

# Kamil's Meeting Notes

Wed, Jul 24, 2024 4:49PM • 1:27:13

## SUMMARY KEYWORDS

quality, project, understand, software, regulations, business, compliance, creates, estonia, stakeholder, hard, implement, son, product, issues, project managers, quality metrics, metrics, talk, dollar

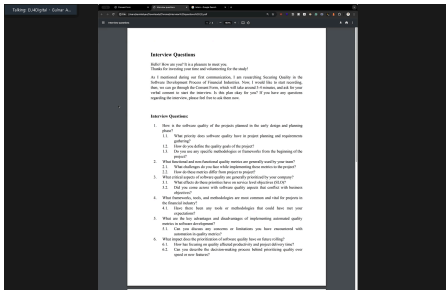
## SPEAKERS

Kamil Aliyev, EU4Digital - GA

Hello, hello, I will share the screen.

**EU4Digital - GA** 59:57

How are you doing? Thank you. I'm doing good. It's just the end of working day, and I think this is going good. How about you



1:00:08  
surviving?

**Kamil Aliyev** 1:00:09

Let's see surviving, trying to defend this my degree or master's degree, and continue learning. Let's say,

**EU4Digital - GA** 1:00:22

amazing. Good luck in your trials.

**Kamil Aliyev** 1:00:28

Thank you. Thanks for investing your time and volunteering to the study. As I mentioned in our first communication, as you know, I'm researching software quality and software development process specifically to the financial industries. Now I would basically, I already know that I sent you the consent form.

**EU4Digital - GA** 1:00:49

Is everything okay with it? Yeah, actually, I read the consent form.

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It's all right for me.

**Kamil Aliyev** 1:00:56

Thank you. If you have anything, any questions, any comments regarding the interview, please feel free to ask them

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now or in the future as well.

**Kamil Aliyev** 1:01:07

Okay, let's start then. The first question is that, how's the software quality of the projects planned in early design

**EU4Digital - GA** 1:01:18

and planning, please, okay for talking about the early design and project initiation, I would say the qualities plans through a series of different strategic aspects and actions which is directly related to businesses. I would say this includes, what can I say, like setting measurable quality metrics, managing some risks, selecting appropriate development processes and the identifying the right tools for that. And what else I can say, ensuring team skill developments, effective communication and laying the groundwork for delivering the high quality software products

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for end users would be must

**Kamil Aliyev** 1:02:11

I agree with you. What about the priority of software quality in this planning and requirements gathering phase, we will think about the quality beforehand, like when you already take the requirements or it's in

**EU4Digital - GA** 1:02:27

the development process. Yeah, that's a good question. And I think quality planning should start in the planning phase, definitely, because you should think about the influences this quality will have over the success of pure project, also sustainability and we must think about its usability of the end product.

1:02:51

So definitely in the planning phase, I agree.

**EU4Digital - GA** 1:02:57

How do you define quality goals of the project? Well, it's, it's a bit tricky part of the project planning, I would say definitely. It involves engaging the stakeholders from the get to go and align on the expectations of them for you, and aligning quality objectives with their project's aim, identifying the quality attributes like reliability and gain usability and in daily life, we use SMART goals Like specific

measure quality quantitative metrics, and it's open, benchmarked against industry standards, some compliance, some regulations, and yeah,

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and it evolves as the projects goes on.

**Kamil Aliyev** 1:03:51

Great. Do you use any specific methodologies or frameworks from the beginning of the project?

**EU4Digital - GA** 1:03:59

Well, actually, we use different methodologies and different frameworks. It completely depends on the project we are like starting. It's usually agile, but it depends on the industry as well. For example, if it's the finance, I would say it il or in more software, like end products, we use Agile and Lean sometimes, yeah, but yeah, you probably can change it as well, on the implementation period as well.

**Kamil Aliyev** 1:04:34

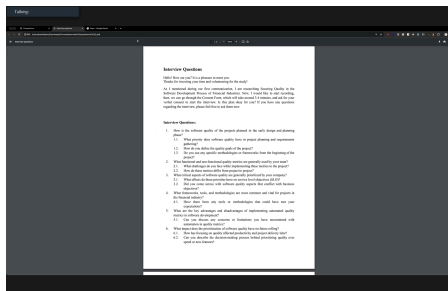
Great what functional and non functional quality

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metrics are generally used by your team.

