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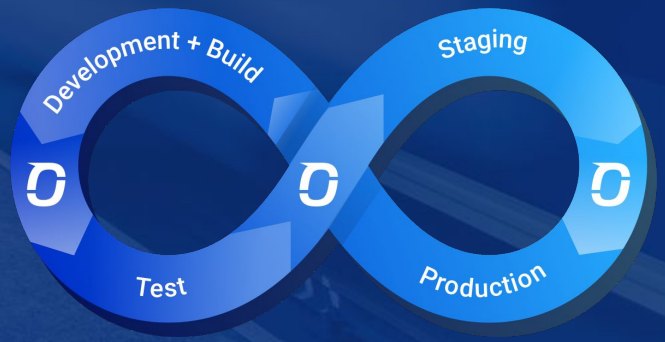
Move Fast. Fix Faster.

Thank you for joining us!
We will begin in just a few moments



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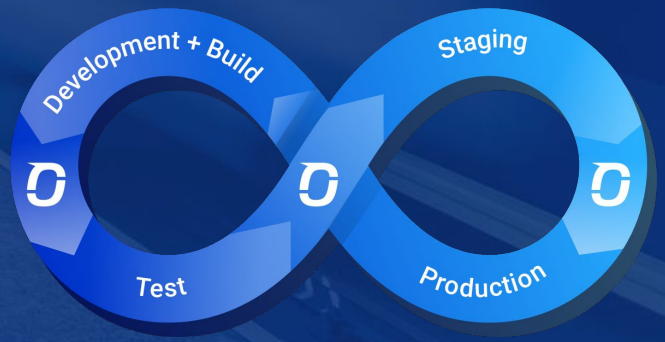
Move Fast. Fix Faster.

The Speed vs. Quality Showdown: Top Trends in Software Delivery for 2020

June 18, 2020



Welcome...

Herb Krasner

Advisory Board,
Consortium for IT Software Quality

CISQ

Eric Mizell

VP,
Solution Engineering

OverOps

Alex Zhitnitsky

Director,
Product Marketing

OverOps

Thanks for joining!

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Herb Krasner

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Advisory Board,
Consortium for IT Software Quality

hkrasner@utexas.edu

CISQ

- Retired Professor of Software Engineering at the U. of Texas at Austin
- Industry consultant for 5 decades; helping organizations baseline and improve their software development capabilities.
- More recently he has been involved in establishing required measurements for large IT projects in the state of Texas.
- Active member of the CISQ Advisory Board and well known for his previous research in the empirical studies of software professionals, the ROI of software process improvement, and the cost of software quality.

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This is a live webinar! 😱
NOT pre-recorded
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Today's Agenda

Survey Overview

- Purpose
- Methodology
- Demographics

Breaking Down the Key Findings

- The Speed vs. Quality Showdown
- The Modern Software Quality Ecosystem
- The 2020 Software Quality Roadmap

Q&A

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The State of Software Quality: Demographics & Methodology

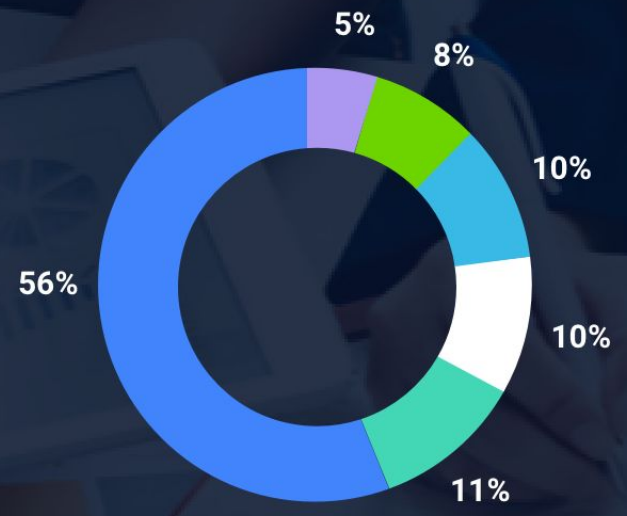
Company Size

Region

Top Industries

- Technology
- Finance/Financial Services
- Public Sector
- Retail/eCommerce
- Telecom

Role



- Developer/Software Engineer
- IT Executive (CIO, CTO, VP, Director)
- DevOps
- IT Ops/Site Reliability Engineering
- QA
- Other

Warm up question

Speed vs. Quality: Which is More Important?

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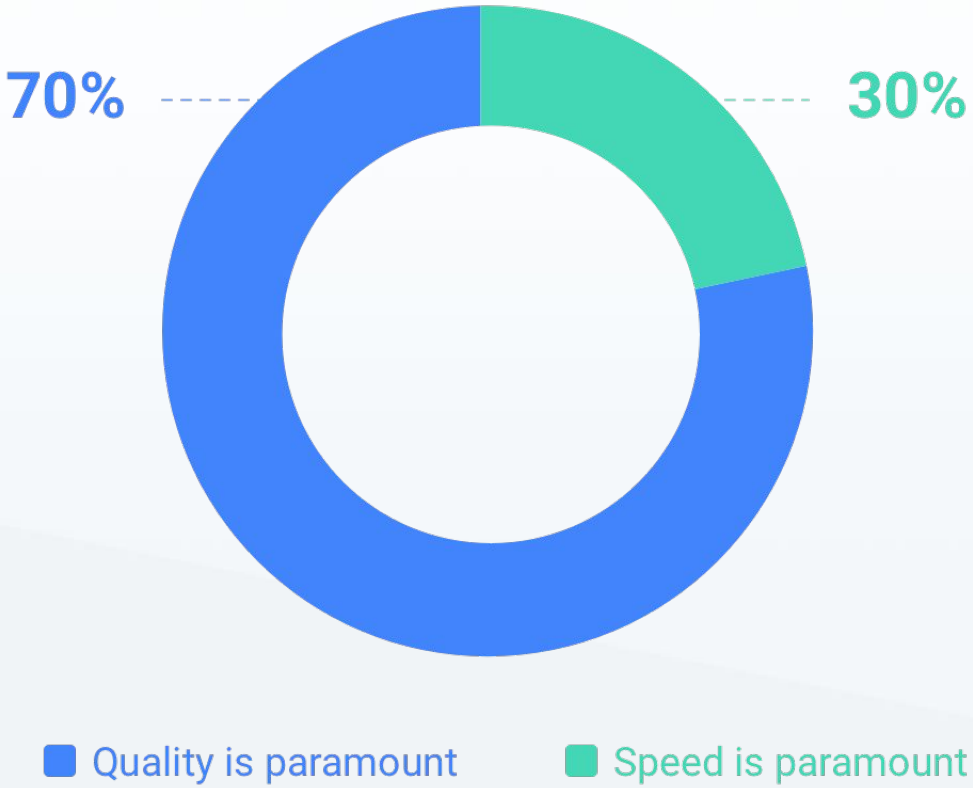
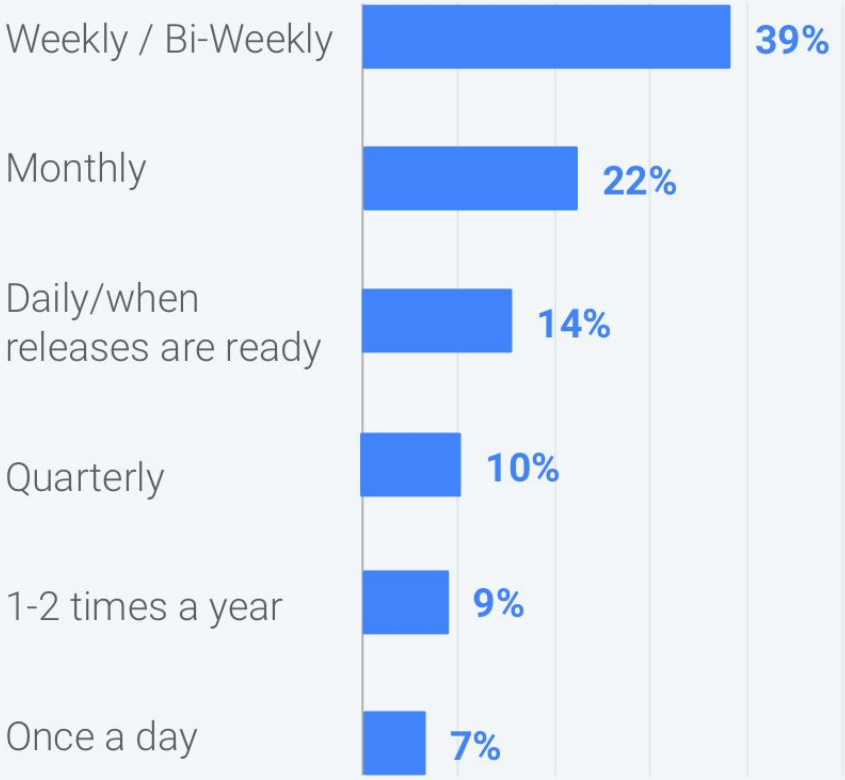
Finding #1

