Using HP BTO solutions for a holistic approach to quality

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HP and Tsoft

Poor quality signal

Poor quality signal

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Poor quality signal?

High quality is all around.

Low quality

too!

Quality in daily life

Grandmother's refrigerator

Worn out favorite t-shirt

20-year-old alarm clock

Defective suitecase

Burned out light bulb after just a few days

Delayed flight departures

We love them

We praise high quality

We hate them

We don't accept low quality

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Quality beyond testing

- We tend to associate quality STRICTLY with formal testing
- And especially, with software testing

- But quality means MORE than this
- Quality = Align IT with business outcome
- Quality isn't a luxury in IT
- So we can assure QUALITY across the entire development lifecycle

Quality beyond testing lifecycle

Software test lifecycle

Application lifecycle management

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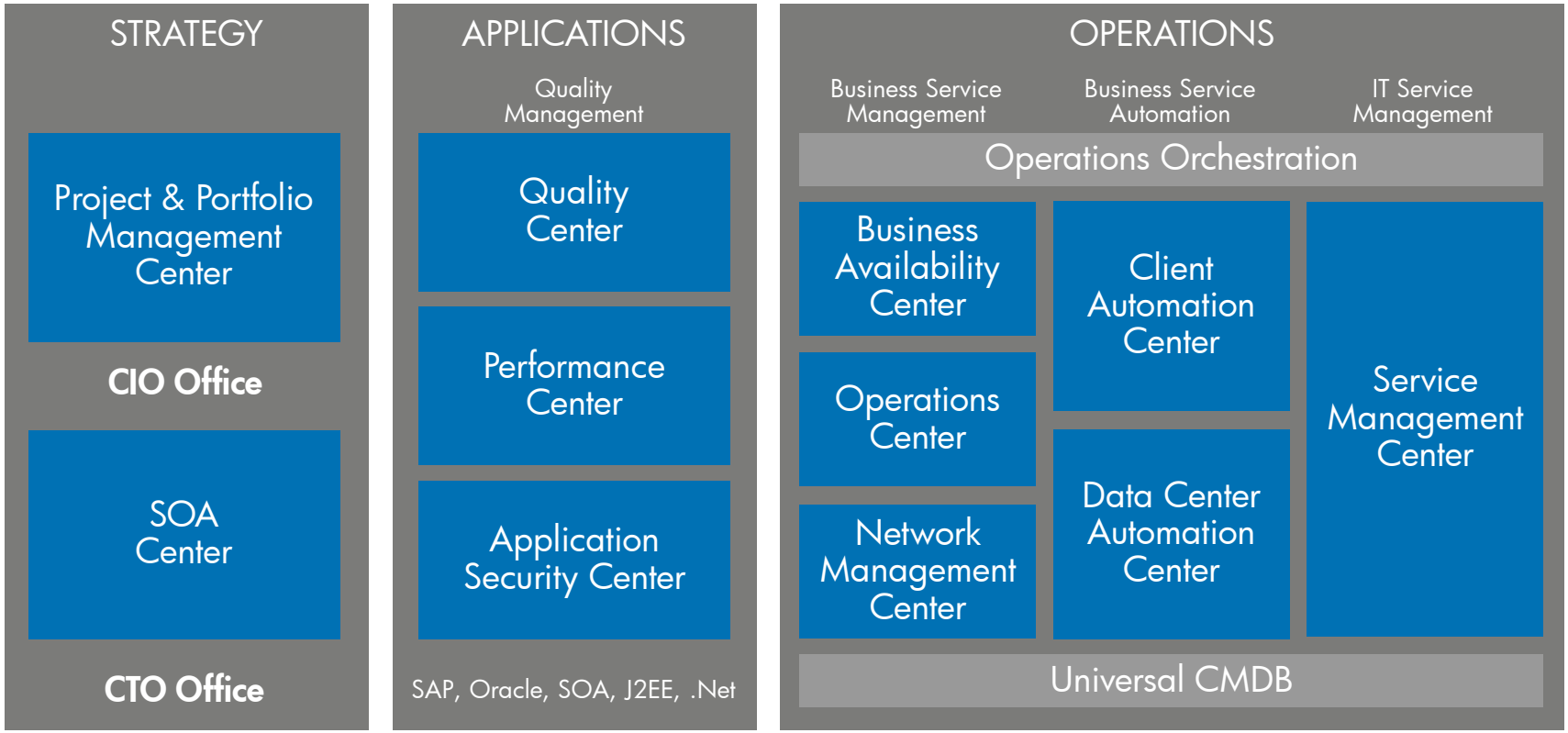
Portfolio of ideas