**EU4Digital - GA** 1:04:43

Well, when I say functional quality metrics, the first thing that comes to my mind is the functionality of the end product, like the extent to which the software, like, provides functions that specified at the beginning. And of course, like the feature usage, we can talk about user satisfaction, which is getting we are getting after, like delivery, and in terms of non functional quality metrics, it could be usability, it could be sustainability and like security, for example, how many like breakdowns the product has at the end this kind of quantitative issues, and as well, I would say scalability too, Like the software's ability to handle the increased scope.



**Kamil Aliyev** 1:05:49

What challenges did you face

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while implementing this metrics to the project?

**EU4Digital - GA** 1:05:55

Okay, actually, we will understand that at the end. Metrics helps us to understand the quality of the product, but it's really hard to implement, especially from the start. Like the data collection, we can talk about it for hours, like gathering the necessary data that we can understand we can analyze so and of course, without any this metrics, it would be too complicated. And, yeah, but still, we are trying to use this metrics to avoid any

**Kamil Aliyev** 1:06:34

inconclusivity. Say, so like it's it's hard to gather this metric, some metrics are, let's say, unrealistic to implement in that regard. Like, for example, in my experience, when the user clicked this button, this like, hard to get this data. Let's say exactly what about like you told about the metrics. How

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these metrics differ from project to project?

**EU4Digital - GA** 1:07:06

Well, I believe it would depend on the project's goal and the complexity of the project as well. Like the larger and the more complex the project is, it requires more detail than quantitative metrics we should be following. It has some space. It should have some specific requirements. And if you are using technology stack, the correct ones, and we should comply with industry standards and, of course, regulatory compliances and the another thing is we should consider is the risk factors. Probably, like some projects, there is little to no risk. But the another one, especially in global projects, we can talk about risk.

1:07:57

I agree

**Kamil Aliyev** 1:07:59

what critical aspects of software quality

**EU4Digital - GA** 1:08:02

are generally prioritized by your company? Well, I'm working in the global organization, and it's definitely has in previously had some security issues and regulatory issues, so I would say the security ensuring the protection of data and systems from like, we call them an authorized success and different breaches. So it's kind of sensitive nature. I would put it in the place.

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Yeah,

**Kamil Aliyev** 1:08:39

What effects do these priorities have on this service

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level objective of the projects,

**EU4Digital - GA** 1:08:49

service level objectives? Well, if we're talking about security, like prioritizing this security, may we do this? SLOs, minimizing the future vulnerabilities. Like, if you know what is your biggest point, you will definitely can patch it up the security issues like more quickly and maintain high level of encryption and data protection. And if we're talking about compliance, well, when it's the priority, you adhere to this regulatory standards, and you do several rounds of audits so everything becomes easy at the end phase, like you don't open at your eyes, like your eyes at the end and say, Okay, we just ignored or we didn't see this risk, or we didn't comply with this regulation, and it becomes a huge mess. So it's better

**Kamil Aliyev** 1:09:49

to think about it at the beginning. Yep, I agree. Did you came across with software quality aspects that conflict with the business goals, business

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objectives.

**EU4Digital - GA** 1:10:02

Have you seen that before? Yeah, that's a good question. To be honest. In daily life of a project manager, it's a lot of work, at least some sometimes so with the businesses and project managers, because, you know, sometimes businesses have limited time. They they have decided on go to market, approach the time deadline, and sometimes, if you want to compromise the quality, but the client, on the other hand, is expecting quality from you. You see that's kind of a paradox, which is put in us, in a stress the project managers, the team as well. And another time, I would think of this cost reduction, if the budget is limited, but the quality expectations are high, and you try to make the business understand that it's low quality most of the time is like less time. If I can implement this project in less time, but it won't be there high quality, as we expected.

**Kamil Aliyev** 1:11:10

We see this, right? Yep, I thought the same thing in the industry, what frameworks, tools and methodologies are most common and vital for projects

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in financial

**EU4Digital - GA** 1:11:24

industry. For you at least? Um, well, I just think about the finance projects. Um, I, I can think of it, IL, information technology and infrastructure library. Why I would say it? Because it has some established practices, and it's easy to do some quality assurance, and it's easy to combine it with standardization and best practices. What else are else I saw ISO practices as well and control objective of for information and related technologies is another framework we have used. But yeah, the most used one is it IL.

