

The background image shows a professional workspace. On the left is an iMac with a black and white landscape wallpaper. To its right is a MacBook Pro displaying a Gantt chart. In the foreground, a silver keyboard and a tablet with various data visualizations (pie charts, bar graphs, and line charts) are visible. A semi-transparent orange banner is overlaid across the middle of the image.

Concepts VI | Implementing IT Methodology
IT METHODOLOGY WEBINAR



Things to know...

- All participants will be on mute
- Questions are welcome
- Ask questions in the question box
- We DO NOT send out PDU certificates
- May be valid for PDU credit (self-report session)
 - For more information check out article on Webinars and PDUs

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//CODiE//
2017 SIIA CODiE WINNER

Presenter

Cameron Watson

President, QAIassist

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Who's on the call?



- ▶ I am a Project Manager
- ▶ I am a Business or Operational Manager
- ▶ I am a software developer or software tester
- ▶ I am a member of an organizational PMO, governance or quality assurance function
- ▶ I want a better understanding of IT Methodology

Who is QAlassist?



- Established 2007 – Ottawa, Canada
- Nurturing organizational efficiency through IT Methodology knowledge & expertise
- Support and promote a community with evolving IT Methodology knowledge and expertise
- Maintain, optimize, promote and support the delivery of IT methodology products and lifecycles proven to increase operational performance
- Administration and oversight of QAlassist Integrated Methodology (QAlassist-IM) and formal certifications – “Foundation” & “Practitioner”
- Support practitioners and authorized affiliates in acquiring and delivering IT Methodology knowledge and expertise



IT Methodology Webinar Audience



- ▶ **Nurturing efficiency through IT Methodology knowledge & expertise across the globe**

- Over 200 countries
- Wide array of industries (manufacturing, banking, health, insurance, consulting)
- More than 50 unique webinars

- ▶ **Over 10,000 webinar registrants**

- Executives
- Operational & Delivery Managers
- Project Managers
- Business Analysts and Architects
- Application Developers & Testers
- Corporate PMO, Quality Assurance, Continuous Improvement
- Consultants



2017 “Concepts” Schedule



- ▶ **The 3rd Wednesday of Month (Jan, Mar, May, Jul, Sept, Nov)**
 - 8:00 am Pacific - 11:00 am Eastern Time
- ▶ **IT Methodology Concepts (60 mins)**
 - Methodology for the IT Landscape - (Jan)
 - Apply PM Fundamentals to IT - (Mar)
 - Leverage the Software Development Lifecycle - (May)
 - Explore the Software Testing Lifecycle - (Jul)
 - Incorporate Organizational Process Governance - (Sept)
 - Implementing IT Methodology - (Nov)

2017 “Tutorials” Schedule



- ▶ **The 3rd Wednesday of Month (Feb, Apr, Jun, Aug, Oct)**
 - 8:00 am Pacific - 11:00 am Eastern Time

- ▶ **IT Methodology Tutorials (60 mins)**
 - Applying IT Methodology to Project Initiation - (Feb)
 - Project Planning & Design with IT in Mind - (Apr)
 - Executing Projects with IT Methodologies - (Jun)
 - Project Control & Verification - (Aug)
 - Project Close & Delivery - (Oct)

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Final Webinar

Before Closing Today

- share some webinar data and statistics
- offer everyone at today's session access to a "free" online course
- thank all webinar attendees (today and previous sessions)



QAssist 2017 Series - Goals



- Share IT Methodology knowledge
- Develop IT methodology understanding & expertise
- Provide additional insight into several IT (project management, software development, software testing) methodologies
- Discuss best practices on incorporating an organizational IT methodology
- Promote ongoing dialog and feedback with webinar audience (questions, email, survey)

Concepts VI – Implementing IT Methodology

Goals



- ▶ Review IT Methodology context (terminology, fundamentals)
- ▶ Understand difference between “Project” from “Process”
- ▶ Establish criteria to assess IT Methodology Implementation need
- ▶ Identify/Assess scope of IT Methodology Implementation effort
- ▶ Define IT Methodology Implementation Success Factors
- ▶ Suggest practices to ensure ongoing corporate quality and improvement

Concepts VI – Implementing IT Methodology

Agenda



- ▶ IT Methodology Context - terminology, hierarchy, deliverables, fundamentals
- ▶ Differentiate - IT Methodology as a “Project” versus “Process”
- ▶ IT Methodology “Process” Implementation
 - Does a Need Exist
 - Scope Definition - Define Need, Establish Context, Scale
 - Assess Viability of Industry Recognized IT Methodology “Process” alternatives
 - Success Factors
 - Define & Managed as Project
 - Anticipate and Mitigate Deterrents, Risks, Hiccups
 - Ongoing “Process” Monitoring, Support & Improvement
- ▶ Recap

Concepts VI – Implementing IT Methodology

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Terms, Terms and more Terms



▶ IT Framework, IT Methodology, IT Lifecycle

- Non Standard usage in terminology
- Terms are used interchangeably between organizations and across the IT industry
- Examples include
 - Project Management Methodology/Lifecycle/Framework
 - Software Development Methodology/Lifecycle (SDLC)/Framework
 - Software Testing Methodology/Lifecycle/Framework
- **Every IT organization is using an IT Methodology or IT Lifecycle or IT Framework**