The Speed vs. Quality Showdown

Speed vs. Quality: Which is More Important?

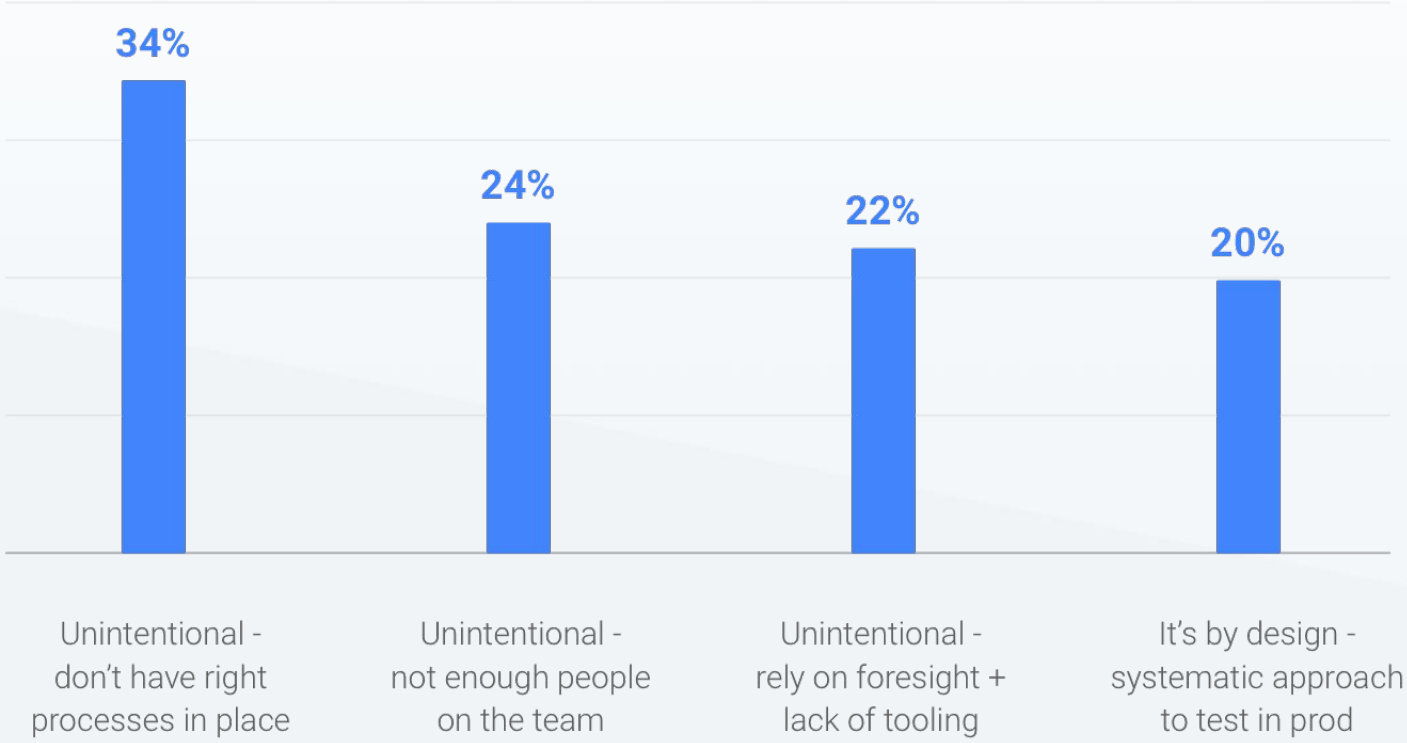


Release Frequency



Does Prioritizing Quality Translate to Fewer Errors?

What is the primary reason errors make it into production at your organization?



47%

said over 20% of critical production **issues are first reported by end users or customers**

53%

of participants experience **critical/customer-impacting incidents at least once a month**

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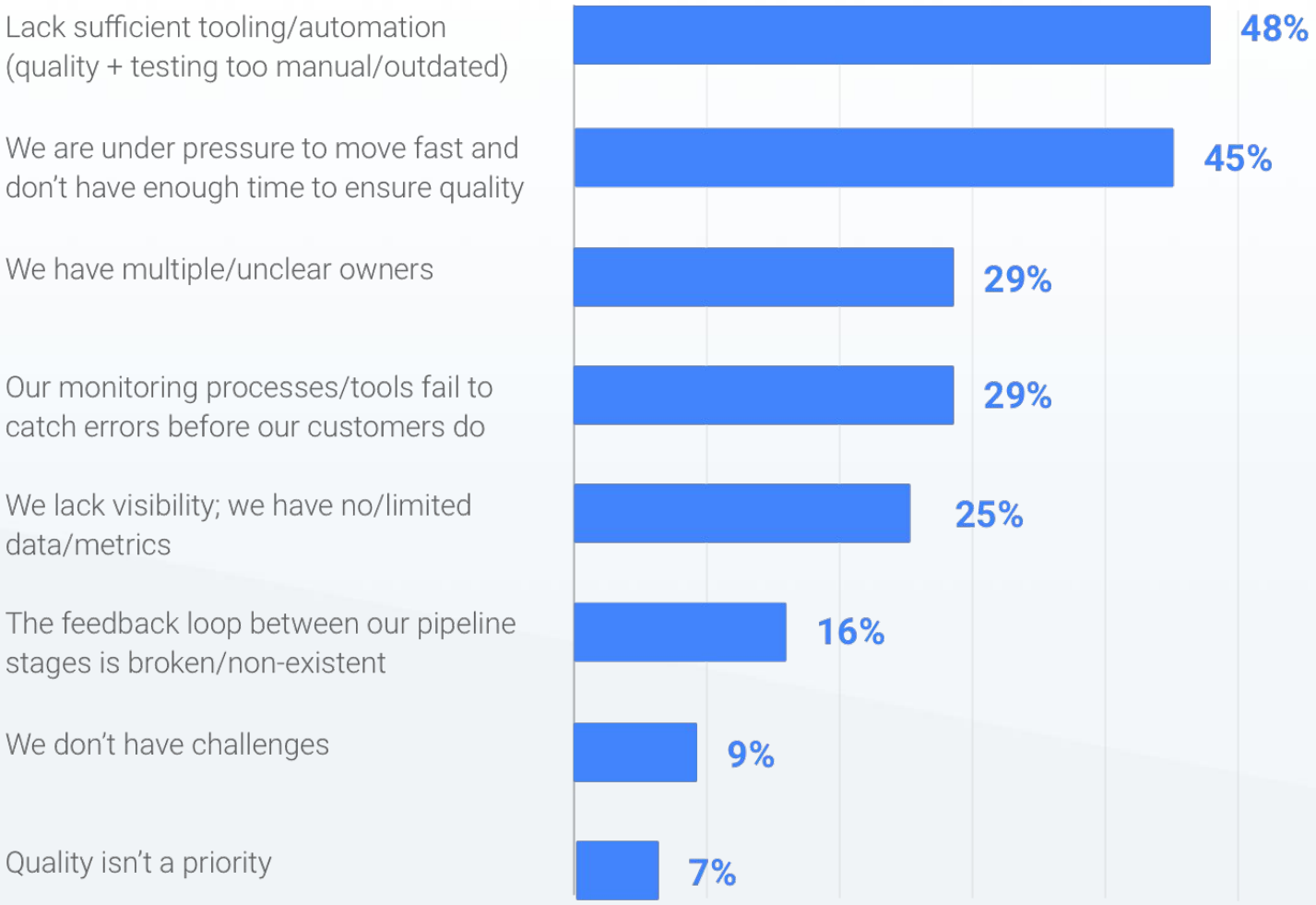
Why is Delivering High-Quality Applications a Challenge?



