

Kamil's Meeting Notes - FA

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SUMMARY KEYWORDS

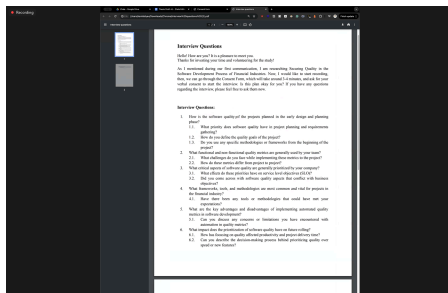
quality, ensure, compliance, project, regulations, financial industry, regulatory standards, software, metrics, security, maintaining, prioritize, rollouts, user, challenges, new features, feature, transaction, user satisfaction, requires

SPEAKERS

Speaker 1, Kamil Aliyev, Speaker 2

Kamil Aliyev 06:44

Hello. Hello. How are you doing?



06:48

I'm fine. You

Kamil Aliyev 06:51

me as well, trying to survive with this research. It's a pleasure to meet you. Thanks for investing your time and volunteering for the study.

07:01

Thank you.

Kamil Aliyev 07:02

Let me inform you a bit about the research in general, then we can continue with the questions, as I mentioned during our first communication, and it's sent in the consent form as well, and researching securing quality in the software development processes of financial industry. Now I would like to basically say about a bit privacy. I know that you you got the consent form, but still will tell you that we basically do the recording, but we don't keep the recordings. We just transcribe the recordings, then we remove it, so recordings only accessible by me and the professor. And we basically this recordings. We when we are transcribing or aggregating, we basically remove any identifier that can help to identify you, the company, your position. So everything will be removed. So privacy is at the top.

Speaker 2 08:06

No worries about it. Okay, you can record my voice and use it in your academic work. Thank

Kamil Aliyev 08:12

you so much. Thank you. Then let's go through the questions already. Okay, so the first question that basically, how is the software quality of the projects planned in the early design and planning phase?

Speaker 2 08:33

Okay, in our company, in the early design and planning steps of our payment processing project, software quality is planned by integrating quality objectives into the overall project goals, and also we involve all stakeholders, like product owners, developers, key engineers and security experts to ensure the comprehensive approach to the quality

Kamil Aliyev 09:03

got it, by the way, what priority does software quality have in the planning or requirements gathering phase of the project?

Speaker 2 09:12

Good question in our work, software quality holds the highest priority in our project planning and requirements gathering, we recognize that for payment process and handling millions of transactions, any compromise on coffee can lead To even severe financial and reputational damage.

Kamil Aliyev 09:38

Okay, so, but how do you define the quality goals of the project?

Speaker 2 09:48

For our quality goals, we defined by aligning with user expectation and regulatory standards. This also includes ensuring transaction reliability and maintaining high security standards like achieving optimal performance and providing seamless user experience, such as also specific goals might include achieving 99% app time, adhering to PCI DSS standards and also maintaining transaction processing times under a certain trail.

Kamil Aliyev 10:27

Okay, very Do you have any specific methodology or framework from the beginning of the project in mind?

Speaker 2 10:37

Yes, of course. We employ agile methodologies, particularly scrum for iterative development and regular sprint reviews to incorporate feedback and improve quality continuously. We also use Kanban to add maintenance tickets.

Kamil Aliyev 10:59

Okay, got it. What about the functional and non functional quality metrics are generally used by your team for the project?

Speaker 2 11:09

Yes, our team uses variety of functional and non functional quality metrics to ensure the quality assessment. I can say functional metrics include transaction success rate, error rates and user satisfaction scores. But when it comes to non functional metrics, it includes system uptime, response time, security incidents counts and compliance utterance,

Kamil Aliyev 11:41

okay, have you ever had the challenges during the implementing these metrics to the project? Can you tell about them? Maybe a bit. Yes,

Speaker 2 11:54

I have challenged. For example, this challenge include integrating diverse metrics into cohesive system and also maintaining the accuracy of data collection and ensuring metrics are actionable. That are examples.

Kamil Aliyev 12:13

How do these metrics differ from project to project?

Speaker 2 12:19

Depends? Metrics can vary significant, significantly based on project scope and user base. For example, I can say a project focusing on mobile payments may prioritize app performance and user experience metrics more heavily, while back end processing project might emphasize transaction throughput and security metrics.

Kamil Aliyev 12:47

Okay, got it. So it's different from project to project. What about like, what critical aspects of software quality are generally prioritized by the company in a financial industry, it's a bit difficult because, like the regulations and it's this field is generally heavily related. That's why I'm asking this question.

Speaker 2 13:12

Okay, let me think about it. I can say security, reliability, performance and compliance, security to protect user data and prevent any fraud that's important for us, and reliability to ensure consistent and uninterrupted service, and performance to provide stimulus and fast user experience that's also very important For us, and compliance to attorney to regulatory standards.

Kamil Aliyev 13:44

What about the effects of this? SLOs? Like service level objectives have like, What effects do you have on SLOs by using like, software quality in general?

Speaker 2 14:00

This prioritize ensure that we meet our SLOs by maintaining high system availability and quick response times and robust security. This also folks, builds user trust and satisfaction, which are crucial for success of the payment processing platform.

Kamil Aliyev 14:22

Uh, did you ever have ever came across with software quality aspects that conflict with business objectives?

Speaker 2 14:33

Yes, but let me think about it. I can say about there are occasional conflicts, such as need to quickly roll out new features to remind competitive versus the need for through testing to ensure quality, we also mitigate these conflicts by adopting paces rollouts and feature toggles to balance speed and quality.

Kamil Aliyev 15:01

Okay, what frameworks, tools or methodologies are most common or most vital for the projects in the financial industry that you work?