**Kamil Aliyev** 1:12:19

Yep, we also use it. Can you discuss any concerns or limitations you have encountered with automation in quality metrics or not? Let's go with like, what are the key advantages and disadvantages of implementing

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automation in your project? Well,

**EU4Digital - GA** 1:12:48

let me think about it. This is a bit hard question, and I'm trying to remember my experiences with that. But yeah, like in the context of meeting expectations, particularly in finance industry or business professional services, like the mind that the one I'm working this kind of automation tools can be very valuable at one hand, like it creates another value to service management. But we can talk a lot about some disadvantaged cons in this point as well. Like, it creates different like, it's costly first of all, and you should have some skills, people, skills, stuff in your team that will be implementing this kind of tools. So automation in itself is kind of it should be priority of businesses, but it's

**Kamil Aliyev** 1:13:51

not in reality, in real check. Also it creates like technical depth. You also need to maintain this

**EU4Digital - GA** 1:13:59

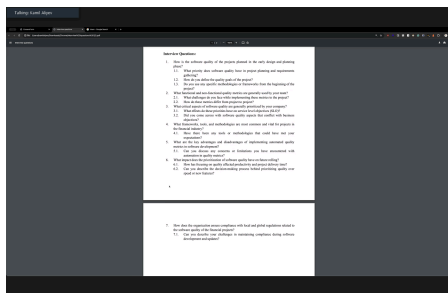
automation as well.

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Right?

**Kamil Aliyev** 1:14:02

Good point. I agree with you. I already saw this problem every couple of years. They need to update everything because they don't have enough people support it. What about we already talked about limitations. So let's go to the sixth question, what impact does prioritization of software quality have on the future



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release, future rolling of your products? Well,

**EU4Digital - GA** 1:14:34

as you pointed out, the first thing is the technical depth, of course, because otherwise it would lead to more, riskier rollouts. Then we can talk about brand image. The quality of software impacts the brand image as well, like high quality releases, the brand reputation setting good, positive expectation for the future products and user retention. Like the end users are happy, they're happy to come back to then it creates predictability in release cycles. It's kind of it works like a lessons learned, like the more release cycles become predictable, like there are fewer unexpected delays. Okay,

**Kamil Aliyev** 1:15:26

how about the project delivery time? Like, how has focusing on quality affects the productivity and

**EU4Digital - GA** 1:15:35

project delivery time in your projects? Yeah, at the beginning, we talked about the quality list from the project initiation, project planning. And if we are thinking about the iterations we have, and at the end of every iteration, we have different audits, different checks, and it means at like closer to the end of the cycles that will have fevered effect, and of course, less time will be spent on debugging or fixing the issues, still improving the productivity. And since we can talk about predictable delivery, you know what the end product will look like, and the process will be streamlined, which really helps the business to grow, like you have the cases that have happened before, it creates lessons to learn for you, so you're streamlining the process. And of course, better code maintainability, like quality, code is easier to understand, modify

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and extend if needed.

**Kamil Aliyev** 1:16:42

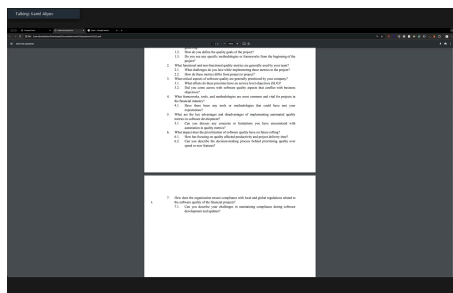
Also there is sometimes this like conflict between quality of quality over the speed of new features. As you mentioned, can you describe the decision making process behind of prioritizing quality over the new

**EU4Digital - GA** 1:16:59

features like speedier releases. Yes, actually, sometimes we have to make a decision to compromise one to another, and like we can compromise quality due to budget time restraint, however, to assess the project objectives. It's, it's the primary objective of the product project, you know, like, if you are prioritizing the quality, then it you, you have to make your decision. You have to communicate this openly and directly to your stakeholders and make them understand that if you are choosing quality it will take time, probably a little bit more budget, to like, implement this project, but the end goal will be satisfactory for everyone but the decision making process itself. It can be evaluating the risk, communicating the stakeholder needs, to understand what is expected from you, from your team, then to understand the market conditions. And for example, if there are some another product that's been worked on, and you know about this, and it's the go to market time is very similar, so you have to make a compromise in quality to stick to the time, so it's a informed decision