48%

cited **manual processes and a lack of sufficient tooling** as a major hurdle

Despite only **30%** of respondents indicating they **prioritize speed, 45%** of all respondents said they were **under pressure to move fast**

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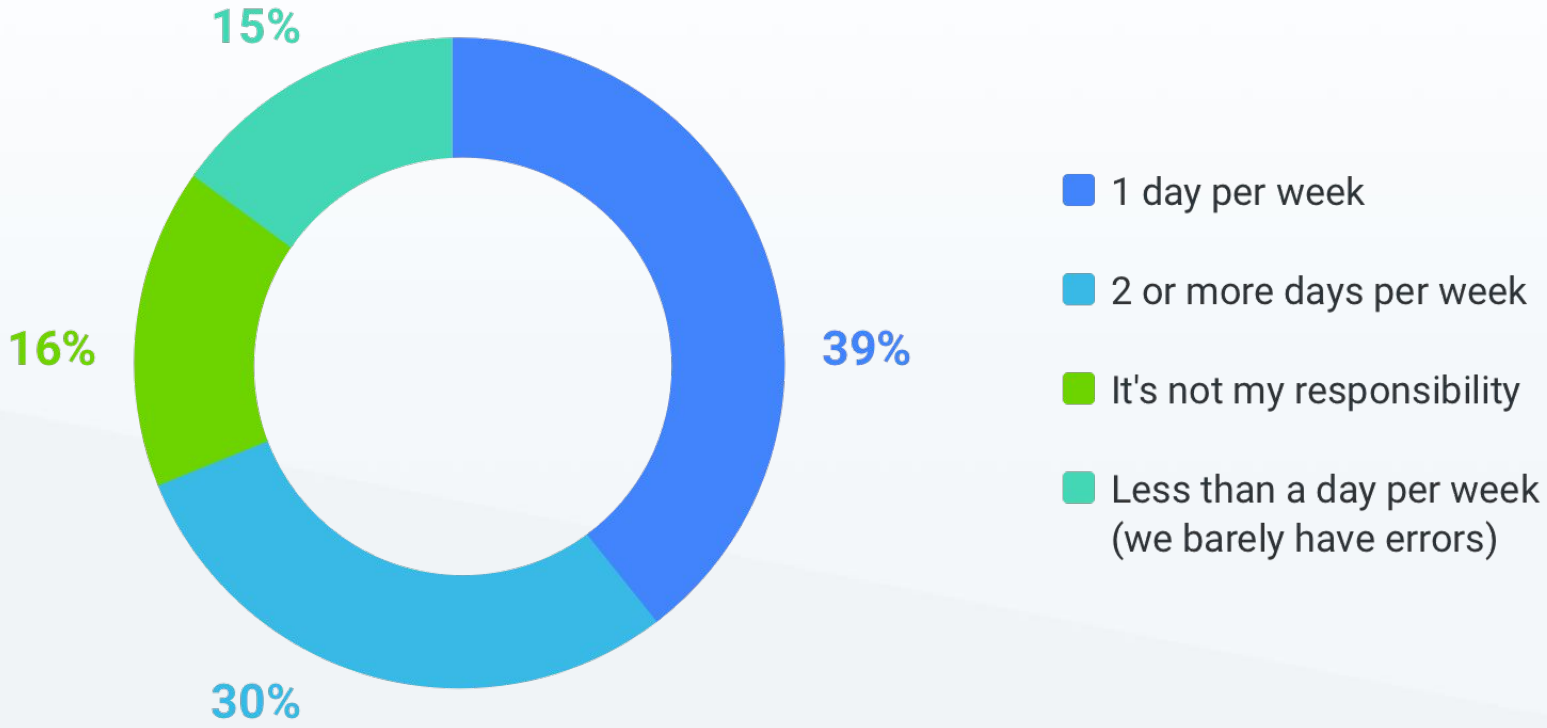
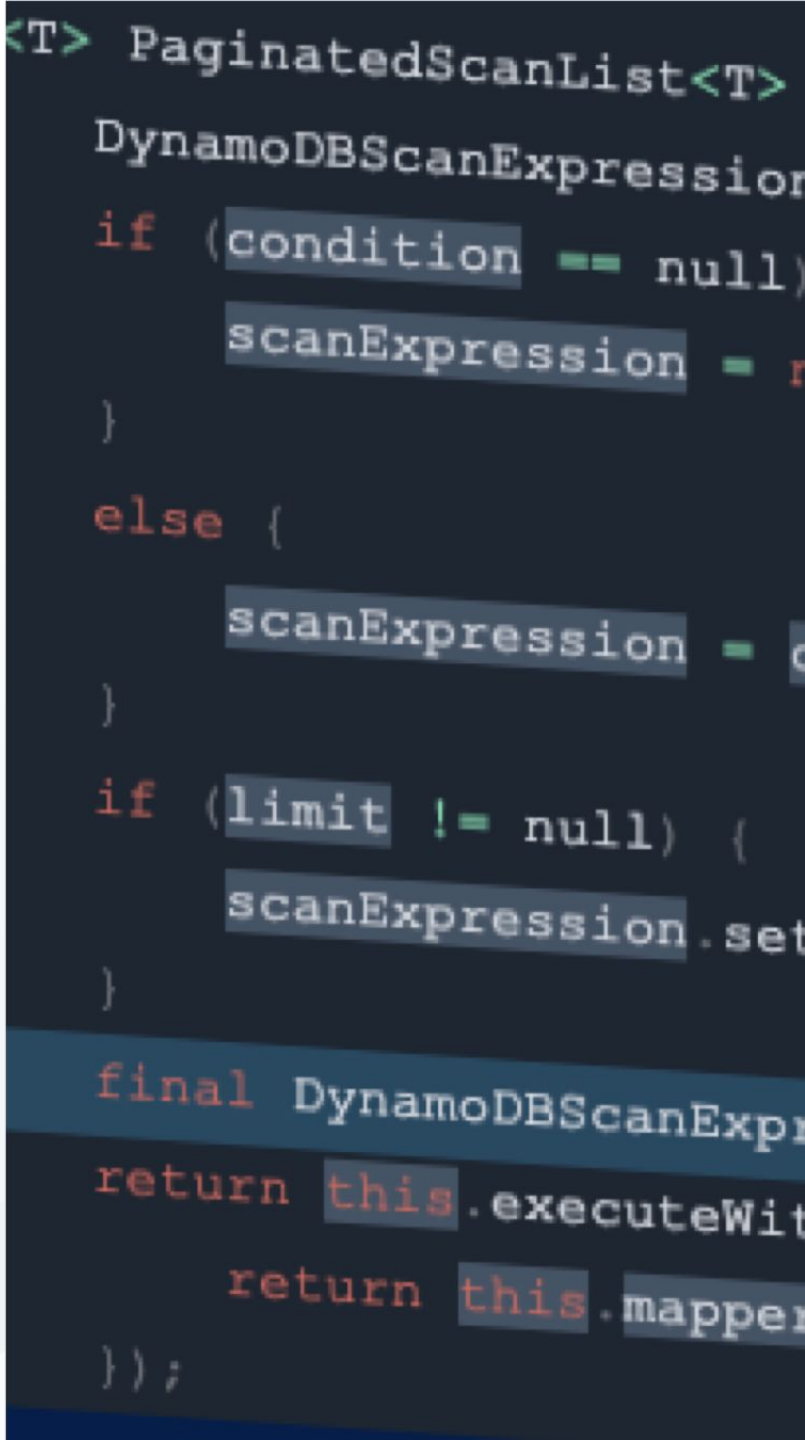
How Much Time are Teams Spending on Troubleshooting?





