8 west
CONSULTING

2026



8 WEST IMPACT ENGAGEMENTS

# SDLC Review

## DIAGNOSING FRICTION. ALIGNING STRUCTURE. ENABLING SCALE.

4-8 Weeks | Cross-Functional Leadership |
Virtual or On-Site | Fixed-Fee Engagement

ISO/IEC 27001
Certified by
WEST ASSURED

# Engagement Overview

**The SDLC Review is a structured, evidence-based engagement designed to help organizations scale development without increasing friction, rework, or operational instability.**

As companies grow - adding customers, platforms, teams, and integrations - delivery friction often shifts from individual team inefficiencies to systemic cross-team misalignment. Symptoms appear as:



- Roadmap instability and shifting priorities
- Hidden cross-platform dependencies
- Rework and surprise downstream impacts
- Reactive firefighting dominating planning
- Technical debt slowing future progress
- Product ownership ambiguity

This engagement provides a comprehensive, cross-workload analysis of the Software Development Life Cycle (SDLC), spanning:

- From Vision to Requirements (Left side of SDLC)
- From Requirements to Production to Operations (Right side of SDLC)

The outcome is not simply a report - it is a clear, sequenced transformation roadmap grounded in real observations, leadership interviews, and delivery reality.

While this SDLC assessment is not focused specifically on the integration of AI and automation into the process, exploration of the suitability and capability to inject AI-Assisted techniques and frameworks as well as workflow automation will be assessed and reflected upon. Where specific priorities in this area are identified then then they can form an additional part of the scope, however it is important to recognise that getting the overall SDLC based on solid foundations is critical for any AI integration to the process. 8 West also offer an AI Enablement Impact Engagement which specifically focuses on AI adoption within the wider SDLC lifecycle.

# Core Concept: Scaling Through Alignment

As organizations evolve, friction rarely stems from a single team's issues.
Instead, it emerges from misalignment across:

- Business ambition
- Product ownership
- Platform boundaries
- Dependency visibility
- Tooling maturity
- Governance structure

The review evaluates delivery across three structural lenses:

## 1. PRODUCT DEFINITION & VALUE OWNERSHIP

- Are products clearly defined?
- Is value accountability explicit?
- Is delivery feature-driven or outcome-driven?

## 2. CROSS-TEAM DEPENDENCY & SEQUENCING

- Where does friction occur - within teams or between them?
- Are dependencies visible and actively managed?
- Is coordination structured or escalatory?

## 3. TECHNICAL & OPERATIONAL ENABLEMENT

- Do tooling, architecture, environments, and DevOps practices support scale?
- Is quality embedded early or tested late?
- Are security, performance, and data concerns proactive or reactive?

The review produces an integrated view of organizational, technical, and governance alignment.

# Engagement Outcomes

**Enterprise SDLC Diagnostic Report**

A structured document containing:

- Observations (what is happening)
- Findings (why it matters)
- Recommendations (what to change)

Across all workloads examined.



**Product & Governance Recommendations**

Clear recommendations for:

- Product definition
- Product management structure
- Cross-team coordination mechanisms
- Roadmap governance
- Value accountability

**Technical Enablement Recommendations**

Practical recommendations across:

- Source control
- CI/CD
- Testing automation
- Security integration
- Observability
- Data architecture
- Multi-tenancy readiness

**Multi-Year Transformation Roadmap**

Sequenced into:

- Short-term (0–6 months) stabilization
- Medium-term (6–12 months) enablement
- Long-term (1–3 years) structural evolution

Each recommendation mapped to organizational impact and feasibility.

**Executive Read-Out & Strategic Narrative**

A board-ready synthesis that explains:

- Where friction truly originates
- Why scaling currently feels difficult
- What structural changes unlock sustainable velocity

# Who Should Be Involved

| ROLE | WHY THEY'RE CRITICAL |
| --- | --- |
| **CEO / COO** | Clarify growth ambition and scaling expectations |
| **CIO / CTO** | Provide architectural and operational reality |
| **Product Leadership** | Represent roadmap pressure and customer value |
| **Engineering Leadership** | Validate delivery feasibility and technical constraints |
| **Architecture Leads** | Surface systemic coupling and design risks |
| **Data & Platform Owners** | Reveal hidden dependencies and integration realities |
| **Operations Leaders** | Provide real-world feedback from production impact |



# Engagement Structure & Phases

## PRE-ENGAGEMENT ALIGNMENT

Brief executive and key stakeholder kick-off to align on outcomes, success criteria, expectations, and communication plan before Day 1.