IT Methodology – Map & Journey



- ▶ Methodologies/Lifecycles - “noun”
 - The roadmap
 - Rational Unified Process (RUP), QIassist (IM) , PMI, Prince2
- ▶ Methodologies/Lifecycles - “verb”
 - The journey taken along the road
 - Waterfall, Spiral, Agile, RAD , Prototyping, etc



IT Methodology/Lifecycle - Noun



- ▶ All Methodologies/Lifecycles (RUP, QAIassist-IM, PMI, Prince2) define, utilize and rely on their own pre-defined structure, naming conventions, and terminology
- ▶ Hierarchy/Structure
 - Methodology/Lifecycle (ie Project Management, Software Development, Software Testing)
 - Phase/Stage (ie Initiate, Planning, Design, Closeout)
 - Deliverable/Artifact/Work Product (ie Project Charter, Testing Strategy)
 - Activity (tasks performed to complete deliverables, artifacts, work products)

“Deliverable/Artifact/Work Product” versus “Activity”



Building an IT Application

- ▶ Deliverable (Artifact, Work Product)
 - Business Case
 - Project Plan
 - User Acceptance Test Plan
- ▶ Activity (non-Deliverable, non-Artifact, non Work Product)
 - Reviewing business need with Operational Management, Business Analysts and End-Users
 - Meeting with Stakeholders to acquire approval of Project Plan
 - Discussing User Acceptance Testing objectives and priorities with testing team

“Deliverable/Artifact/Work Product” Attributes



► **Tangible (pre-defined informational requirements)**

- can be identified and defined (resource, completion dates, cost) on Project Schedule
- can be assigned (populating information requirements) to project team member(s)
- can be referenced by project team members to support creation of other deliverables
- can be formally reviewed and officially authorized
- will alter in status (authored, reviewed, approved, archived, referenced) throughout life of project
- Project Schedule used to reflect evolving deliverable status/progress (risks, issues, percentage complete)
- can be placed under formal configuration management – re: with evolving status
- can be accessed for future reference (application support and maintenance)

QAlassist Integrated Methodology



QAlassist Integrated Methodology

	Initiate	Plan	Execute & Control		Closeout	
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Methodology/Lifecycle - Verb



- “Waterfall” Methodology/Lifecycle
 - a single iteration through the methodology/lifecycle (noun)
 - deliverables/artifacts defined, assigned, and documented
 - formal structure required
- “Agile” Methodology/Lifecycle
 - more than a single iteration through a methodology/lifecycle (noun)
 - limited deliverable creation
 - formal structure not required

