

Quality Assurance Governance Perth SIGST

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We all have problems!

Lack of accountability

Inadequate planning

Lack of commitment

- Ownership – no willingness to own the problem
- The right resources are not identified or engaged early
- Poor communication between business and IT
- Requirements specifications provide inadequate detail
- Lack of end-user involvement and acceptance
- Unrealistic expectation setting
- Users don't know what they want until they see it
- Requirements change during project

How can Quality Assurance Governance help?

- A decision making framework for projects which has:
 - Ground Rules for participation in the project
 - Process Controls for communicating and sharing within the project team and wider stakeholder community
 - Quality Controls that direct project outcomes and deliverables and reduce risk

Why use Quality Assurance Governance?

- QA governance uses effective, consistent communication to create a shared understanding of the project's:
 - objectives and outputs
 - policies and strategies (used to deliver the project)
 - clear accountabilities and responsibilities for all participants
 - proactive and responsive risk management strategy
 - quality control processes (used to assure the project's success)
 - Cost controls (tangible and intangible costs)

Which Quality Assurance Governance model?

Centralised control

Benevolent dictatorship

Distributed control

Meritocracy

It is also possible for a project's chosen governance model to move along this spectrum as the project matures

Why do we make the same mistakes time and again?

- Framework is either too complex or cumbersome
- Project is considered too small to need any QA Governance
- Assumption is made that everyone has done it before
- Unrealistic line in the sand
- Budget constraints
- Poor planning up-front
- Afraid to communicate the BAD news (until it's too late!)

The result of poor Quality Assurance Governance?

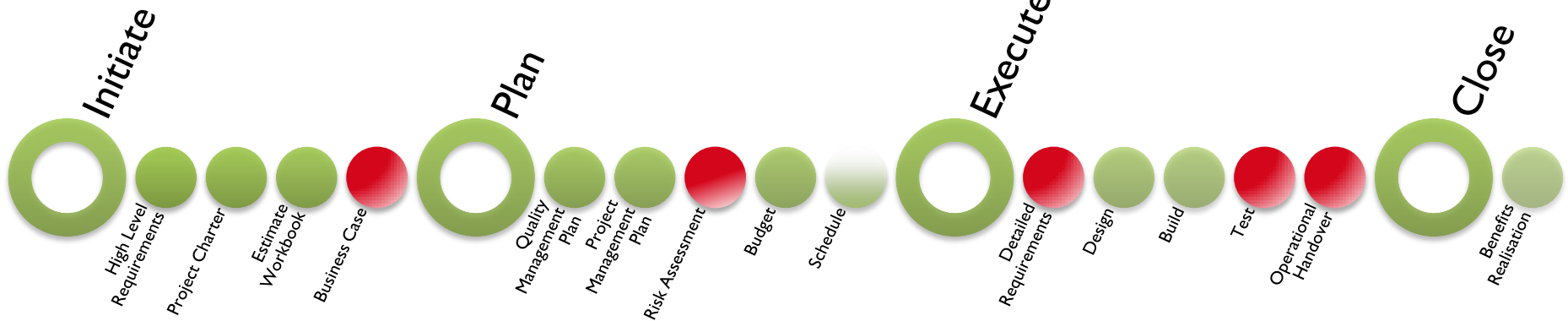
- Myki (May 2008 & Feb 2011)
- Virgin Blue flights delayed due to system failure (Sep 2010)
- National Australia Bank IT Systems Failure (Nov 2010)
- Virgin Blue flights delayed due to IT Upgrade failure (Mar 2011)
- CBA ATM – Free Cash (Mar 2011)

What can you do to improve Quality in your project?

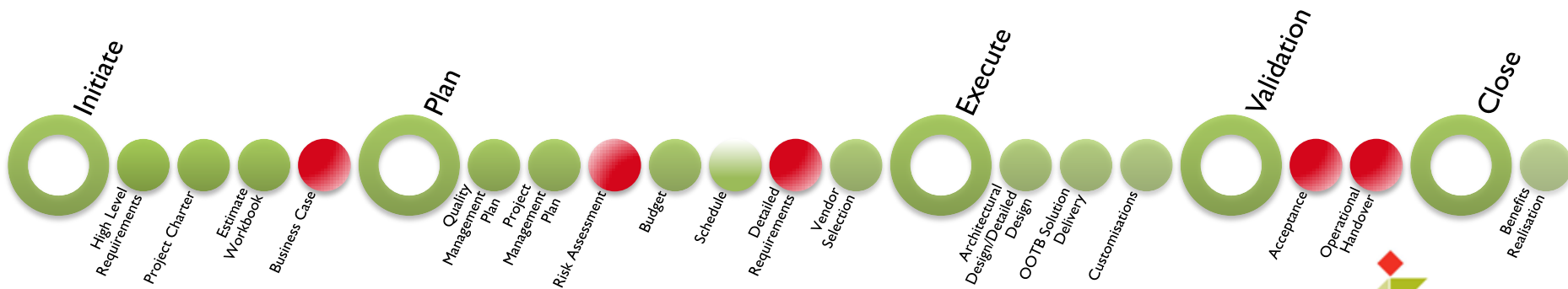
- Establish some basic QA Gates and build these into your plan
- Get buy-in from your stakeholders
- Communicate these to your team
- Ensure project members understand what they are responsible for and hold them accountable
- You need to believe in the benefits of Quality Assurance

Examples of Quality Assurance Governance Checkpoints

Software Development Project



Off The Shelf Product Implementation



Introducing Caroline – business woman

- Director and Founder of **accuteque**
- Over 20 years experience in Quality Assurance
- APM & ISTQB-ISEB Certified
- Local & International experience with IT change

Introducing Caroline – family woman



Questions?

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Thank you



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