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## **PHASE 1** DISCOVERY & SCOPE DEFINITION

| | |
|---|---|
| **FOCUS** | Framing The Scaling Challenge |
| **KEY ACTIVITIES** | Confirm strategic growth goals<br>Identify key workloads and platforms<br>Define Tier 1 (Vision → Requirements) scope<br>Define Tier 2 (Requirements → Production) scope<br>Confirm success criteria for the review |
| **OUTPUTS** | Agreed engagement scope<br>Stakeholder interview plan<br>Structured assessment framework |

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# Engagement Structure & Phases Continued...

## **PHASE 2** TIER 1 REVIEW (LEFT SIDE OF SDLC)

| | |
|---|---|
| **FOCUS** | Product Strategy, Ownership & Planning |
| **KEY ACTIVITIES** | Conduct structured interviews across product, engineering, and operations<br>Examine roadmap construction and intake processes<br>Evaluate product definition clarity<br>Assess prioritization and sequencing mechanisms<br>Identify governance gaps |
| **OUTPUTS** | Observations on product ownership maturity<br>Findings on roadmap stability and strategic alignment<br>Early recommendations for structural improvement |

## **PHASE 3** TIER 2 REVIEW (RIGHT SIDE OF SDLC)

| | |
|---|---|
| **FOCUS** | Engineering, Delivery & Operations |
| **KEY ACTIVITIES** | Review development workflows and branching strategies<br>Evaluate CI/CD pipelines and release practices<br>Assess testing automation and quality assurance maturity<br>Analyze performance management and observability<br>Review security integration into SDLC<br>Examine multi-tenant and data architecture constraints |
| **OUTPUTS** | Technical friction map<br>Operational bottlenecks<br>DevOps maturity assessment<br>Risk exposure analysis |



# Engagement Structure & Phases Continued...

## **PHASE 4** CROSS-PLATFORM SYNTHESIS

**FOCUS** Systemic Friction & Organizational Patterns

This phase identifies what individual teams cannot see alone.

**KEY ACTIVITIES**
Map cross-team dependencies
Identify rework loops and surprise impacts
Evaluate communication channels
Analyze work tracking fragmentation
Examine structural alignment (platform vs. stream-aligned teams)

**OUTPUTS**
Enterprise friction map
Structural alignment analysis
Governance maturity assessment

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## **PHASE 5** RECOMMENDATIONS & ROADMAP

**FOCUS** Structured, Sequenced Transformation

Recommendations are grouped into categories such as:

- Product Management & Governance
- Architecture & Modularization
- DevOps & Tooling Modernization
- Security & Compliance Integration
- Observability & Monitoring
- Data & Multi-Tenant Evolution
- Cross-Team Coordination Mechanisms

These are sequenced across short, medium, and long-term horizons.