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Finding #2

The Modern Software Quality Ecosystem

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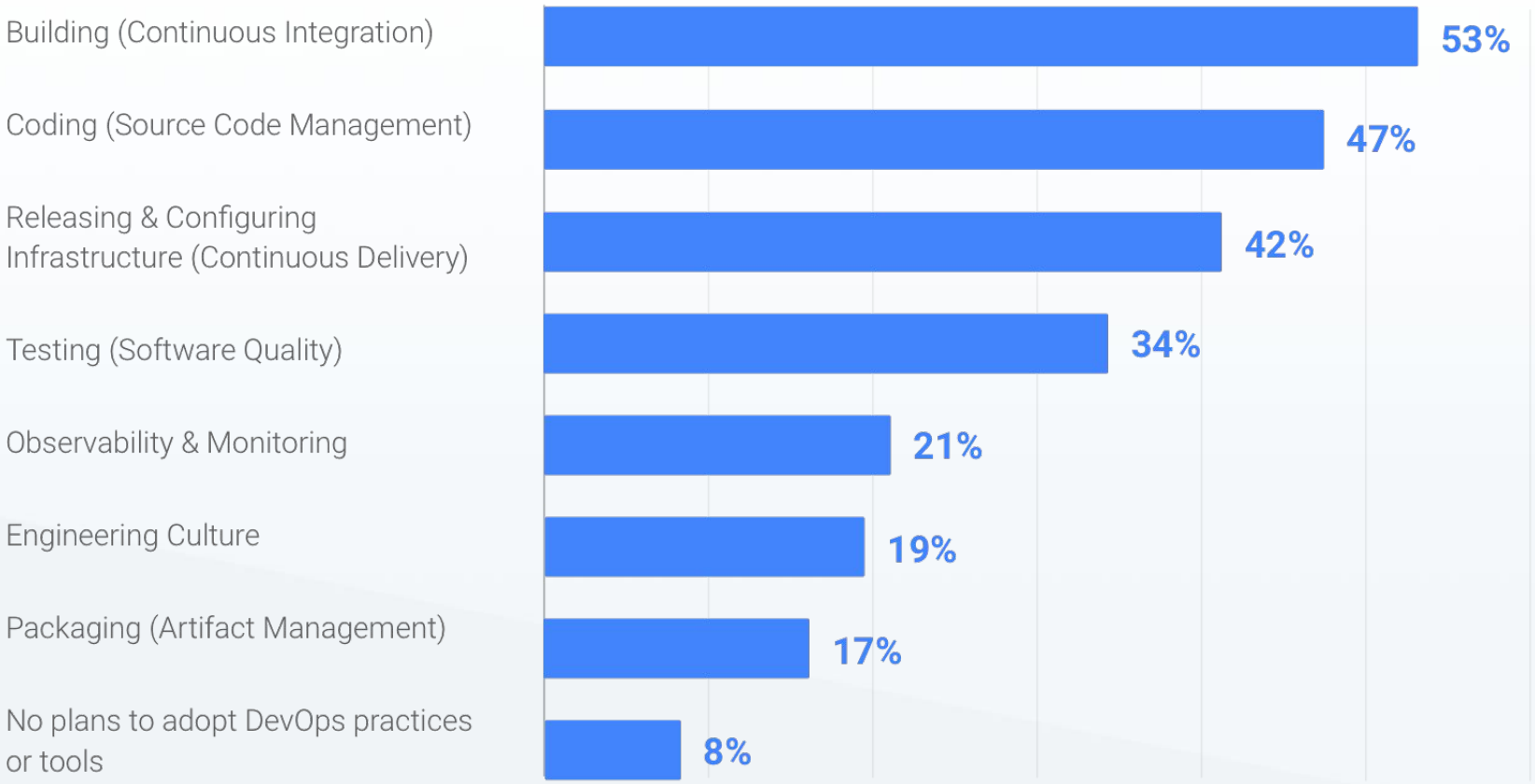
What are the Top Areas of DevOps Investment?



Continuous Integration and **Continuous Delivery** were among the top areas of DevOps investment, while **testing/software quality**, **observability** & **monitoring** fell lower on the list.