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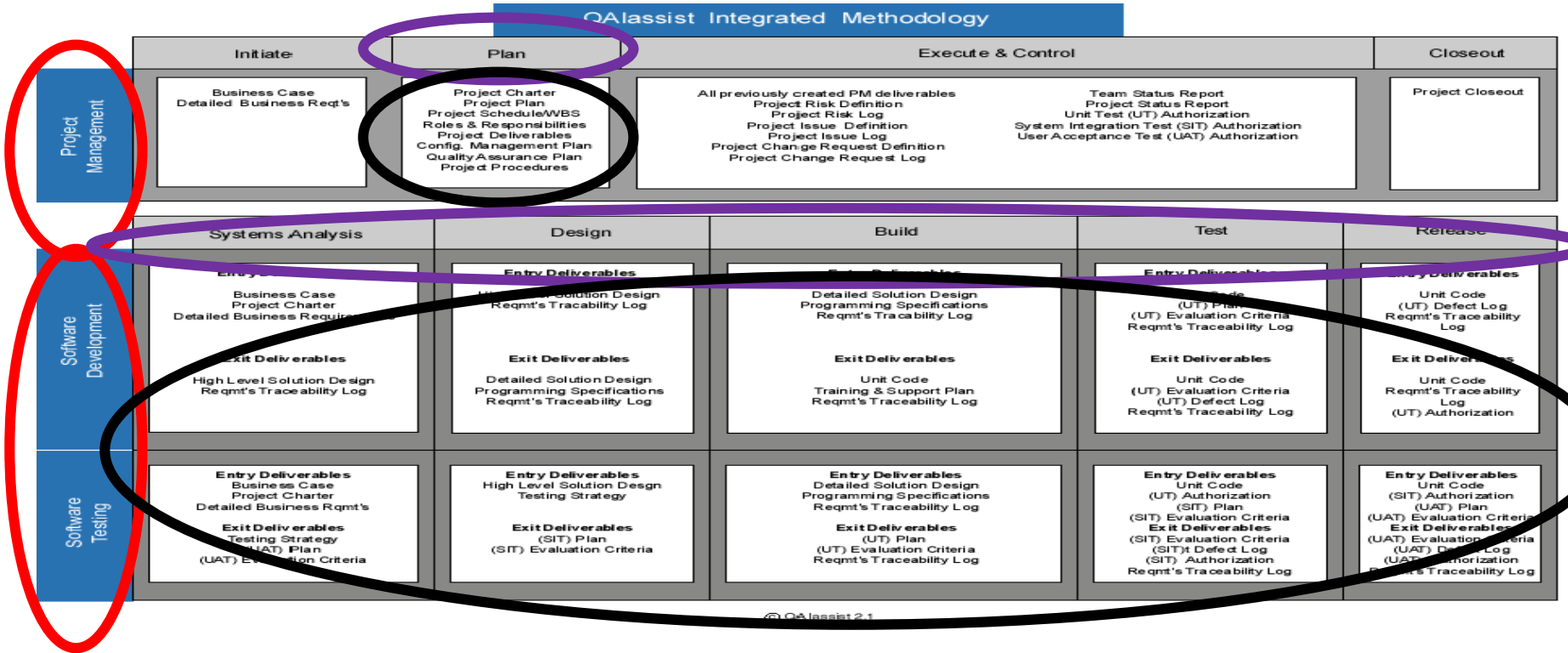
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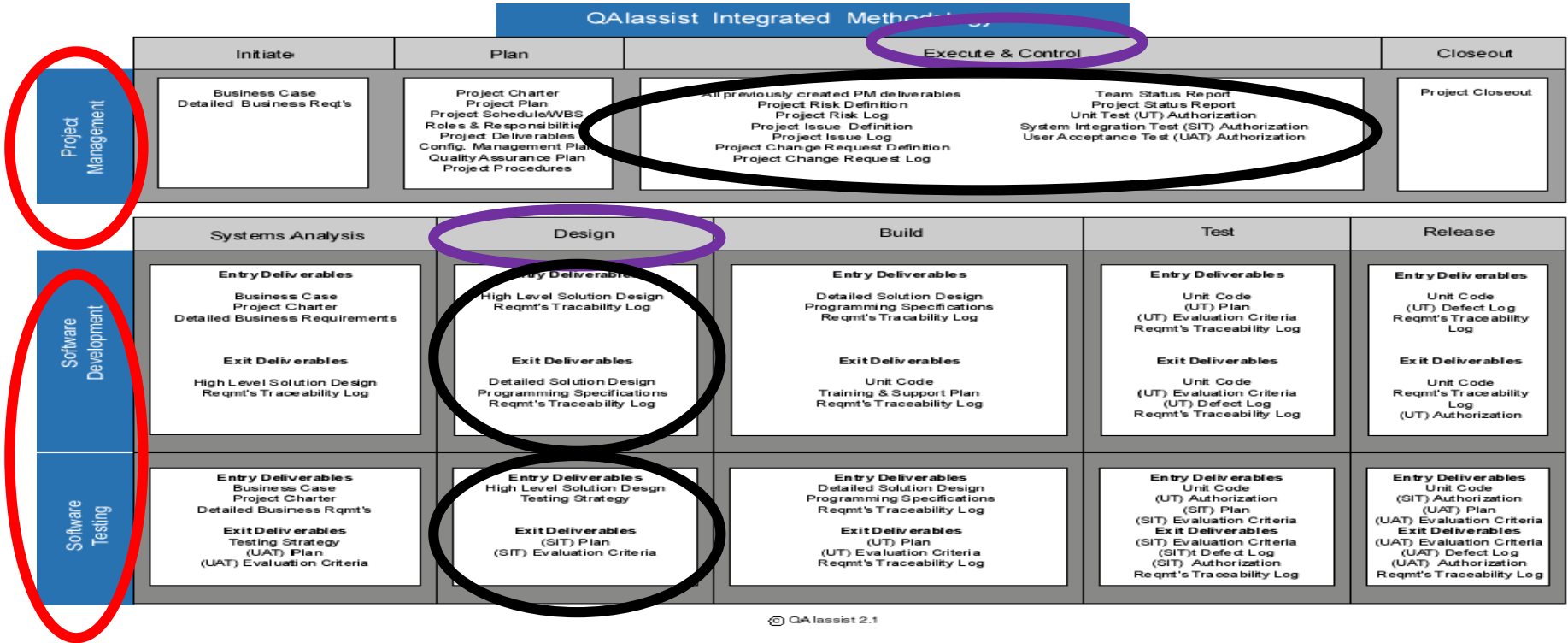
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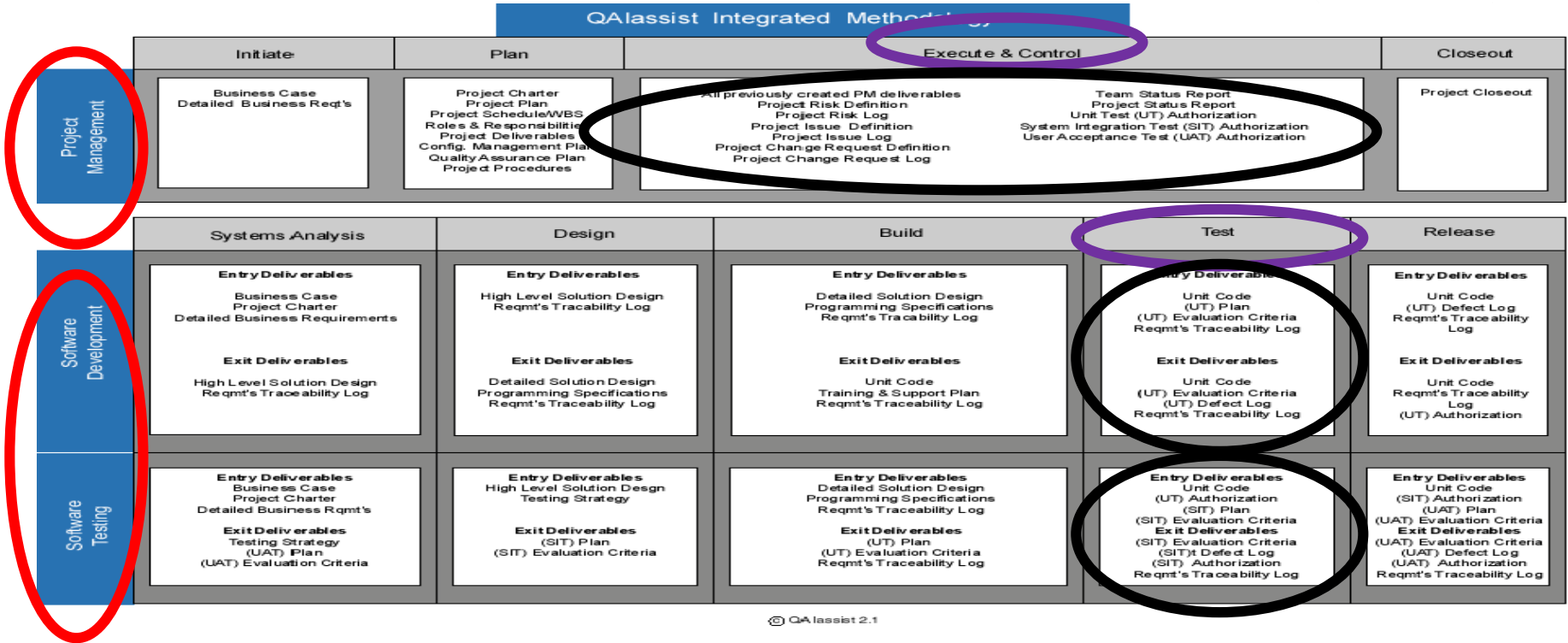
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Project Management

