



# Software Development in a Customer – Supplier Relationship

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Wie funktioniert ein Software Projekt  
von der Kundenausschreibung bis zur  
Übergabe und Wartung?

## Software Development in a Customer-Supplier Relationship

- Software Development as an activity in a customer-supplier relationship needs to consider many aspects beyond pure programming and technical skills:
  - Understanding the customer needs over scoping and demand management
  - Delivery on time and in cost limits
  - Consider potential changes as well as the connected risks
- Elaborate the difference between a piece of Software and a Software product
  - Analyze the resulting impacts
  - Place these assets in a commercial context
- Provide the student with a comprehensive overview of such a process in reality and methods to succeed.
- Apply these skills in an interactive case study

# Set-up

## Software Development in a Customer-Supplier Relationship

- 40% Introductory lessons with theory, practical examples, process and methods
- 60% Interactive Case study, practical teamwork in teams to deepen the skills
- Presentation of Results, Lessons learnt and Reflections on Case Study
- The Lecture will be held in English language
- Block Course of 40 hours, all in one week, Monday – Friday, 09h00 – 17h00

# Practicals



- Benotung vom praktischen Teil (Software, Präsentationen) und der Klausur
- Teamarbeit
- Java-Kenntnisse erforderlich
- Der Schwerpunkt ist nicht auf Programmierung
- Wie arbeitet ein Ingenieur/Informatiker wirklich, vom ersten Kundenwunsch bis zur Abgabe und zur Wartung der fertigen Lösung
- Agile Entwicklungsmethoden in der Praxis

# Lecturers



- Daniel.Bales@ericsson.com
- B.Sc. Angewandte Mathematik und Informatik / MaTSE
- Working for Ericsson since Sept 2019
- Job role: SW Developer
- Focus areas: SW development of router for signaling traffic (mostly coding in C++), on cloud-native platform



- Steffen.Bretzke@ericsson.com
- Diplom-Informatiker
- Working for Ericsson since July 1991
- Project Manager
- Since 2000 working in *Research, I&V and Technology and Business Lab*

**Thank you for your interest!**

**Any questions?**