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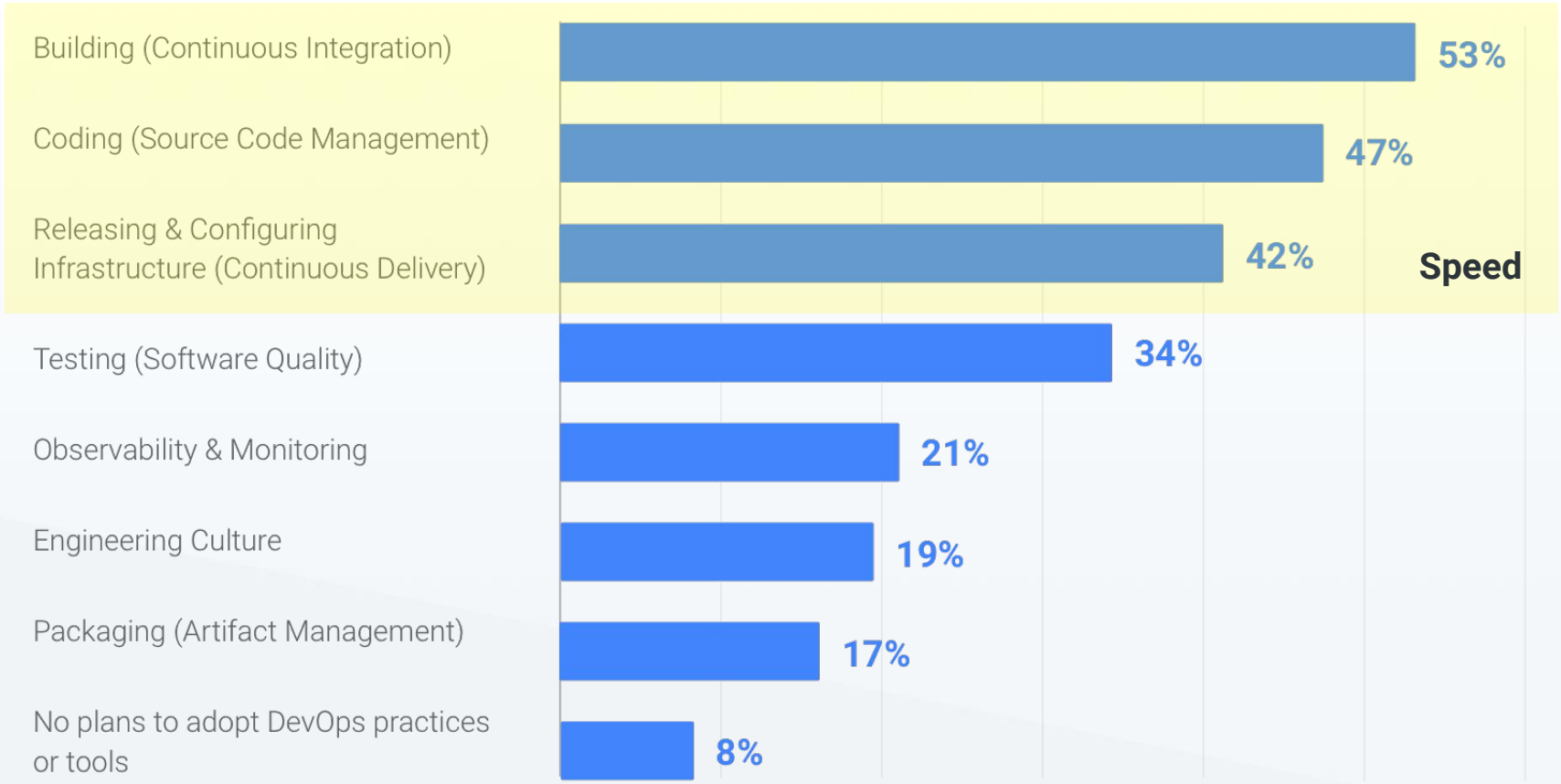

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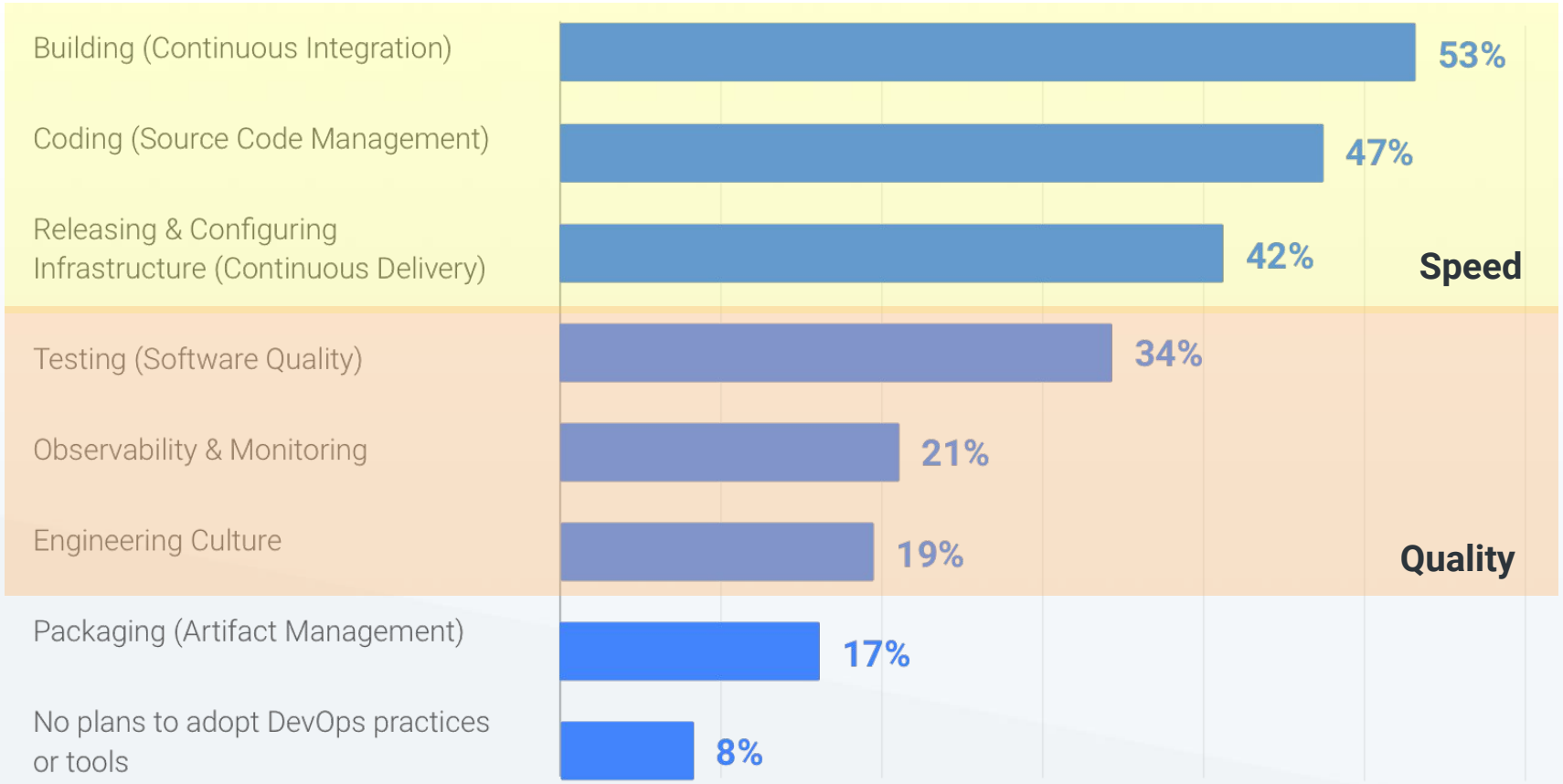