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Quiz 1 – Your project schedule/WBS consists of



- *Activities Only*
- *Deliverables Only*
- *Activities & Deliverables*
- *None of the above*

Concepts VI – Implementing IT Methodology

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Project Context



QAlassist Integrated Methodology



QAlassist Integrated Methodology

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QAlassist Integrated Methodology



QAlassist Integrated Methodology

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Project Management - Context



Objectives

- Establish Project
- Plan (Resources, Deliverables, Activities, Quality, Risk)
- Execute & Control (Plans)
- Deliver to Users on Time and Budget

Audience/Roles

- Business Stakeholders
- Project Managers
- Business Analysts
- System Architects & Analysts
- Programmers & Testers
- End Users

QAlassist Integrated Methodology



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Software Development - Context



Objectives

- Enhance project team communications
- Define formal user requirements
- Design solution to satisfy user requirements
- Build desired functionality

Audience/Roles

- Business Stakeholders
- Project Managers
- Business Analysts & Architects
- Programmers & Testers
- End Users

QAlassist Integrated Methodology



QAlassist Integrated Methodology

	Initiate	Plan	Execute & Control		Closeout	
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Software Testing - Context



Objectives

- Enhance project team communications
- Enable testing activities to begin from project startup
- Correlate expected and authorized requirements with application being delivered
- Users verify final solution

Audience/Roles

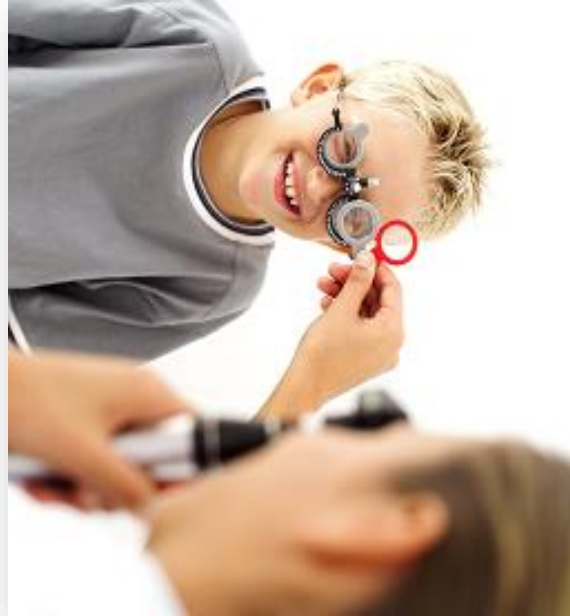
- Business Stakeholders
- Project Managers
- Business Analysts & Architects
- Programmers & Testers
- End Users



Project Context



Process Context



Process Context (all organizational projects)



- ▶ Lifecycle/Methodology/Process
 - Project Management
 - Software Development
 - Software Testing
- ▶ Benefits
 - Planning, Executing, Delivering
 - Requirements Definition, User Approval
 - Successfully Tested Authorized Functionality

Organizational Process - Characteristics



- ▶ Lifecycle/Methodology/Process
 - Project Management
 - Software Development
 - Software Testing

- ▶ Characteristics
 - Repeatability
 - Predictability
 - Measurability

Organizational Process - Repeatability



- ▶ Lifecycle/Methodology/Process
 - Project Management
 - Software Development
 - Software Testing

- ▶ Results
 - Specific tasks, and work products (deliverables) pre-defined
 - Projects are regularly delivered on time and within budget
 - Quality is inherent in the process and the product/service being delivered

Organizational Process - Predictability



► Context

- Project Management
- Software Development
- Software Testing

► Results

- Specific roles and responsibilities are pre-defined
- Product/Service delivery more efficient
- Corporate planning (budgeting and staff forecasting) becomes more reliable