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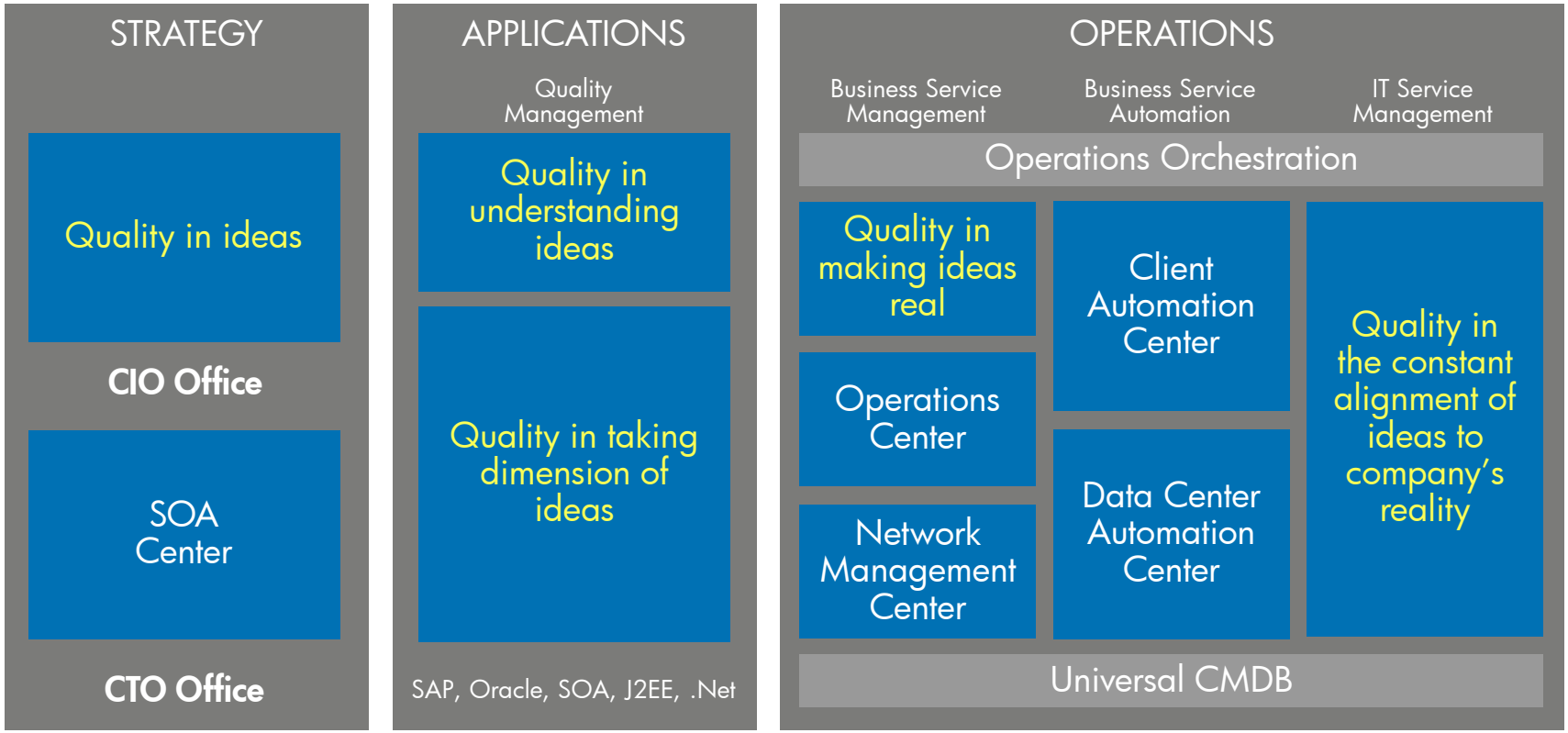
Portfolio of ideas