# Engagement Structure & Phases Continued...

## **PHASE 6** EXECUTIVE READ-OUT & ALIGNMENT SESSION

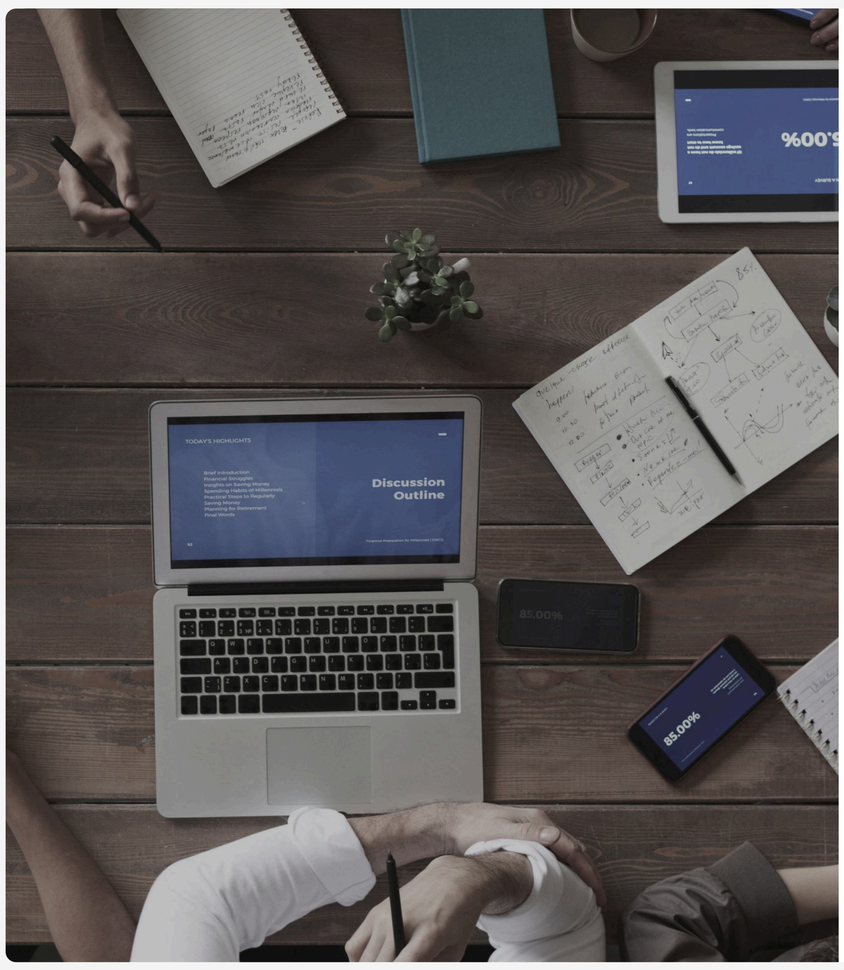
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| **FOCUS** | Decision Enablement |
| **KEY ACTIVITIES** | Present findings and friction themes<br>Explain structural root causes<br>Walk through transformation roadmap<br>Clarify trade-offs and sequencing<br>Align leadership on next steps |
| **OUTPUTS** | Final SDLC Review Report<br>Transformation Roadmap<br>Executive presentation deck<br>Defined next-phase initiatives |

# Engagement Model & Positioning



## FIXED-FEE ENGAGEMENT

Clear scope.
Clear deliverables.
Clear roadmap.




## DESIGNED FOR SCALING ORGANIZATIONS

Especially valuable when:

- Moving from platform-centric to product-centric operating model
- Adding new tenants or markets
- Experiencing roadmap instability
- Increasing cross-team coordination overhead
- Preparing for investment or modernization



## LOW-RISK STRATEGIC FOUNDATION

Ideal precursor to:

- Architecture modernization
- DevOps transformation
- Product operating model redesign
- Data platform overhaul
- Multi-tenant expansion

# Testimonials

AVON

> 8 West delivered a highly professional and comprehensive assessment of our cloud environment. Their team combined deep technical expertise with a practical understanding of our operational priorities, giving us clear visibility into what matters most. The review provided an actionable roadmap that strengthens our focus on performance, reliability, and operational readiness—especially as we plan for major events like Black Friday and Cyber Monday.  The engagement was exceptionally well-structured and collaborative, and the outputs have had an immediate positive impact on our planning.