Organizational Process - Measurability



Context

- Project Management
- Software Development
- Software Testing

Results

- Repeatable & Predictable = Measurable
- Measurable = Basis of Ongoing Improvement
- Ongoing Improvement = Operational Performance and Quality (product & process)

Terms, Terms and more Terms



▶ IT Framework, IT Methodology, IT Lifecycle

- Non Standard usage in terminology
- Terms are used interchangeably between organizations and across the IT industry
- Examples include
 - Project Management Methodology/Lifecycle/Framework
 - Software Development Methodology/Lifecycle (SDLC)/Framework
 - Software Testing Methodology/Lifecycle/Framework
- **Every IT organization is using an IT Methodology or IT Lifecycle or IT Framework**

Organizational Process – “Maturity Context”



- Every organization is using a **process** (IT Methodology or IT Lifecycle or IT Framework) to deliver products and/or services
 - **Optimized** – process(es) are recognized and aligned with business objectives and routinely delivers to operational needs and expectations – metrics for continuous improvement
 - **Maximized** – process(es) are recognized and aligned with business objectives and regularly delivers to operational needs and expectations – no metrics for continuous improvement
 - **Utilized** – process(es) are recognized yet inconsistently applied resulting in deviations (schedule, cost, quality) of the products/services being delivered
 - **Chaotic** – process(es) are not recognized, process(es) are not applied

Concepts VI – Implementing IT Methodology

Agenda



- ▶ IT Methodology Context - terminology, hierarchy, deliverables, fundamentals
- ▶ **Differentiate - IT Methodology as a “Project” versus “Process”**
- ▶ IT Methodology “Process” Implementation
 - Does a Need Exist
 - Scope Definition - Define Need, Establish Context, Scale
 - Assess Viability of Industry Recognized IT Methodology “Process” alternatives
 - Success Factors
 - Define & Managed as Project
 - Anticipate and Mitigate Deterrents, Risks, Hiccups
 - Ongoing “Process” Monitoring, Support & Improvement
- ▶ Recap

Concepts VI – Implementing IT Methodology

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- ▶ Recap

Does a Need Exist ?

IT Methodology “Process” Implementation Motivators



- ▶ Does a strategic organizational priority or demand exist ?
 - Regulatory/Statute
 - Contractual
 - Quality
 - Efficiency
 - Resource Flexibility

- ▶ What is the nature of the existing business and associated business drivers ?
 - Products
 - Services
 - Speed to Market
 - Quality
 - Cost/Revenue

Does a Need Exist ?

IT Methodology “Process” Implementation Motivators



- ▶ Are there operational deficiencies or limitations ?
 - Project Management
 - Software Development
 - Software Testing

- ▶ Are there specific disciplines, phases, deliverables or activities that could alleviate existing operational bottleneck or inefficiencies ?
 - Project Charter
 - Business Case
 - Testing Strategy
 - Project Plan
 - etc

Organizational Process – “Maturity Context”



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 - **Chaotic** – process(es) are not recognized, process(es) are not applied

Quiz II – Your organization would best be described as



- **Optimized** – process(es) are recognized and aligned with business objectives and routinely delivers to operational needs and expectations – metrics for continuous improvement
- **Maximized** – process(es) are recognized and aligned with business objectives and regularly delivers to operational needs and expectations – no metrics for continuous improvement
- **Utilized** – process(es) are recognized yet inconsistently applied resulting in deviations (schedule, cost, quality) of the products/services being delivered
- **Chaotic** – process(es) are not recognized, process(es) are not applied

Concepts VI – Implementing IT Methodology

Agenda



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Concepts VI – Implementing IT Methodology

Agenda



- ▶ IT Methodology Context - terminology, hierarchy, deliverables, fundamentals
- ▶ Differentiate - IT Methodology as a “Project” versus “Process”
- ▶ **IT Methodology “Process” Implementation**
 - Does a Need Exist
 - **Scope Definition - Define Need, Establish Context, Scale**
 - Assess Viability of Industry Recognized IT Methodology “Process” alternatives
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 - Define & Managed as Project
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 - Ongoing “Process” Monitoring, Support & Improvement
- ▶ Recap

Scope Definition

IT Methodology “Process” Implementation



- ▶ Does a strategic organizational priority or demand exist ?
 - Regulatory/Statute, Contractual, Quality, Efficiency, Resource Flexibility
- ▶ What is the nature of the existing business and associated business drivers ?
 - Products, Services, Speed to Market, Quality, Cost/Revenue
- ▶ Are there operational deficiencies or limitations ?
 - Project Management, Software Development, Software Testing
- ▶ Are there specific IT Methodology deliverables not being applied within phases ?
 - Project Charter, Business Case, Testing Strategy, Project Plan, Requirements Traceability Matrix, etc

Scope Definition Exercise

Organization A



- ▶ Mid sized organization
- ▶ Internal operational applications do not support business strategy and objectives
- ▶ Projects are not formally planned or authorized
- ▶ Progress of projects is not monitored or reported
- ▶ Project issues and risks are not addressed

RESULT - Projects are rarely delivered on time and within budget

QAlassist Integrated Methodology



QAlassist Integrated Methodology

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Project Management Lifecycle Context



▶ Benefits

- Establish formal Project
- Plan (Resources, Deliverables, Activities, Quality, Issues, Risks)
- Execute & Control (Plans)
- Deliver to Users on Time and Budget

