

APRIL DINNER MEETING

Tuesday April 20, 2004

Beating the 'Defect Trap'

Van Solomonian, The I.M.O.

Achieving IT service management (ITSM) excellence today is very challenging and many companies are not winning the battle. Technology is increasingly complex and changing fast, staff cuts are up, resources are overworked and defect levels are climbing despite our testing efforts. Key ITSM processes such as incident, problem and change management are either deficient or missing. Customers are demanding more of IT. Are they getting value for their dollar?

In the context of defect/problem resolution in the Production (i.e. post-release) environment, IT needs to work smarter (not harder) to break out of the 'defect trap' of its:

- fixation and acceptance of the break/fix reactive paradigm, and
- lack of emphasis on defect/problem prevention and proactive behaviour.

IT must improve its focus on people, process and tools to increase problem solving effectiveness. Two key themes will be emphasized: *"if it ain't broke, improve it"*, and, *"if it is broke, then fix it permanently"*.

This presentation will address these issues plus:

- emphasize the critical importance of testing to minimize defects, thereby reducing the ongoing cost of quality
- introduce the value of IT Infrastructure Library (ITIL) for delivering service management excellence, particularly through an improved problem management process;
- discussing the customer perspective on IT's product and service delivery effectiveness;
- striving for process maturity through ITIL, CMM and Six Sigma; and
- leveraging methods like root cause analysis to fix problems permanently.

Van has been in IT for over 25 years and is currently a senior process analyst and project manager at Ontario's independent electricity market operator (The IMO) which is responsible for administering Ontario's wholesale electricity marketplace, as well as maintaining supply and demand and the reliability of the power grid. Van specializes in promoting quality best practices, process improvement and ITIL service management process implementations. Van has been a CSQA since 1993, a founding member of TASSQ and is an active participant on the TASSQ Committee.

**Presentations are on the last Tuesday of the month at the Sheraton Centre Toronto Hotel,
123 Queen Street West, across from New City Hall**

If taking the subway, exit at Osgoode station (Queen and University), walk one block east along Queen to York.

If driving, you can park at New City Hall, which is accessible underground to the Sheraton Centre.

Dinner and Presentation: \$35 Members, \$50 Non-Members
Cash and Cheques are accepted at the door.

Please RSVP by noon on Thursday April 15, 2004

5:30 P.M. Networking 6:00 P.M. Dinner 7:00 - 8:30 P.M. Presentation

**For reservations, information and membership inquiries,
visit our web site at www.tassq.org or phone TASSQ at (416) 444-4168**