QAIassist

IT Methodology – Operational Disciplines

IT Efficiency - Context

Information Technology (IT) delivery and support is a mandatory function of every organization.

Almost every large, medium and small sized organization must rely on IT to perform some form of marketing, product development, support of business operations, delivering additional business functionality. IT is the thread that weaves itself throughout the fabric of every organization. Every increase in “IT efficiency” contributes to improving operational effectiveness, competitive advantage, and the bottom line.

AT QAIassist, we recognize the significance IT plays in every organization and are dedicated to developing and supporting a suite of IT Methodology aimed at “Promoting IT Efficiency”. Our QAIassist IT Methodologies are recognized as the industry leadinf across the small and mid-sized business (SMB) landscape. All QAIassist products have been designed in accordance with industry recognized standards and “best practices” and can be leveraged to increase “IT efficiency” across a multitude of "IT disciplines".

IT Disciplines – Efficiency Opportunities

Requirements Management - The activities being performed by project teams to ensure the requirements as defined and presented by the business side of the house are reflected in the project plans and the work products completed by a project team - inconsistencies are identified and managed. Greater efficiency can be gained by ensuring all user requirements are reflected in the applications used in day to day operations.

Project Planning - Plans being prepared for projects, how they are being prepared, the validity of the plans and whether the plans are being maintained throughout the life of the project. Greater efficiency can be realized by ensuring resources are allocated effectively, project scope is clearly defined, and project risks are assessed early in the project.

Project Oversight & Control - Projects progressing according to the project plans (see above) and that corrective actions can (and are) be taken when the project's performance deviates from the plan. Greater efficiency can be realized by ensuring the resource and costs remain within budget and project scope is monitored through implementation.

Supplier Agreement Management - Supplier agreements are prepared, maintained and are adhered to by the organization and the supplier. Greater efficiency can be realized by ensuring inter-organizational roles are defined and agreed to and activities are performed according to those agreements.

Metrics & Measurement - Identifying, collecting and utilizing the metric and measurement information associated with existing operational processes and

procedures. Greater efficiency can be realized by assessing the metric information and making operational improvements based on the metric data.

Quality Assurance - Role being performed by a quality assurance person (or group) to ensure they are objectively determining, communicating and addressing organizational processes and how they are being adhered to. Greater efficiency can be realized by ensuring "approved" organizational processes designed to reduce re-work are being adhered to.

Configuration Management - Baselines are determined and maintained, work products are tracked and controlled, and configuration items are identified, controlled and reported on. Greater efficiency can be realized by reducing the confusion associated with configurable items (applications, modules, deliverables, test cases, tools, etc) and ensuring business applications remain available to the user.

Requirements Development - Stakeholders are determined and their needs, expectations and constraints are incorporated as the product or project is being developed - this includes the traceability of these factors into the final products or system being delivered. Greater efficiency can be realized by ensuring the end product, application or system meets the needs of the business community and they have contributed throughout the development.

Technical Solution - Designing, delivering and implementing a product/project to ensure they align with the requirements identified by the stakeholders and users. Greater efficiency can be realized by ensuring the techniques and practices used by the project team optimize the skills and contributions of the business and technical staff.

Risk Management – Identify, monitor and mitigate risks associated with product/project development and implementation - the intent is to reduce adverse impacts on achieving objectives. Greater efficiency can be realized by taking a proactive response on the mitigation of project risk factors.

Process Performance – Establish IT performance objective criteria, defining performance measurement baselines that should be applied, and effectively communicating this information throughout the organization. Greater efficiency can be realized when the organization has a disciplined and fair approach to rewarding resources for their contributions.

Testing (Unit, Integration, Acceptance) - Roles, tasks, activities, procedures and tools being utilized within the various testing environments (unit, integration, acceptance, regression). Greater efficiency can be realized when the organizational testing resources are coordinated and integrated with the business and project development resources of the organization.

Incident Management - Technical support services function to identify down time and irregular service incidents. This includes establishing the criteria used to determine an incident, availability of documented incident management processes/procedures, communication of incident management procedures, and application of incident

management procedures. Greater efficiency can be realized when organizational resources know who to contact when they have difficulties and how their problems will be addressed.

Problem Management - Procedures and practices used by the organization's technical support services function to address and resolve incidents causing downtime. Greater efficiency can be realized by having and communicating a predefined set of operational process and procedures used to resolve technical support problems.