**Kamil Aliyev** 1:18:30

at the end. I agree with you. It's very hard to make because it's financial industry, and you can like, it's hard to decide to compromise the quality. I understand it. How does the organization ensure compliance with local and global regulations related to the software quality of the film projects? I know that I'm so happy to that you mentioned this regulations because it's the huge part, and it takes a lot of



#### **EU4Digital - GA 1:19:03**

time and a lot of effort. Yeah, exactly, in my previous work experiences I had with a small software agencies like outsourcing companies, and I would be honest with you, it like we didn't even talk about this regulations or compliances, but when you're working with a global company, they have reputations that they have to upkeep, so it's definitely coming to the Table, and even the company has different like specific compliance team. And if you are, like, initiating any project, it goes directly to this compliance team. They are making the decision with legal people. And it's really hard to keep up with all these new regulations. Or if you're opening up to a global market, every country has specific compliance rules, but yeah, like, if you want to

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keep your global existence, it's a must, yep.

#### **Kamil Aliyev 1:20:13**

Can you describe the challenges in maintaining compliance during software development and updates? I know that you mentioned that this their compliance to the regulations is hard,

#### **EU4Digital - GA 1:20:25**

because regulations also change by

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time. Yeah,

#### **EU4Digital - GA 1:20:28**

exactly like, for example, as I know Amazon can, like, have have different regulations compliances in USA or in Europe. Like, it's completely different. One rule applies to in one country in another. You're free to operate as you wish. So it's really important to understand the region operating in, you have to follow all these regulations. Like, for example, at the moment, there are Eastern partner countries which are trying to, like Georgia is trying to be a part of United, like European Commission. So it means their regulatory system is completely changing, which means for us that if we want to operate in country like Georgia or Moldova, we have to understand and keep up with their regulatory changes,



**Kamil Aliyev** 1:21:31

then you need also keep the same project in different countries, yeah, with different

1:21:39

regulations, okay, yeah, got it,

**Kamil Aliyev** 1:21:45

yeah, it's it should be challenging. Uh, one, one more question. Is it like you you basically create clone of project to support it in other country, or you basically need to support all the

**EU4Digital - GA** 1:21:59

regulations. How do you think about it? I would say you are creating the project, but you also take into consideration that, how will this product be implemented in different countries? You are creating it, but without knowing that it, it can be used, actually, by the people of the this country. You shouldn't have, like wasted your time, your efforts.

**Kamil Aliyev** 1:22:29

Target country is also one of the questions to answer beforehand. Got it? That's all from my side. Thank you for your answers. It was great, and it's it was great for you to see because, as a software engineers only think about focus on, let's say, development part. But you, I would say that you gave me more ideas how the business, work background, it's

**EU4Digital - GA** 1:23:04

great. Great for the research. Thank you. Thank you. It was nice to talk to you, and I'm very glad to be helpful.

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I hope I need good luck. Bye, bye. Stop recording.

**Kamil Aliyev** 1:23:33

Super thank you and software engineer, software quality engineer, large project managers of business. Aliyev, shoulder,

**EU4Digital - GA** 1:23:53

prompt, chemical engine, GPK, here, some woman.

1:23:58

Message,

**Kamil Aliyev** 1:24:03

initiative am, I am, project management,

**EU4Digital - GA** 1:24:12

the

**Kamil Aliyev** 1:24:20

project management, none, much cooler, local scope requirements gathering very yet this software engineering send also compliance to Some targeted your standard business manager, stakeholder learning, so project management, product owner, initiative, the higher level, the business level,

**EU4Digital - GA** 1:24:55

I Do it all, side countries. Make Aliyev stakeholder. Employees here come on.

**Kamil Aliyev** 1:25:10

Product Owner, some product owner or the batch requirement. Corner

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in the associated

**Kamil Aliyev** 1:25:28

Business

**EU4Digital - GA** 1:25:36

Job. Becky, area

**Kamil Aliyev** 1:26:21

should However, another chocolate, Aliyev and Aliyev with Aliyev as well. Over there,

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on.