



## About dotGov Solutions

dotGov Solutions is a full-service e-government company specializing in business process analysis, software engineering services and packaged software solutions for the legislative, executive, and judicial branches in emerging markets. The company's strengths lie in visionary leadership, highly qualified personnel, a mature process methodology, a proprietary all-in-one application framework, e-government expertise and global experience.

For more information, visit [www.dotgovsolutions.net](http://www.dotgovsolutions.net)



## The Challenge

The dotGov Solutions process improvement journey began in 2016 with the business objectives consistently maintained since then. To fulfill the organization's commitment to helping public officials and government organizations communicate with constituents and citizens, it focuses on delivering innovative solutions for making democracy work.

To accomplish this, it needed improvements in the areas of meeting project deadlines, increasing productivity, reducing defects and improving quality and achieving customer satisfaction.

## Selected Solutions

1

Requirements, development and management (RDM), Technical Solution (TS), Product Integration (PI), Verification and Validation (VV), Peer Reviews (PR) and Configuration Management (CM) helped with adopting solid software development methodologies, starting with rational unified process (RUP) and evolving to agile approaches

2

PI was chosen for automating the continuous integration and continuous delivery process

3

Leveraging Microsoft Suite's functionalities for integration:

- CM, Process Asset Development (PAD), Process Change Management (PCM) and Implementation Infrastructure (II) focused on SharePoint as a documentation repository and intranet portal
- Monitor and Control (MC) focused on Teams for collaboration
- PCM, Organizational Training (OT) and Decision Analysis and Resolution (DAR) helped with practices including Forms for surveys, process improvement requests submissions, training effectiveness evaluations and evaluating alternative solutions
- With the help of Estimating (EST), Planning (PLAN) and MC, used Project for high-level planning and monitoring
- EST, PLAN, MC, RDM, TS, PI, VV, PR, Managing Performance and Measurement (MPM), Risk and Opportunity Management (RSK), DAR, Causal Analysis and Resolution (CAR), PCM, and Process Quality Assurance (PQA) used to improve Azure DevOps for low-level work management (backlogs), software engineering (repos, pipelines, testing planning and conduction) and dashboards. Azure DevOps is also used for the management of risks and opportunities, decisions, issues, causal analysis, change requests, process improvement actions, quality audits and non-conformances
- PLAN optimized resource allocation and forming multidisciplinary teams

### dotGov's Maturity Milestones



# Selected Performance Goals Achieved

The adoption of CMMI has been carried out alongside an agile approach in the software development process and with the support of Azure DevOps, even for organizational functions and support processes. All of this has helped achieve unexpected results, and it will continue to strengthen the use of CMMI in other areas of the organization. dotGov Solutions is now focusing on adopting quantitative and statistical techniques to identify areas for further improvement and exceed expectations.

Some of the specific goals achieved are:



## Meet Project Deadlines

Reduced average requirements lead time by 86%



## Increase Productivity

Increased sprint velocity by 46%



## Reduce Defects and Improve Quality

Reduced defects in production environment by 95%

## Lessons Learned

Process improvement is a continuous journey, not a destination. Key factors for success include:

- Visible and active senior management support
- Involving those doing the work in the process
- Measuring and communicating results to demonstrate value
- Avoiding trying to change too much at once
- Creating realistic improvement plans

“ Our journey with CMMI has taught us that process improvement is not just a milestone to be achieved, but a continuous path to excellence. With the unwavering support of our senior management and the invaluable contributions of our team members, we have been able to measure and showcase real improvements. This strategic approach has not just enhanced our competitiveness; it has redefined it, proving that the best way to predict the future is to create it ourselves.”

—Marina Nicolaescu, Executive Director and dotGov Solutions Process Improvement Leader

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1700 E. Golf Road, Suite 400  
Schaumburg, IL 60173, USA  
Phone: +1.847.660.5505  
Fax: +1.847.253.1755  
Support: [support.isaca.org](mailto:support.isaca.org)  
Website: [isaca.org](http://isaca.org)