



Make **Excellence** . . .

. . . a **Habit.**

7 Habits of IT Excellence

- **Build** Trust
- **Create** a Proactive Culture
- **Understand** the Company's Business
- **Align** with the Company's Goals and Objectives
- **Lead** People – Manage Things
- **Adapt** to Change
- **Embrace** a Passion for Learning & Improvement

" 85% of the problems that affect quality reside in the organization's structure, not in individual performance.

Edwards Deming

"Manage, measure, communicate and report services delivered to the business with the 'eyes' of the business, not components. Collect data and fix service problems at the component level."

Former Southwest Airlines CIO

Services

- Assessments and Gap Analysis
- Strategy Development
- Process Improvement - Design and Implementation
- Template – Design and Implementation
- Measurement Design and Implementation
- Training Program Development
- Mentoring

Areas of Focus

- Organization
 - Project Governance Process
 - Alignment Process
 - Capability Maturity Model (CMM)
- Business Service Management Process and Measurement
 - Service Transition Process and Measurement (project based)
 - ◆ Solutions and Software Development Integration with Operations
 - Requirements and analysis process
 - Design process
 - QA and testing process
 - ◆ Project organization, roles and responsibilities
 - ◆ Steering committee organization and process
 - ◆ Project plan process
 - Project charter process and template
 - Project plan/work breakdown structure process and template
 - Scheduling process
 - Resource/staffing process
 - ◆ Project execution and control process
 - Time tracking process
 - Estimates to complete process
 - Ongoing analysis, risk, reporting and variance (budget vs schedule) process
 - Change control process
 - Project accounting process
 - ◆ Capacity/resource planning process
 - ◆ Post project closure and evaluation process
 - Balanced scorecard process and template



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Areas of Focus (con't)

- Business Service Management Process and Measurement (con't)
 - Service Design Process
 - ◆ Service level objectives and agreement development
 - ◆ Service level management process
 - ◆ Performance and capacity design process
 - Service Operations Process and Measurement
 - ◆ Problem management process
 - Root cause analysis process
 - ◆ Application support management process
 - ◆ Performance and capacity management
 - Predictive analysis and modeling

Improvement Value

- Faster Throughput (projects, releases, services and processes)
- Less Cost, More Predictive (operational, capital and unit costs)
- Better Quality (product, software, systems, processes and service)
- More Agile
- Better Risk Management
- More Capacity (w/o more people resources)
- Better Place to Work