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Real-world scenario #1: quality from the beginning

- *Industry*: restaurant chain and food franchise
- *Situation*: large investment but projects didn't finish on time
- *Complication*: duplicated effort and investment
- *Response*: PPMC Demand Management + PPMC Project/Portfolio Management + PPMC Resource and Time Management + QC
- *Business results*: demand was increased with less investment

"It is now easier for us to know where to invest and to control the management of these investments."

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Real-world scenario #1: PPMC, quality in ideas

Quality by	having visibility and control of all demand and projects
Key points	•Quality from the beginning •Demand in a quality way •Quality in budget distribution + plans + control + tasks + resources •End to end quality
We can	•consider and evaluate all ideas and proposals, even the craziest ones, for they could be profitable in business •decide when, with whom, how and the budget with which to turn an idea into a project •have visibility in all projects to take control and make a success from an idea

Real-world scenario #1: QC, quality in understanding ideas

Quality by	validating a functional process and its results
Key points	• Software quality • Software test lifecycle • Functional testing • Quality in requirements + results • Defects detected as early as possible • Business process testing
We can	• check a behavior we observe against a specified behavior the business expects • validate the understanding of the requirements of an idea • assure functional quality, even when time is short • reduce the cost of correcting defects later

Real-world scenario #2: quality in production

- *Industry*: banking and finance
- *Situation*: business applications had unplanned downtimes and poor response times
- *Complication*: lack of visibility of the data center in terms of applications and business
- *Response*: PC + BAC EUM + BAC SLM + BAC SAM + BAC Problem Isolation + SMC
- *Business results*: Business downtimes and reponse time were reduced

"We can now work with a unified vision not only of IT but of business." "We have testers in production."

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Real-world scenario #2: PC + ASC, quality in taking dimension of ideas

Quality by	detecting technical bottlenecks or risks
Key points	•Quality in validating performance •Load + availability + reliability •Non-functional testing •Secure quality •Being ready for production
We can	•validate quality in terms of security, response time and potential load of the services generated by an idea •improve business and processes performance •identify bottlenecks •reduce security risks

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Real-world scenario #2: BAC, quality in making ideas real

Quality by	looking after the processes
Key points	•Quality in production •Quality in data centers •Business + service + process + data quality •Quality in BSM •Quality in hardware + software (using SAM/OC/NMC)
We can	•validate if an idea works in the real world •have visibility of business processes and act proactively •know the business users' feelings about quality •rapidly diagnose an IT problem •easily analyze the evolution of business information

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Real-world scenario #2: SMC, quality in the alignment of ideas to company's reality

Quality by	fixing immediately a diversion
Key points	•Quality in call centers/help desk •Incidents + requests + problems solved •High service levels •Assets managed in a quality environment •Quality in ITSM
We can	•assure quality and tuning when certain requirements of an idea haven't been understood, defined or implemented well •solve problems having as much information as possible •reduce incident resolution time •have full control of all assets through their lifecycles

Quality always wins

We can sell QUALITY

QUALITY saves money, reduces time to market and gains satisfied customers

With high QUALITY we can improve business outcome

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Issues to discuss

- What type of quality do we need?
- How can we make quality cost effective?
- Is it difficult to assure quality in IT?
- How can we align quality to a company's reality?

Thank you!

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Breakthrough Outcomes