Speaker 2 15:13

Okay, in the financial industry, we can only use a methodologies you know, such as Scrum, Kanban for iterative development and maintains and security frameworks like OWASP for ensuring robust security. And also, lastly, I can say compliance tools for adhering to PCI, DSS and other regulations.

Kamil Aliyev 15:45

Okay, got it. Have there been any tools or methodologies that could have met your expectations during the project development?

Speaker 2 16:00

Yes, I can say that methodologies and tools we use generally meet our expectations, especially those that facilitate collaboration and continuous feedback and rapid iteration. How are the technical specifics are best understood by our engineering team?

Kamil Aliyev 16:21

Okay, got it. That's fair. What about the like, automated software quality metrics, automate software quality tests. What key advantages and disadvantages you so in like, implementing this in software development of the project,

Speaker 2 16:43

okay, I can say about advantages. For example, increased accuracy and consistency in quality assessment is the can be one of advantages of this. And also, I can say about faster feedback loops. It allows for quicker identification and resolution of issues. And lastly, I can say, continuous monitoring and improvement of software quality that's also important for us.

Kamil Aliyev 17:16

Can you discuss any concerns or limitations you have encountered with automation and quality metrics?

Speaker 2 17:25

Yes, there is the challenge of keeping this test up to date as software evolves,

Kamil Aliyev 17:36

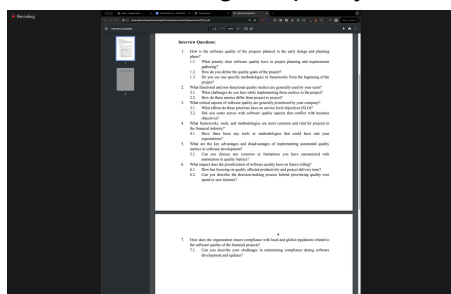
challenging. I agree with Beth as well. By the way, one more question, what impacts does the prioritization of software quality have? The future rolling? I know that it's like the point where every like business side people have trouble is because business requires to roll futures. But software quality can take some amount of time to implement rather than release new features.

Speaker 2 18:11

Yes, I think prioritizing software quality in our payment processing project, which serves millions of users, is essential, but comes with its own set of impacts. While it ensures a robust and reliable product in the long term, it can also present some challenges.

Kamil Aliyev 18:39

How has focusing on quality affect their productivity and project delivery time,



Speaker 2 18:48

I can say it's positive impact and negative impact. When it comes to positive impact over time, high quality standards lead to fewer production issues and bugs, which means less time is spent on fixing problems and more on developing new features. This can improve over productivity and result in more stable and reliable product, but in negative sides, initially emphasizing the quality, can slow down the project delivery, but this is requirements, and always will be required from for financial products.

Kamil Aliyev 19:31

Got it. But can you describe the decision making process behind prioritizing quality over the speed or new features?

Speaker 2 19:44

Yes, of course, the decision making process to prioritize quality over speed or new features is complex in our industry, especially and often requires balancing multiple factors. I can say about risk assessment, user impact, stakeholder communication, facets, rollouts, risk assessments, firstly, we evaluate the potential risks associated with realizing feature that may not meet our quality standards.

This includes considering the impact on user trust, potential security vulnerabilities and long term maintenance cost, and we prioritize also features that have significant positive impact on user experience. If a feature can enhance user satisfaction or provide critical functionality, we may expedite its release, but never at the cost of compromising on essential quality standards. And when it comes to stakeholder communication, it's crucial to communicate the reasons behind our decision to stakeholders clearly transparency about the potential risk of compromising on quality, helps manage expectations and gain their support for the decision. And lastly, I can say that to balance fit and quality, we often use paces, visits, rollouts. This approach allows us to release features to a smaller group of users, first gather feedbacks and address any issue before the full scale launch, and that's really useful for us. This strategy helped mitigate risk while still delivering value incrementally.

Kamil Aliyev 21:37

Got it more about the regulations then, as I said, it's highly regulated field. What about how does organization ensure compliance with local and global regulations related to the software quality of the financial projects, like in your project specifically,

Speaker 2 21:57

that's really critical for our projects. Then, given the nature of our business financial industry, which handles millions of transaction and having to regulatory standards is non negotiable, and we have dedicated legal and compliance team that works closely with us to ensure all the greater requirements and met through the software development lifecycle. We also follow PCI DSS for payment security, and I can say about GDPR for data production protection and other relevant regulations.

Kamil Aliyev 22:39

Got it. Can you describe the challenges that you saw in maintaining compliance during software development and update?

Speaker 2 22:49

Yes, I can talk about a few challenges. For example, firstly, I can say about constantly evolving regulation. You know, regulatory standards, especially in the financial industry, are continually evolving, and keeping up this challenge requires ongoing education and adaptation, and our legal and compliance team plays crucial role in staying abreast of New regulations and updating our policy accordingly. And I can also say about frequent audits, we undergone a lot of audits, both internal and external, to ensure we maintain high standards of quality and compliance. While these audits are essential for verifying our adherence to regulations, they also can be resource intensive and sometimes disrupt our development schedules. And lastly, I can say about balancing speed and compliance, one of biggest challenge is balancing the need for speed in development with necessity of true compliance checks like while agile methodologies promote rapid repeat iteration and deployment, we cannot compromise on compliance this often require, requires careful planning and Sometimes extending timelines to ensure all regulatory requirements are met.

Kamil Aliyev 24:25

Got it? That's all from my side. Thank you for helping to do the research.

24:31

It's pleasure for me.

Kamil Aliyev 24:34

Thank you. Have a good rest of your day. I will not take more time.

24:42

Okay, bye. Bye.