**Sandra DiMarino**
Senior IT Manager, AVON

TriForza

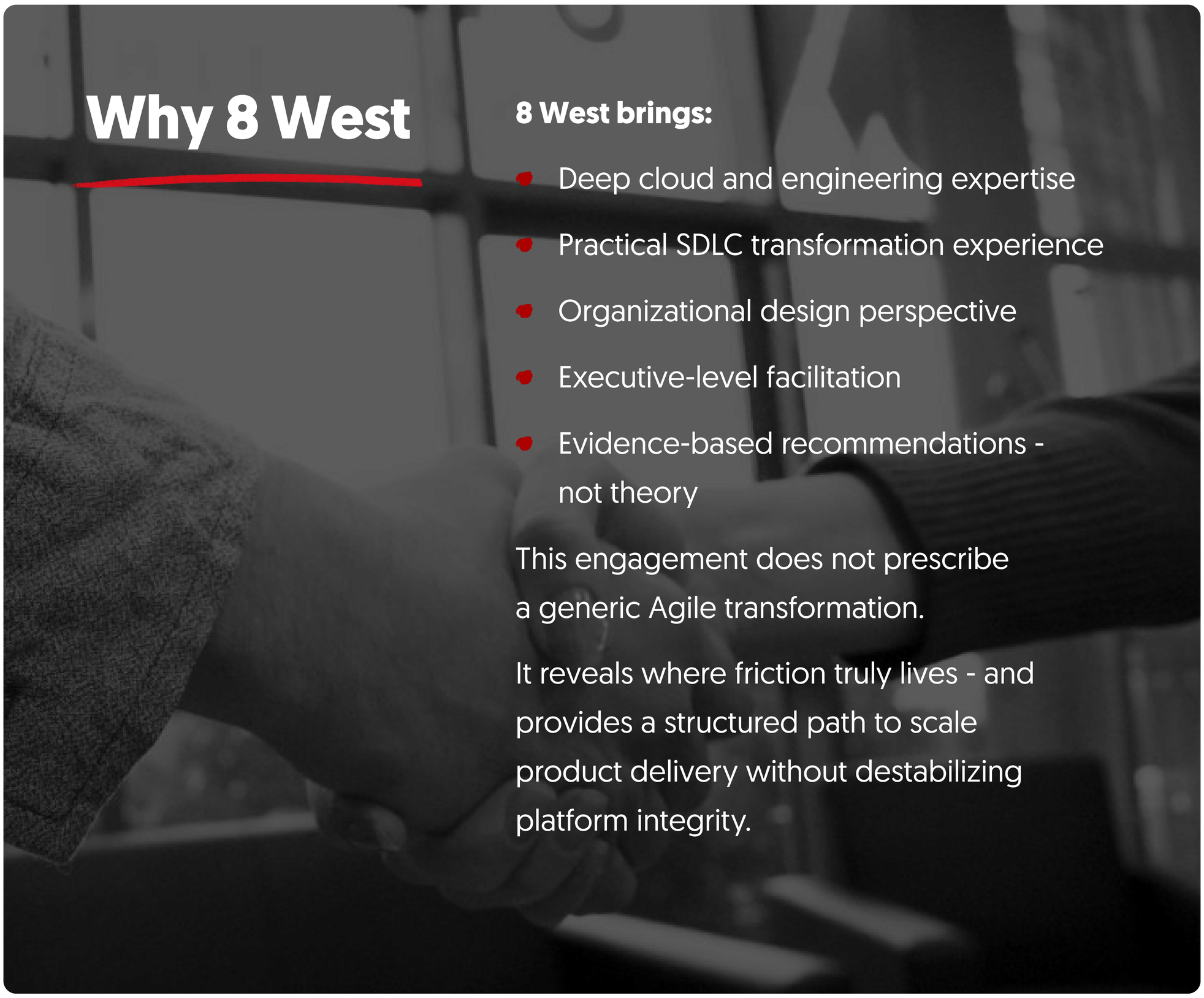
> 8 West's certified Salesforce experts rapidly understood both our platform and our business. Their depth in Health Cloud, Sales Cloud, and Service Cloud. combined with their domain knowledge, enabled us to advance our solutions far more effectively than any other partner we have worked with.

**Colin Shephard**
VP of Engineering, TriForza

AMS ADVANCED MEDICAL SERVICES

> As the developers of the MedApp Occupational Health platform, AMS places the highest importance on the security and protection of sensitive health information. Our engagement with 8 West was a key step in ensuring that our cloud environment continues to meet the standards our clients expect. The 8 West team brought deep expertise, a structured approach, and a clear understanding of what robust security and operational excellence look like at scale. The review offered independent validation of our cloud posture while providing a concise, actionable roadmap for continuous improvement. It was a highly professional and insightful process that strengthened our forward plans and supported the confidence we provide to our enterprise clients.

**Garry Bennett**
Software Program Director,
Advanced Medical Services



# Why 8 West

**8 West brings:**

- Deep cloud and engineering expertise
- Practical SDLC transformation experience
- Organizational design perspective
- Executive-level facilitation
- Evidence-based recommendations - not theory

This engagement does not prescribe a generic Agile transformation.

It reveals where friction truly lives - and provides a structured path to scale product delivery without destabilizing platform integrity.

# Ready to Proceed?

Schedule a short discovery call to confirm scope,
workloads, and strategic objectives.

Engagements typically begin within 2–4 weeks of approval.

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