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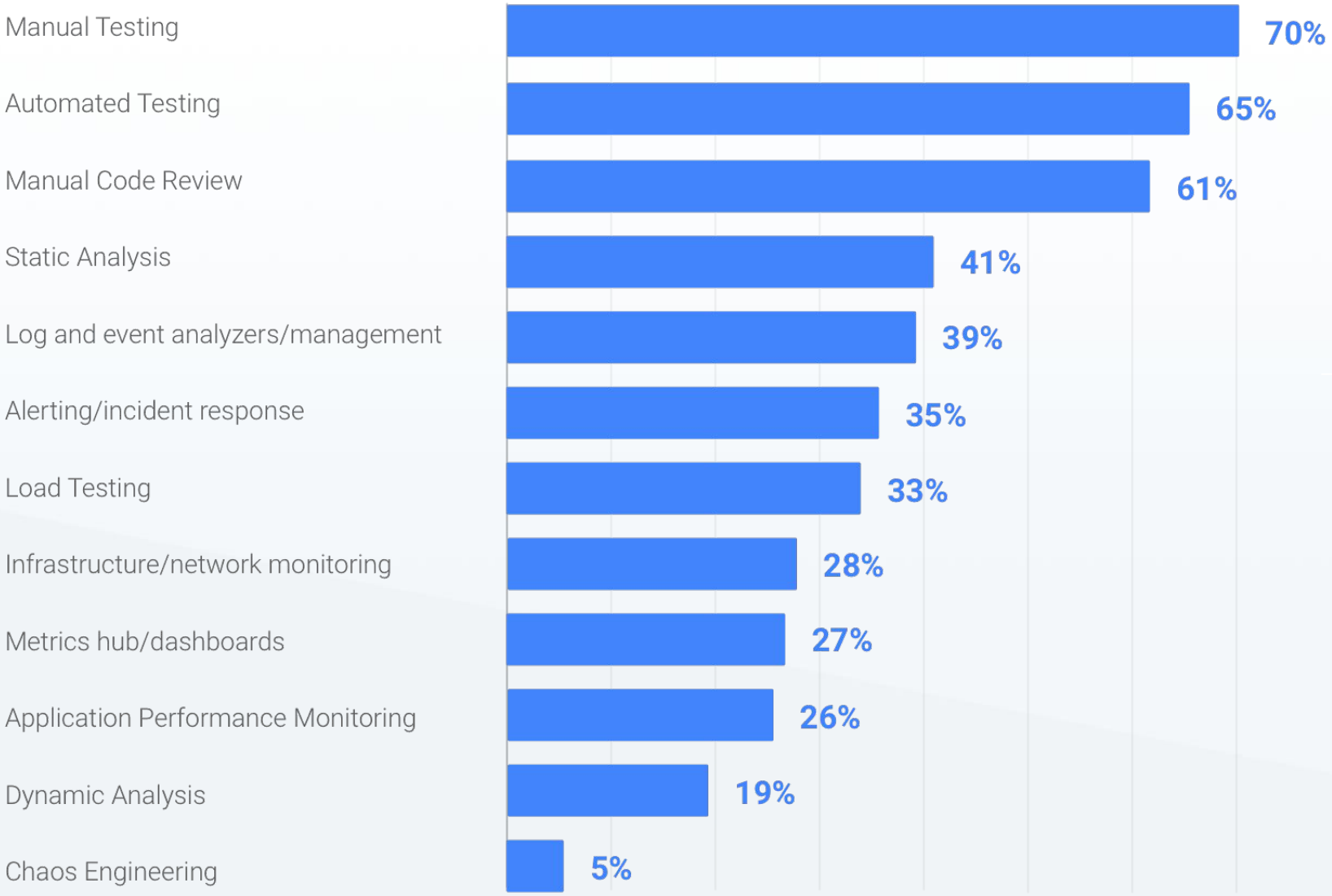

Manual testing is the

#1

tool used in pre-production to ensure quality

Dynamic analysis is emerging as a new solution and monitoring tools are starting to slowly **shift left** into pre-production environments.

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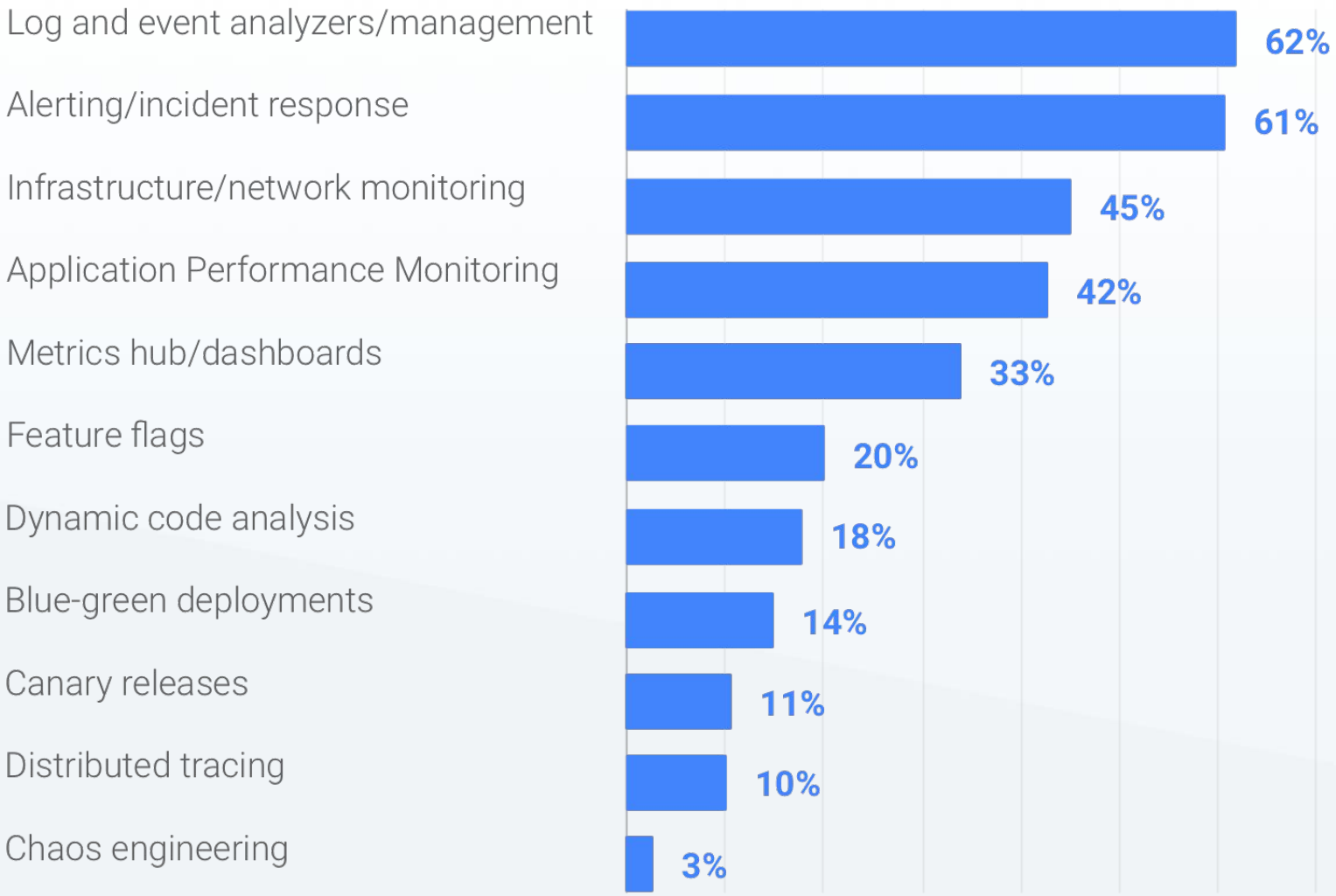
How are Organizations Addressing Quality in Production?



