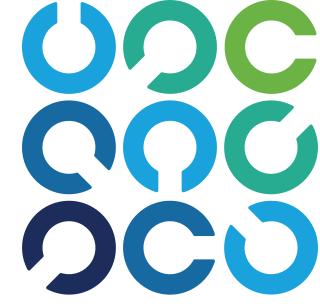# Dynamik Technologies Streamlines Business Processes and Improves Collaboration with CMMI® Performance Solutions

The Business Need

As the leading IT company in Brunei, Dynamik Technologies is committed to delivering and enabling digital transformation supported by a team of highly skilled and globally certified IT professionals, international frameworks, methodologies, best practices, and standards and in collaboration with its clients and partners worldwide.

An ever-growing organization in a highly competitive marketplace, Dynamik Technologies recognized the need to continuously maintain the standards and improve its organizational assets to ensure the effectiveness and efficiency of project delivery while improving internal business processes. They identified that as the company grew, it was important to ensure collaboration tools, consistency in interpretation of methodologies and frameworks required regular organizational alignment. They felt that the advantage of being periodically appraised is key in upholding their standards and professionalism.

When the journey first started, they identified that the lack of standard processes can lead to miscommunication among team members and misalignment of outcomes. They felt it was necessary to keep communicating the gaps and identifying associated issues in contributing to the misalignment and improve solutions between appraisals.

Dynamik selected CMMI Performance Solutions to develop and continuously improve their process framework aligned with best practices in the information technology industry.

Company Background

Dynamik Technologies has two decades of success in technology implementation, service management, and consultancy, positively impacting the citizens and the public and private sectors. Their achievements span across diverse flagship eGovernment projects ranging from financial and treasury management, human resources and including the award-winning national welfare system from the Asian Technology Excellence Awards 2023 for Enterprise Software. It is also the first and only company in Brunei Darussalam to be successfully appraised with ISACA's Capability Maturity Model Integration (CMMI). The team is proud of its long relationship with CMMI, as it demonstrates that Dynamik is on par with other world-class software and organizational development organizations because their capabilities are benchmarked against global best practices. With its focus on quality initiatives, Dynamik also received the International Diamond Prize for Excellence in Quality 2023 from the European Society for Quality Research.

For more information,
go to **dynamiktechnologies.com.bn**

DYNAMIK TECHNOLOGIES

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Their main objectives were to:

- Improve product quality, deliver on-schedule, and within budget
- Create a standardized repository for project assets (tools and templates)
- Institutionalize a standard methodology for all projects
- Capture lessons learned, to identify and analyze the root cause of significant issues
- Improve collaboration between Project Teams

The Solution

Dynamik Technologies, a CMMI adopter since 2011, instituted these capability improvements after its recent reappraisal:

- They minimized the number of non-conforming processes through rigorous quality assurance measures by conducting regular monitoring and performing audits, a collaborative effort by the Project Management Office and Integration and Quality Teams. In addition, the consistent quality assurance measures helped to raise awareness among individual Project Teams, which further promotes a continuous improvement culture.
- They created a standardized approach for how work is accomplished for all Project Teams and streamlined project delivery. The established project-related processes and policies are proactively reviewed and updated based on the feedback received from the Project Teams.
- They improved corporate governance through the formation of a Project Management Office and the Integration and Quality Team to further govern and monitor project delivery. As a result of regular and transparent reporting to the Management and Project Teams, projects are more aligned with the company's objectives.
- They initiated mandatory CMMI training, project orientation, and Knowledge Sharing sessions to create and share their institutional memory, and the application of CMMI key practices throughout the organization. This collaborative effort from various teams has led to creating and promoting a culture of continuous improvement across the organization.

> "As the top system integration and consulting company in the nation, it is difficult to compare ourselves objectively with others within the industry. CMMI has helped us define ourselves so that we can continue to be the best at what we do and challenge those who join the organization to be the best they can be. Innovation starts when repeated successes are achieved within a defined and structured environment, forcing us to push beyond our boundaries. The foundation of CMMI allows us not only to build on our success but to effectively perform at a higher level."

Haslina Taib, Chief Executive Officer, Dynamik Technologies

> "The journey of adopting CMMI has been rewarding as we have been able to define and standardize our organizational processes. This provides clarity on how we work and promote collaboration. Each appraisal has provided us with a different perspective on our strengths and improvement opportunities, which we can then adopt for the benefit of the organization."

Siti Rozana Binti Dato Hj Md Yunos, Head of Corporate Services, Dynamik Technologies

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Dynamik Technologies Maturity Level Milestones

The CMMI model has been adopted as a cornerstone of Dynamik Technologies' commitment to continuous improvement since 2011.

2011	2014	2017	2019	2023
ML2 CMMI-DEV	ML3 CMMI-DEV	ML3 CMMI-DEV	ML3 CMMI-DEV	ML3 CMMI-DEV

Key Performance Goals Achieved

Dynamik Technologies' CMMI journey resulted in these benefits for Dynamik and their clients in financial year 2021-2022.

Decrease in schedule variance
↓6%

Dynamik Technologies became more adept at accurately estimating project timelines and adhering to schedules. This has enabled improvements in building rapport and trust with clients which has led to more business opportunities.

Decrease in defects density
↓58%

This decrease translates to increased client satisfaction in terms of quality, as clients experienced reliable and robust solutions. This benefits the company as it reduces the cost of any rework.

Increase in stability
↑6%

This increase enables clients to experience reliable systems that are less prone to unexpected failures, leading to enhanced trust in the solutions delivered. This increase in stability has enabled the retention of existing clients and attracts new and potential clients.

Decrease in nonconformances
↓10%

This decrease has led to significant improvements in their internal operations which has a direct positive impact on their Project delivery approach. This flows through Dynamik Technologies' ability to provide quality products and services

> "Implementing CMMI has provided us with a structured process framework that brings clarity and consistency to our operations. It has streamlined our workflows and ensured that every project follows best practices, enhancing our efficiency and effectiveness."
>
> **Nur Hafizah Matsuni, Project Manager, Dynamik Technologies**

Lessons Learned

Dynamik Technologies found several key initiatives were the most impactful, and discovered other areas where there was room for improvement.

What worked well:

- The establishment of Defined Project Assets (tools and templates) and a Project Repository have helped structure projects' processes and provide guidance, references and lessons learnt to project teams to improve project execution aligned to the company's business objectives
- Introducing mandatory CMMI training has assisted in the institutionalization of standard practices within the organization
- Establishing of the Integration and Quality Team to communicate, manage, and monitor the progress and governance of all projects

What could be improved:

- The identification of risks and opportunities can be improved with relevant training benefiting Project Teams on how to identify and manage risks and opportunities
- The use of team collaboration tools such as Jira and Confluence for projects can be made more effective through standardizing field entries and how it is used to ensure consistency in project outcomes

Dynamik Technologies believes strongly in the CMMI framework and best practices. Over time, they found that CMMI appraisals have been a great check and balance for the organization. The improvements made because of the CMMI appraisal findings have added value and structure to their processes, and enabling them to measure clear improvements in their project deliverables. In the future, they plan to target additional Practice Areas and achieve higher Maturity Levels.