▶ Audience/Roles

- Business Stakeholders
- Project Managers
- Business Analysts
- System Architects & Analysts
- Programmers & Testers
- End Users

Scope Definition Exercise

Organization B



- ▶ Small sized organization
- ▶ Relies on timely delivery of new product functionality to market place
- ▶ New/required product functionality is not formally defined or authorized
- ▶ Previous product functionality reference does not exist
- ▶ Additional product requirements are not assessed, prioritized, documented, and tracked into the next product release
- ▶ New functionality is released without authorization

RESULT - Newly released functionality does not reflect requirements



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Software Development Lifecycle Context



- ▶ **Benefits**
 - Enhance project team communications
 - Define formal user requirements
 - Design solution to satisfy user requirements
 - Build desired functionality
- ▶ **Audience/Roles**
 - Business Stakeholders
 - Project Managers
 - Business Analysts & Architects
 - Programmers & Testers
 - End Users

Scope Definition Exercise

Organization C



- Large sized organization
- Applications (external and in-house) are unreliable and prone to failure
- Projects remain ongoing due to ongoing errors (technical/functional) in the production environment
- Any IT testing (unit, integration, user acceptance) being performed is done at the 11th hour untested applications/functionality migrated to the production environment

RESULT - Untested functionality migrated to the production environment

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Software Testing Lifecycle Context



Benefits

- Enhance project team communications
- Enable testing activities to begin from project startup
- Correlate expected and authorized requirements with application being delivered
- Users verify final solution

Audience/Roles

- Business Stakeholders
- Project Managers
- Business Analysts & Architects
- Programmers & Testers
- End Users



QAlassist Integrated Methodology



QAlassist Integrated Methodology

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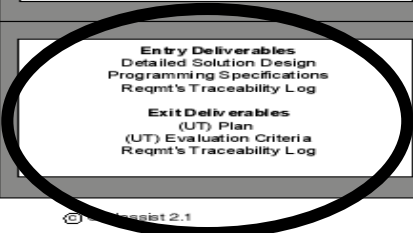
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Scope Definition

IT Methodology “Process” Implementation



- ▶ Does a strategic organizational priority or demand exist ?
 - Regulatory/Statute, Contractual, Quality, Efficiency, Resource Flexibility
- ▶ What is the nature of the existing business and associated business drivers ?
 - Products, Services, Speed to Market, Quality, Cost/Revenue
- ▶ Are there operational deficiencies or limitations ?
 - Project Management, Software Development, Software Testing
- ▶ Are there specific IT Methodology deliverables not being applied within phases ?
 - Project Charter, Business Case, Testing Strategy, Project Plan, Requirements Traceability Matrix, etc

Concepts VI – Implementing IT Methodology

Agenda



- ▶ IT Methodology Context - terminology, hierarchy, deliverables, fundamentals
- ▶ Differentiate - IT Methodology as a “Project” versus “Process”
- ▶ **IT Methodology “Process” Implementation**
 - Does a Need Exist
 - **Scope Definition - Define Need, Establish Context, Scale**
 - Assess Viability of Industry Recognized IT Methodology “Process” alternatives
 - Success Factors
 - Define & Managed as Project
 - Anticipate and Mitigate Deterrents, Risks, Hiccups
 - Ongoing “Process” Monitoring, Support & Improvement
- ▶ Recap

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Industry Recognized “Process” Framework Alternatives



- **ISO (xxx)**
 - Largest developer and publisher of international standards, multiple frameworks including 9001 – Quality Management, 14001 – Environmental Management
- **SEI/CMMI**
 - Software Engineering, computer security, process management and improvement
- **Six Sigma**
 - Improve the quality of business and manufacturing process outputs by identifying and removing the causes of process defects (errors) and minimizing variability
- **ITIL**
 - Aimed at aligning IT services with business objectives, widely used for IT Service Management – service desk, application management, IT operations, technical management



Industry Recognized “Process” Methodology Alternatives



- ▶ Project Management Institute - PMI – Project Management
- ▶ Prince2 – Project Management
- ▶ IBM – Rational Unified Process (RUP) – PM, SD, ST
- ▶ COBIT – PM, SD, ST
- ▶ QAssist-IM – PM, SD, ST

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Implementing “Process” Success Factors



- Does a “Process” Champion and Ownership/Steering Committee exist - can they authorize the scope and scale of the “Process” Implementation
- Does the organization have any “Process” Implementation experience/expertise (in-house/other) - experience matters
- Are any of the industry recognized (proven) IT Methodology “Process” solutions (ie PMI, Prince2, RUP, QAIassist) applicable – can they be leveraged
- Will the IT Methodology “Process” Implementation be designated as a project – effective PM practices (initiate, plan, execute & control, closeout) will be applied to the project

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Implementing “Process”

Define & Manage as a Project



- Establish Ownership/Steering Committee – have a champion
- Identify and designate “process” experience/expertise (in-house/other) – experience matters
- Identify the scope of the IT methodology (ie Project Management, Software Development, Software Testing) or phase or deliverables that will bring value once implemented – define the piece of pie
- Apply PM practices (initiate, plan, execute & control, closeout) to the project
- Continuous communication (across the organization) from development through training through implementation

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Implementing “Process” Deterrents/Risks/Hiccups



