



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

*"Walking on water and developing software from a specification are easy if both are frozen."*

- Edward V. Berard

*"Almost 37% of projects fail because of lack of user input, or inadequate or changing requirements"*

-The Standish Group Research

### Services

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

### Areas of Focus

- Organization
  - Project Governance Process
  - Alignment Process
  - Capability Maturity Model (CMM)
- Program/Project/Release Management Process
  - Project Management Office (PMO)
  - Project methodology
  - 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



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

### Areas of Focus (con't)

- Requirements and Analysis Process (custom and package)
  - Requirements Management Maturity (RMM)
  - Software product requirements process
  - Business /process requirements process
  - Technology requirements process
  - Performance/capacity requirements process
  - Data center/operations requirements process
  - Requirements process key measurements
- Quality Assurance (QA) and Testing Processes
  - QA office
  - Strategy and approach process
  - Regression/systems/integration testing process
  - Performance/capacity testing process
  - Operational/acceptance testing process
  - Beta testing process
  - Defect tracking and measurement process

### 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