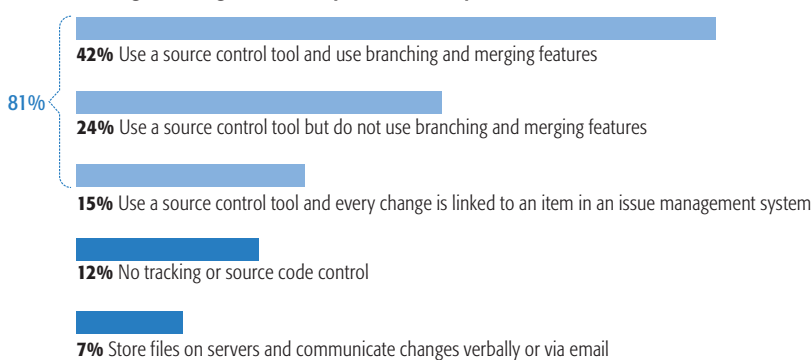
Seapine Software conducted a quality-ready assessment (QRA), which is a high-level evaluation tool that helps development organizations measure the state of their quality readiness. To date, nearly 1,000 individuals have completed the survey.

Results indicate that 81 percent of software development companies have a change management system.

Consider that not since 1816 has a president of the United States won an election with more than 68 percent of the popular vote, and you can see how unusual this level of acceptance is.

On the surface, this adoption rate is phenomenal. However, looking more closely at the results reveals that the adoption of change management by itself does not ensure that efficiency will improve.

### Change management adoption is nearly universal



### Change Management

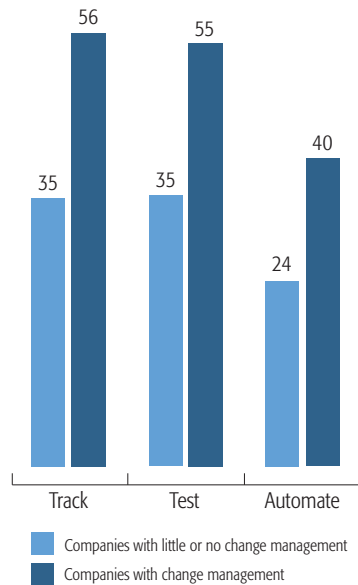
- Change management is widely used by software development teams. 81% of respondents use some type of source control system.
- Change management is often isolated from the rest of the ALM process.
- Few organizations implement change management throughout the entire development process. Only 15% of companies use the integration between change management and issue tracking to its full advantage.

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## Your ability to successfully and efficiently manage change directly impacts quality.

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Change management improves the quality scores in all areas of application lifecycle management



How often does your organization complete development on time and on budget?

Always	4.5%
95%-99% of the time	7.3%
90%-94% of the time	9.6%
75%-89% of the time	22.0%
<b>Less than 75% of the time</b>	<b>34.2%</b>
Never	7.3%
Don't Know	15.3%

### Seapine Analysis

The QRA uses more than a company's change management practices to determine its quality readiness. It also considers the organization's tracking, testing, and automation practices.

Results show that companies with change management systems scored higher in all other competency areas. For example, when evaluated on issue tracking criteria, companies using change management scored 62 percent higher than companies without it.

The conclusion is clear. Change management is the cornerstone of quality development. It improves quality in all areas of the development lifecycle. Change management improves quality, and 81 percent of companies use change management. Then, why is software development efficiency not better?

According to the QRA, 34 percent of companies complete their application development on time and on budget less than 75 percent of the time.

### Isolating Change Management Negates Its Positive Benefits

The lack of integration between change management and other systems like issue tracking erases productivity gains. Without integration, developers must switch between multiple systems to understand a defect and manually correlate its impact on the code.

### Integration Improves Efficiency

Fifteen percent of organizations have integrated change and issue management systems. These organizations have easy access to critical information.

When change management and issue tracking are integrated, organizations can see relationships between the code and issues.

With historical data, organizations can identify problematic areas of code. If a new release includes changes to those areas, they can adjust development and testing efforts accordingly.

An integrated solution allows developers to research an issue then check out files and attach them to a defect directly from the issue tracking system. More advanced integration enables developers to perform these same actions from within their development tool. This all adds up to improved efficiency.

## Recommended Actions

The software development community has realized the value of change management as evidenced by the 81 percent adoption rate. Since the majority of companies are using some type of change management, it is no longer a differentiating factor. Integrating change management with other systems like issue tracking now provides the advantage.

### Developer

Evaluate the number of places you have to look for data

Your code is probably in a change management system. If you have to search for design documents and other key assets, investigate storing this information in your change management system.

Determine how many different programs you use to do your job

Do you have to open another application to check out files or to enter defects? If the tools you use to manage change do not integrate with your IDE, investigate a new change management solution.

### Team Lead

Identify the location of your information assets

Team members waste time when they have to search multiple systems for data.

You miss out on productivity gains if you only use change management for source code. The benefits of versioning and branching are just as valuable for other documents.

Evaluate the level of integration between tools

Can you answer questions like “What’s the impact if we make changes to these three modules?” If you cannot, integration may be the answer.

Integrate change management with your issue and test case management systems. This integration lets you see relationships between the code and issues. The results are better planning and more realistic deadlines.

Consider your change management process

Does your change management tool help enforce your development process? If your process is not managed automatically by your change management tool, investigate other options.

### Executive

Consider the efficiency of your development processes

Is your change management process stored in a document that no one reads? Configure your system to enforce the process. Set up a workflow with notifications at key milestones so the process is automatic.

Automation reduces risk and shortens delivery time. If your change management system does not support automation, find a new one.

Evaluate the usage of change management in the organization

Most organizations store source code in a change management application. Other resources are stored on separate servers or systems. Searching for assets in multiple locations reduces efficiency.

If only the development group uses change management, your organization is taking on too much risk. Other information assets such as designs, contracts, and marketing collateral can be just as costly to recreate as code. Expand change management to include your entire enterprise.

Determine the level of code transparency

Do you know which components of the code are the most problematic and carry the most risk?

With integration between change and issue management, you deepen your understanding of the code base. It also enables you to more effectively plan releases and improve compliance.

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## About Seapine Software

With over 8,500 customers worldwide, Seapine Software is the leading provider of quality-centric application lifecycle management solutions. Headquartered in Cincinnati, Ohio, and with offices in Europe and Asia-Pacific, Seapine solutions help companies reliably and efficiently develop quality software applications. Seapine's products support best practices, integrate into all popular development environments, and run on Microsoft Windows®, Linux®, Sun Solaris®, and Apple Macintosh® platforms.

## Contact

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