62%

of respondents use **log management tools** to ensure quality in production

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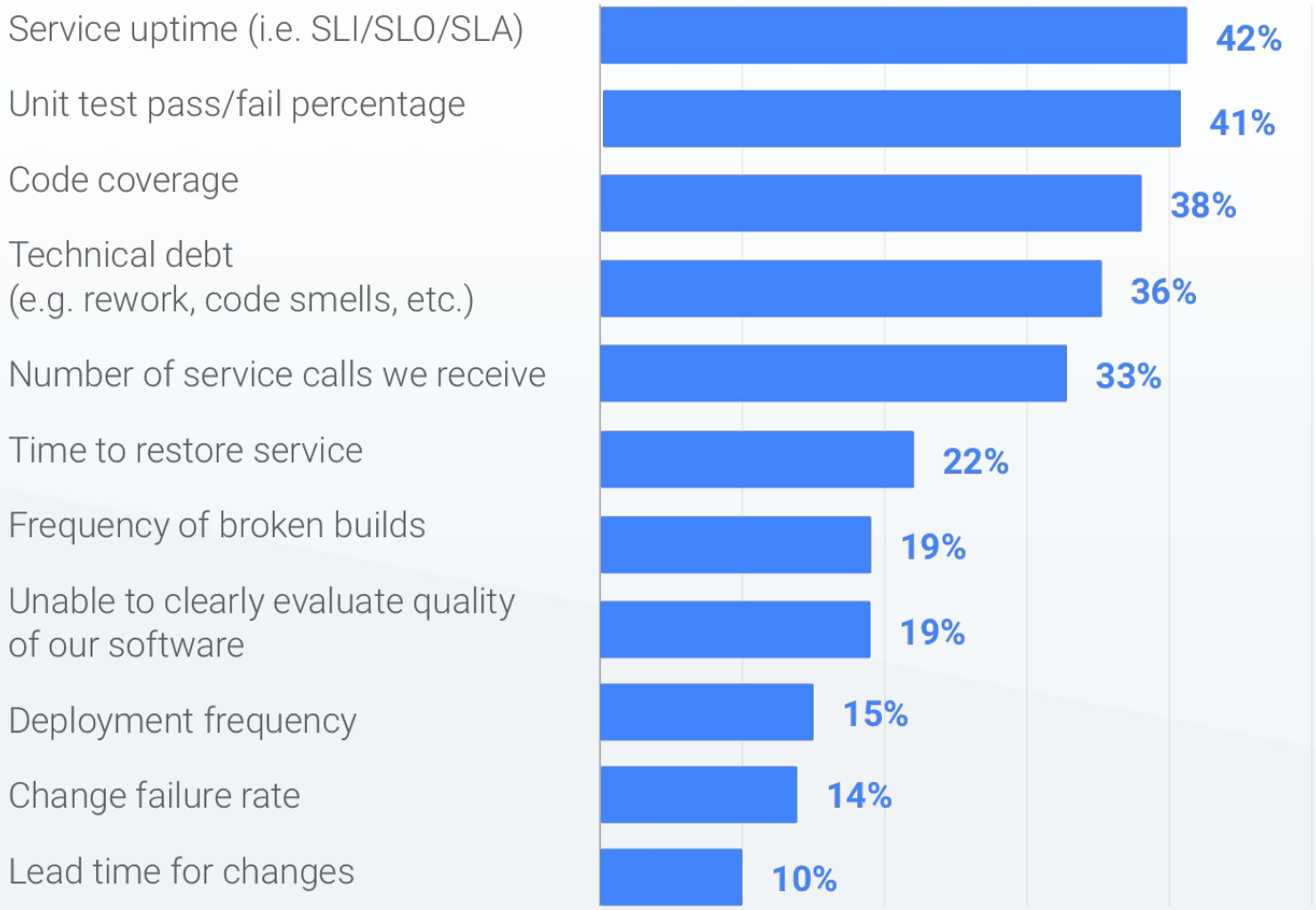
How Are Companies Measuring Their Code Quality & Reliability Initiatives?



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Finding #3

The 2020 Software Quality Roadmap

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What are the Primary Software Quality Goals for 2020?

60% Improve code quality

52% Increase developer productivity

41% Reduce technical debt

34% Reduce Sev1s / major production incidents

17% Reduce MTTI/ MTTR

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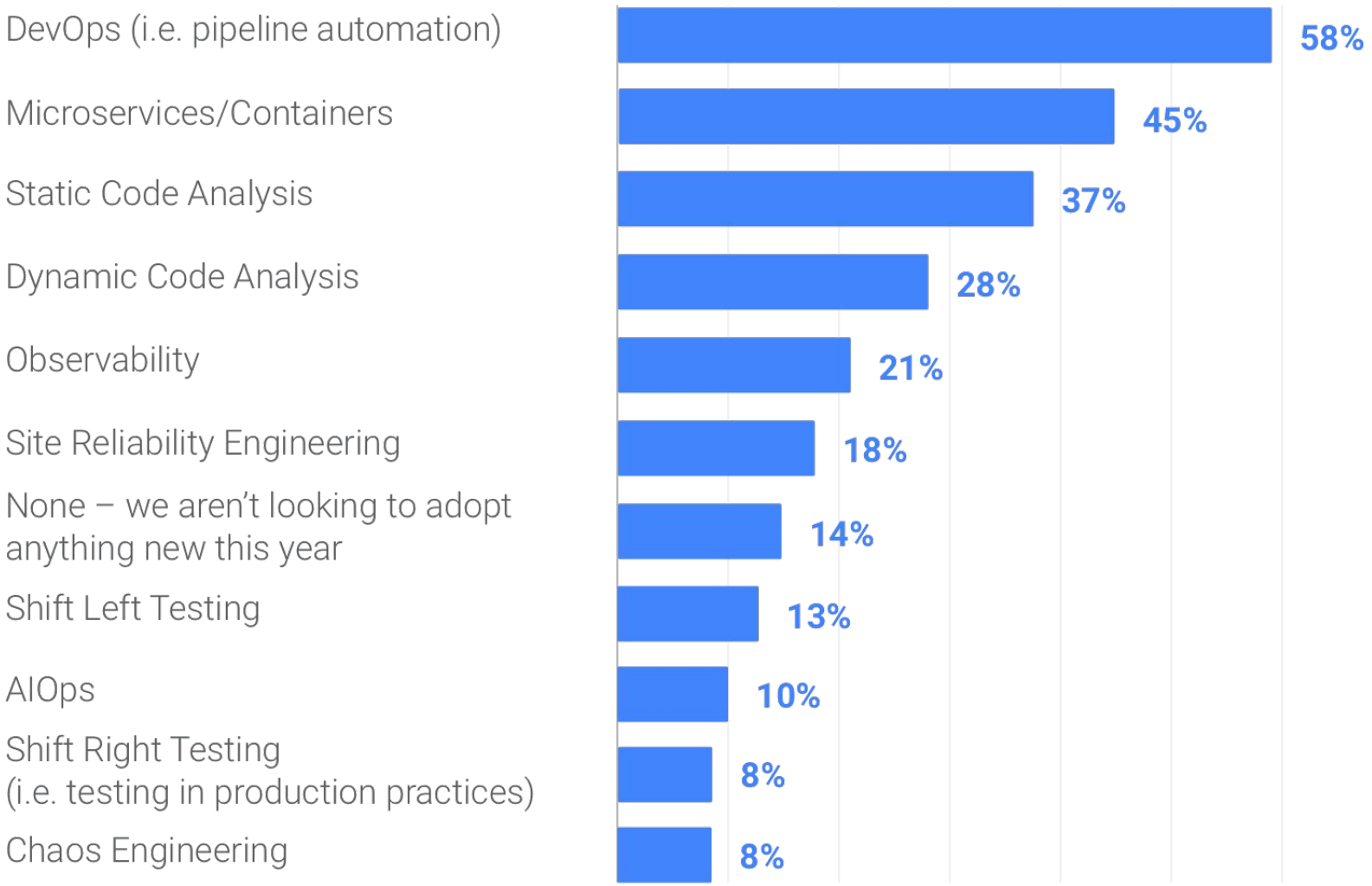
What's the Next Big Thing in Software Quality?



Both **static and dynamic analysis** techniques are increasing in popularity, making automated code analysis the next major area of interest for engineering organizations.

