Developing Multilingual Web Services in Agile Software Teams

The Software-Cluster. Software made in Germany for the Future Economy

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Software AG
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Project Context

5 Projects

37 Partners

3 Development Lines

Software AG

Research Institutes

Suppliers

Vendors

SWINNG

P1

P2

P3

P4

ADABAS + NATURAL

Web-Methods

ARIS
Central Principle: Emergence

„Emergent Software“ is an enabler to combine components and services for digital companies.

- Partner Components
- Services from the Web
- ERP, BPM, BPI Systems
Traditional Development Process

- Sequential phases with defined input/output

- Customer/User requirements:
  - Result of functional specification step
  - Input for implementation
  - Input for multilingual documentation and localization
  - Particularly conformance with ISO 9001
Instead: Agility to better account for

- Reducing waste
- Empowering the team
- Empowering the employee
- Delivering operational software faster
- Collaborating with customers more effectively

Agile projects empower emergent behaviour of services

http://agilemanifesto.org/
SCRUM Process

Product Backlog
- User Story 1
- User Story 2
- User Story 3

Sprint Backlog
- Sprint 1
- Sprint 2
- Sprint 3

Task 1
Task 2

30 days Sprints

Daily SCRUM Meeting

Feature

Product Owner

SCRUM Team

SCRUM Master
SCRUM in Action
Challenges

Find a balance between:

- Documentation needed in the project
  - Specific document requirements for “Emergence”
  - Input for documentation and localization tasks
  - ISO 9001

- Amount of documentation contradicts agility approach
  - Continuously reduce waste to account for leanness
  - Always identify long-term values
Experiences

1. Write larger user concepts
   - Documentation/localization process unchanged
   - Concepts larger than sprint → no conformity with SCRUM process
   - User concept = waste

2. User concept on white board
   - Documentation/localization involved in approx. 5 teams
   - Technical writers flooded with tasks without basic documentation
   - Less time to write
   - Lower ISO 9001 conformity
### Actions & Research Areas

- Include a technical writer in maximum 2 SCRUM teams

- Conception with cross-functional teams

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<tr>
<th>User Concept</th>
<th>Technical Information</th>
<th>GUI Design</th>
<th>Use Cases</th>
<th>Developer</th>
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<td></td>
<td>Technical writer</td>
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<td>- Broader portfolio knowledge</td>
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<td>- Correction of GUI strings</td>
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<td>- Localization &amp; translation coordination</td>
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<td>- Technical information for „Emergence“</td>
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</tbody>
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- Customer Manual
  - + Technical Information
  - GUI Documentation

- Set up monitoring and controlling to evaluate best practices

- Set up workflow system to support and govern technical writers
Benefits

○ **Product**
  - Better time-to-market
  - Enhanced user documentation that facilitates the development of emergent software
  - Customer satisfaction $\rightarrow$ ROI
  - ISO 9001 conformity respected

○ **Technical writer**
  - Strong-skilled $\rightarrow$ new perspectives

○ **Development Team**
  - Concentrate more on developing tasks $\rightarrow$ satisfaction
  - More features by constant staff
  - Feedback from technical writers
Thank you!