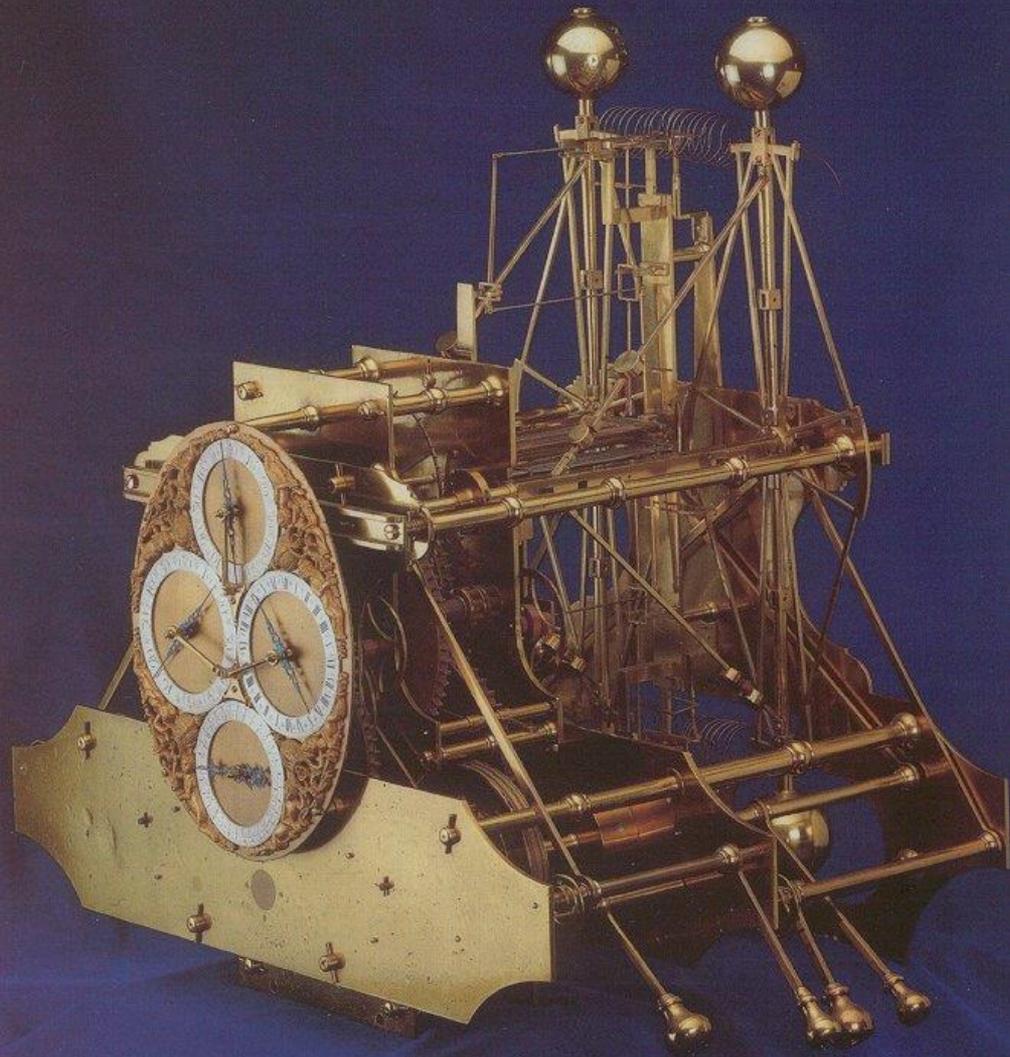


Rating IT Quality:

*Software Project Management
and Business Risk*



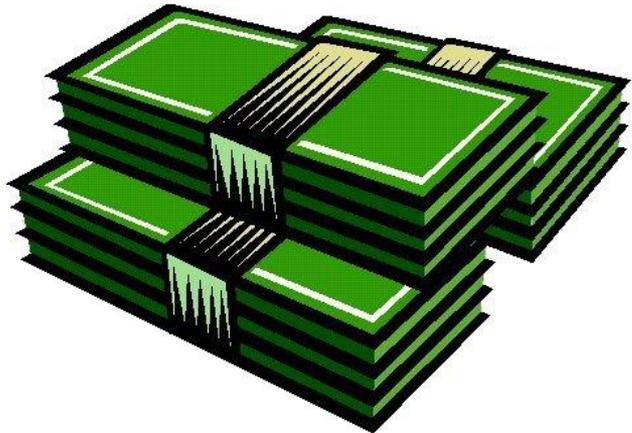
Program overview

- Assessment criteria
- Software project management practices
- Industry trends
- Issues for organizations

Currently accepted criteria

- Benefit to the organization
- Costs/risks of implementation

Benefits: Financial measures



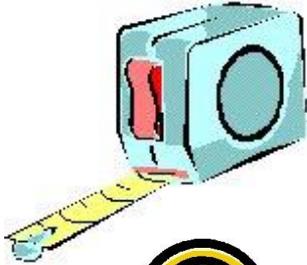
- Revenue
- Cost savings
- Value of the data

Benefits: User satisfaction



- Staff productivity
- Customer loyalty

Costs/risks:



- Investment in infrastructure
- Capacity/scalability
- Security

Emerging criteria

- Software quality
- Project management process

Software quality definitions



- Usable
- Reliable
- Maintainable
- Extendable

Project management process goals



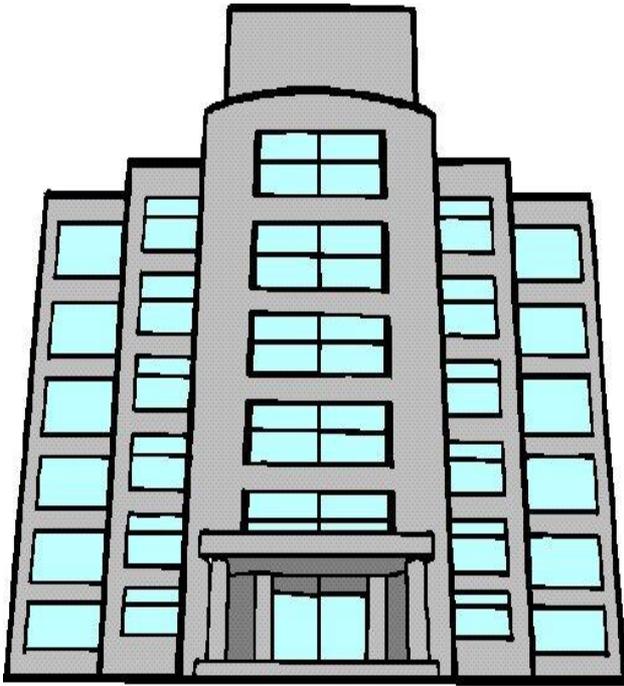
- Appropriate
- Repeatable
- Measurable
- Predictable
- Teachable
- Scalable

Project-level practices



- Project lifecycle
- Development methodology
- Configuration management
- Version control
- Testing
- Change management
- Documentation
- Training
- Monitoring

Organization-level practices



- Project Office
- Change Control Board
- Software Quality Assurance
- TSAs/Help Desk

Tools of the trade



- Primavera, MS Project
- SMS
- Visual Source Safe
- Rational ClearQuest
- Segue SilkTest/
Radview WebLoad
- Patrol
- Support Magic

Industry trends



- Legal issues
- Financial impact
- Ratings market



Legal issues

- Product liability
- Contract disputes
- UCITA



Financial concerns

- Auditors' review
- FASB tax rules
- Pricing of electronic products



Ratings market

- International Standards Organization
 - NGO founded in 1947
 - 1,928 standards
 - European and Asian market
- Software Engineering Institute
 - U.S. gov't funding, founded 1984
 - CMM levels 1-5
 - U.S. market

Issues for business



- Internal systems
- External customers
- B-to-B initiatives
- New product opportunities