Buzzy terms like **AIOps and chaos engineering** have yet to see significant traction

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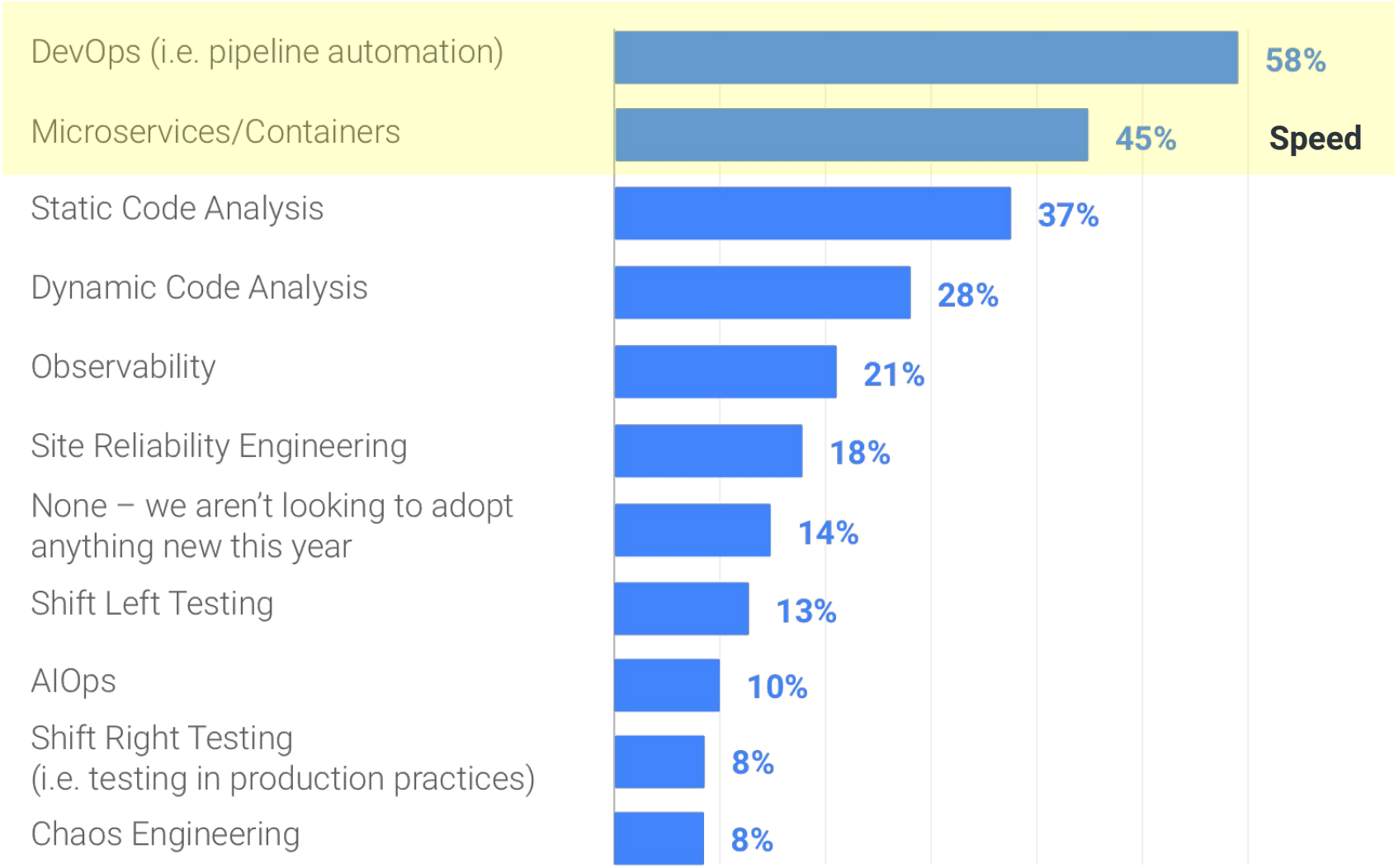

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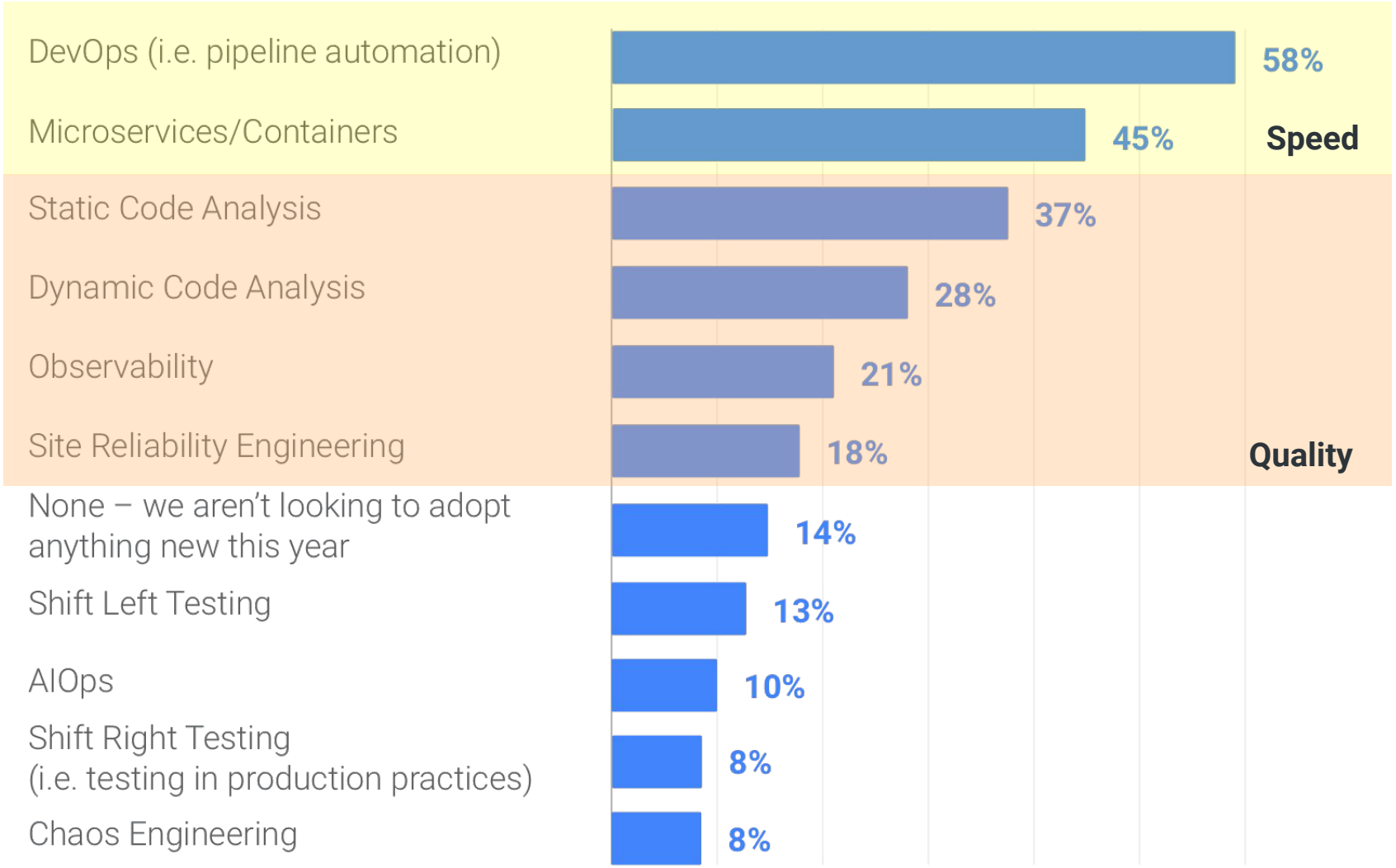

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Recapping Key Themes

Tolerance for failure varies greatly between different types of applications.

Engineers **desire quality**, but the business is putting a greater **emphasis on speed**.

Goals for development and goals for IT Ops **need to be better aligned**.

There's an opportunity to invest more in **Shift Left & Shift Right** quality strategies.

Automation is the next area of investment **for both speed and quality**.

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- **Questions?**
- https://www.it-cisq.org/
- https://resource.overops.com/survey