

POWERING THE MOMENTS USING POWER BI APPLICATIONS! MANAGED OUTAGES AND ASSETS NEEDED TO KEEP DLC RUNNING

About the Client:

Flowers Foods, headquartered in Thomasville, GA, is a producer and marketer of packed bakery food. The company operates 47 bakeries producing bread, buns, rolls, snack cakes, pastries, and tortillas. Flower Foods' products are sold regionally through a direct store delivery network that encompasses the East, South, Southwest, West, and the Northwest regions of the United States and are delivered nationwide to retailer's warehouses.



Industry

Process Manufacturing, FMCG

The Project Challenges:

Our team was tasked to implement a process that can be used to plan, control and structure the development and implementation of an information system or solution that is cost-efficient, effective, and high quality.

The company wanted Visvero to help them with:

- Ensure compliance with program controls impacting both SOX and non-SOX systems
- Create accountability using RACI for SDLC artifacts and approval/sign-offs
- Prove consistent collaboration & participation in the solution delivery process
- Eliminate Information Systems/Solution production deficiencies associated with COBIT Program Development controls
- Establish a framework for building implementing and enhancing systems based on IA Framework, restricted data and compliance controls
- React quickly to fulfill IT work request and build business community confidence on delivery date commitments
- Reduce unnecessary overhead
- Identify and mitigate problems associated with delivering information systems or solution

Visvero's Solutions Approach:

Implemented enterprise-wide Project and Systems Delivery Methodology that uses risk-based eligibility criteria on IT Work requests to determine SDLC process type.

- Project Roadmap: Allows teams to locate where they are and what are the expected process steps.
- Improved project quality:
- Prescriptive guidance using templates, punch list and consolidated documents
- IA Framework, IT Security, IT Compliance integrated into SDLC
- Process Flexibility: No Longer one size fits all.
- Lane Determination
- Eligibility criteria
- Stronger teams – Clarity around roles & responsibilities
- Intake Management using SLA

Developed and Implemented Software Development Lifecycle (referred to as PSDM) with Governance and Project Monitoring / Control processes to include.

- Prepared Process Diagrams that can be accessed from SharePoint and hyperlinked to each process type (Normal, Lite, Super-lite Project and Systems Delivery Methodology- PSDM)
- Published Prescriptive process, procedures, templates that can be used for creating SDLC artifacts regardless of methodology approach (waterfall, iterative, agile).
- Prepared RACI model- reflect roles and responsibilities associated with completing PSDM artifacts and approvals
- Developed and trained IT SLT, Technology Directors, IT personnel (employees, contractor, vendors)
- Developed CBT training modules that can be used for onboarding new IT personnel
- Developed checklist for stage gate reviews to improve quality and address risk impacting solution
- Trained Flower's IT department (IT-SLT, Directors, employees, contractors, vendors)

Overall Performance & Results:

- No company deficiencies identified in last 2 quarters due to Program Development controls
- Increased number of projects moved completed.
- Baseline: 2018 had a total of 43 projects for periods Q3 & 4 No SDLC in place only a 1-page guide, 6+Significant deficiencies identify for Flowers
- Year 1- 2019 = 14 projects completed in Q3/Q4 with no significant deficiencies identified in production. PSDM Ph 1, Intake/Initiate Phase implemented and trained
- Year 2- 2020 = 20 projects completed in Q1/Q2 with no risk items identified by internal audited which need remediation.

Technologies Used:



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