- ▶ Ongoing discussions, dilemmas and debates
 - internal resistance (old way is the best way)
 - no time for training, limited “process” support available
 - staff seeking clarity of priority – operations vs implementing new processes
 - limited Project Management (plan, schedule, roles, procedures, issues, etc) applied
 - lack of training materials or verification that required training has been delivered
 - process reviews and audits not scheduled as part of regular operations
 - no oversight mechanism to address process “non-compliance”
 - no ongoing or accurate status provided to Corporate Owner/Stakeholders
 - no project metrics recorded or distributed

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Implementing “Process” Ongoing Monitoring, Support and Improvement



- ▶ Use it or Lose it
 - Implementation and Utilization has to be monitored (informal reviews, formal audits)
 - Non-Compliance(s) must be quantifiable, documented, reported (to Stakeholders)
 - Deficiencies addressed (Stakeholder) – further training, direct one on one support
 - Acquire, disseminate and propagate “process” utilization metrics
 - Analyze “process” utilization metrics and enhance/improve process accordingly

Concepts VI – Implementing IT Methodology

Agenda



- ▶ IT Methodology Context - terminology, hierarchy, deliverables, fundamentals
- ▶ Differentiate - IT Methodology as a “Project” versus “Process”
- ▶ **IT Methodology “Process” Implementation**
 - Does a Need Exist
 - Scope Definition - Define Need, Establish Context, Scale
 - Assess Viability of Industry Recognized IT Methodology “Process” alternatives
 - Success Factors
 - Define & Managed as Project
 - Anticipate and Mitigate Deterrents, Risks, Hiccups
 - **Ongoing “Process” Monitoring, Support & Improvement**
- ▶ Recap

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 - Ongoing “Process” Monitoring, Support & Improvement
- ▶ Recap

Acknowledgements



- ▶ ISO (xxx) <http://www.iso.org/iso/home.html>
- ▶ SEI/CMMI <http://www.sei.cmu.edu/cmmi/>
- ▶ ITIL <http://www.iti1-officialsite.com/>
- ▶ COBIT <http://www.isaca.org/Knowledge-Center/COBIT/Pages/Overview.aspx>
- ▶ RUP <http://www-01.ibm.com/software/awdtools/rup/>
- ▶ PMI <http://www.pmi.org/>
- ▶ PRINCE2 <http://www.prince-officialsite.com/>
- ▶ QAIassist http://www.qaiassist.com/integrated_methodology.html



2017 Schedule



- **The 3rd Wednesday of Every Month**

- 8:00 am Pacific - 11:00 am Eastern Time

- **IT Methodology Concepts (60 mins)**

- This series of six webinars will be presented on a bi-monthly basis. Each webinar will provide you with a context, overview, terminology and general understanding of information technology (IT) methodology.

- **IT Methodology – Tutorials (60 mins)**

- This series of five webinars will be presented on a bi-monthly basis. Each session is designed to offer a more “hands on” perspective – bridging the concepts into a practical utilization.



2017 “Concepts” Schedule



- ▶ **The 3rd Wednesday of Month (Jan, Mar, May, Jul, Sept, Nov)**
 - 8:00 am Pacific - 11:00 am Eastern Time
- ▶ **IT Methodology Concepts (60 mins)**
 - Methodology for the IT Landscape - (Jan)
 - Apply PM Fundamentals to IT - (Mar)
 - Leverage the Software Development Lifecycle - (May)
 - Explore the Software Testing Lifecycle - (Jul)
 - Incorporate Organizational Process Governance - (Sept)
 - Implementing IT Methodology - (Nov)

2017 “Tutorials” Schedule



- ▶ **The 3rd Wednesday of Month (Feb, Apr, Jun, Aug, Oct)**
 - 8:00 am Pacific - 11:00 am Eastern Time
- ▶ **IT Methodology Tutorials (60 mins)**
 - Applying IT Methodology to Project Initiation - (Feb)
 - Project Planning & Design with IT in Mind - (Apr)
 - Executing Projects with IT Methodologies - (Jun)
 - Project Control & Verification - (Aug)
 - Project Close & Delivery - (Oct)

Body of Knowledge



- ▶ Methodology/Lifecycle/Deliverables – www.qaiassist.com
 - Project Management, Software Development, Software Testing
- ▶ Body of Knowledge (Library) – www.qaiassist.com
 - **Methodology Origin** – origins of methodology – identifies the differences between the path we take (noun) and how we proceed (verb) down that path
 - **Context & Overview** – provides a general overview of IT Methodology and how it can be applied within an organization
 - **Deliverable Descriptions** - provides general descriptions for all the deliverables of the QAIassist Integrated Methodology

Going forward ...



- **Keep Posing your Questions** – call or send your questions in (Alexa and/or Cameron)
- **Explore the QAlassist Body of Knowledge** – refer to the QAlassist Body of Knowledge (sample deliverables, whitepapers, blog articles) – ([www-qaiassist.com](http://www.qaiassist.com))
- **QAlassist Practitioner** - find out more about becoming QAlassist certified “Foundation”, “Practitioner”
- **Tell your friends** - tell your friends, coworkers and colleagues about the Project Insight/QAlassist webinars
- **Continuing Follow Up** – send out a survey at the completion of every webinar, follow up with attendees to obtain their suggestions and recommendation





Final Webinar

Before Closing Today

- share some webinar data and statistics
- offer everyone at today's session access to a "free" online course
- thank all webinar attendees (today and previous sessions)





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Data & Statistics



- Over 10,000 individuals have signed up to attend IT methodology webinars (benchmark of analysis)
- Of the webinar attendees (approximate)
 - Project Managers 71 %
 - Business & Operational Managers 9 %
 - Software Developers & Testers 4 %
 - Organizational PMO & QA Function 6 %
 - Wanting to get a better understanding of IT methodology 10 %



Data & Statistics (continued)



- approximately 70% of organizations employ/utilize some form of a formal Project Management methodology/lifecycle
- approximately 60% of organizations employ/utilize some form of a formal Software Development methodology/lifecycle
- approximately 40% of organization employ/utilize some form of a formal Software Testing methodology/lifecycle



Data & Statistics (continued)



- approximately 25% of organization could achieve additional benefits if they were to implement a formal Project Management methodology
- approximately 40% of organization could achieve additional benefits if they were to implement a formal Software Development methodology
- approximately 60 % of organization could achieve additional benefits if they were to implement a formal Software Testing methodology



Data & Statistics (analysis)



- the more familiar and proficient an individual becomes with a formal Project Management methodology the greater benefits they will attain for themselves and their organization
- the more familiar and proficient an individual becomes with a formal Software Development methodology the greater benefits they will attain for themselves and their organization
- the more familiar and proficient an individual becomes with a formal Software Testing methodology the greater benefit they will attain for themselves and their organization



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Data & Statistics (is there a need ?)

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Data & Statistics (is there a need ?)



▪ **Wanting to get a better understanding of IT methodology (1000 + registrants)** 10 %

- Business Users 55%
- Corporate Executives (Director and above) 22 %
- Financial/Accounting Managers 15 %
- Academia 5 %
- Miscellaneous (Other) 3 %



Data & Statistics (recognizing a need)



Reasons why Business Users, Corporate Executives, Financial Managers, Academia sought to acquire additional IT methodology knowledge. They wanted to understand

- Disconnect between the Business and IT communities 28 %
- Miscommunications between Business and IT communities 26 %
- Lack of trust between Business and IT communities 23 %
- Perception of limited value being delivered by IT 19 %
- (Other) 4 %



Data & Statistics (recognizing a need)



- What can be done to address
 - Disconnect between the Business and IT communities 28 %
 - Miscommunications between Business and IT communities 26 %
 - Lack of trust between Business and IT communities 23 %
 - Perception of limited value being delivered by IT 19 %
 - (Other) 4 %





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Offering - “free” online course



I am thinking about building a course that teaches Business and IT communities how to increase their collaboration by understanding, assessing and overcoming traditional and common miscommunication and mistrust hurdles.

The course is being offered “free” to today's participants – its called



“Nurturing a Bridge Between Business and IT Communities”



“Free” Online Course Offering – for 2018



Would you be interested in taking or finding out more about the “free” course titled

“Nurturing a Bridge Between Business and IT Communities”

- Yes
- No





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A big “Thank You”



It has been an honor and privilege to have had the opportunity to engage with so many bright and enthusiastic practitioners – I believe the future is bright for all who have participated.



Moderator

Alexa Ortega-Mendoza

Project Insight

Marketing Assistant

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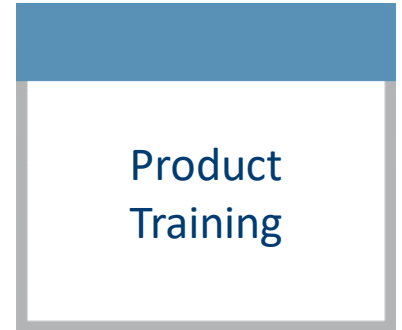
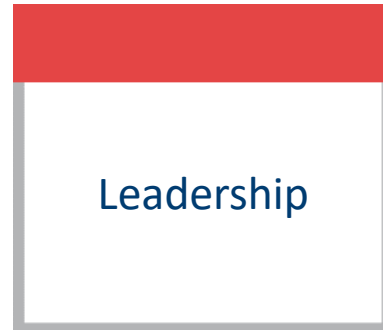
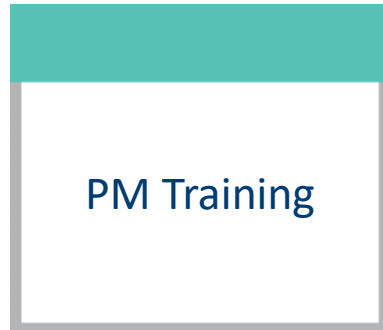
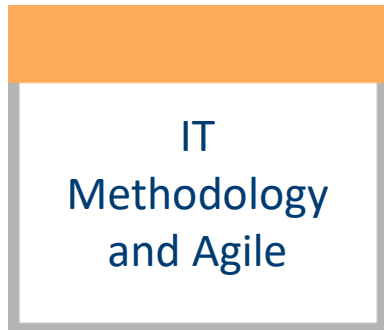


Learn More!

- ▶ Schedule a customized demo today
 - +1 (949) 476-6499 x3
 - info@projectinsight.net
 - Request info: www.projectinsight.net
- ▶ Contact QAIassist
 - +1 (613) 523-0052
 - solutions@qaiassist.com
 - Request info: www.qaiassist.com

Project Insight Community

- ▶ Sign up for more
- ▶ They are all FREE
- ▶ Check them out today!



See you next time!
