

NSS

How IT Professionals Solve Problems



How the customer explained it



How the Project Leader understood it



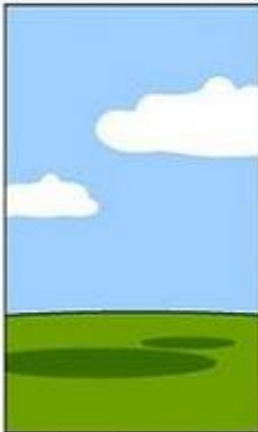
How the System Analyst designed it



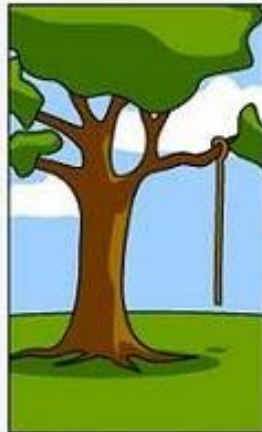
How the Programmer wrote it



How the Business Consultant described it



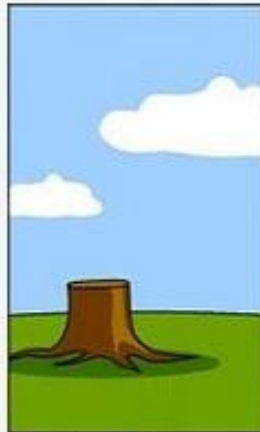
How the project was documented



What operations installed



How the customer was billed



How it was supported



What the customer really needed

Keys to Success

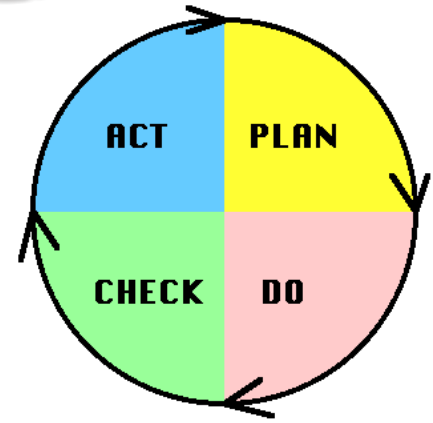
Strategic Planning

Project Planning

Setting goals

Defining Success and Failure

Measurement (KPIs)

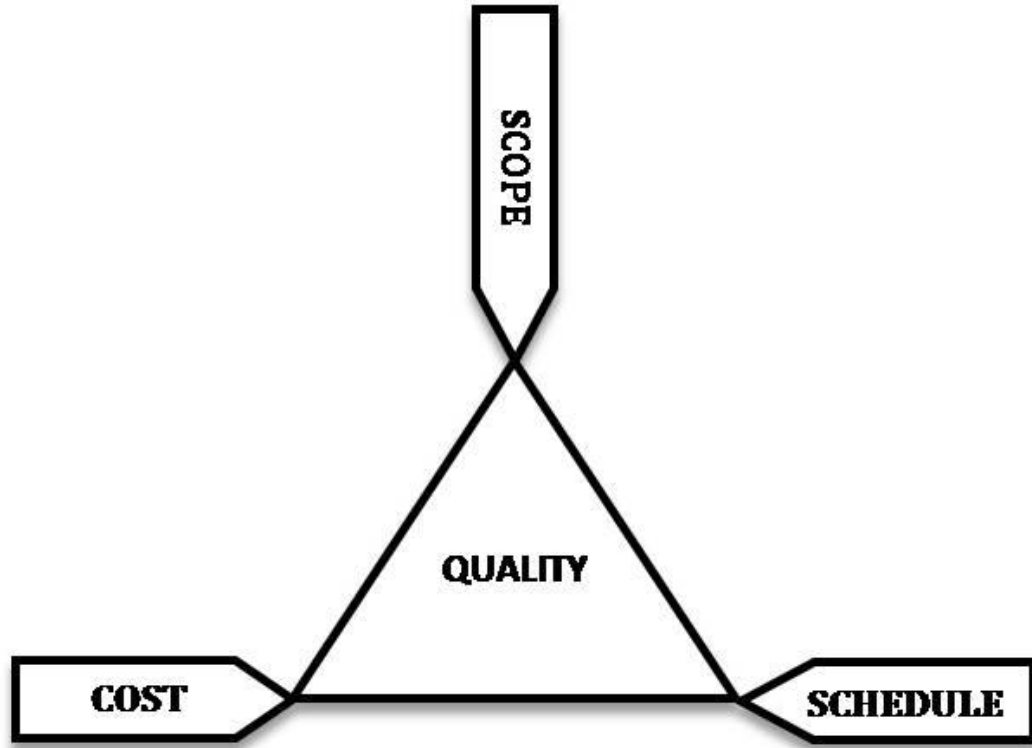


Strategic Planning

A strategic plan is a document used to communicate with the organization the organizations goals, the actions needed to achieve those goals and all of the other critical elements developed during the planning exercise.

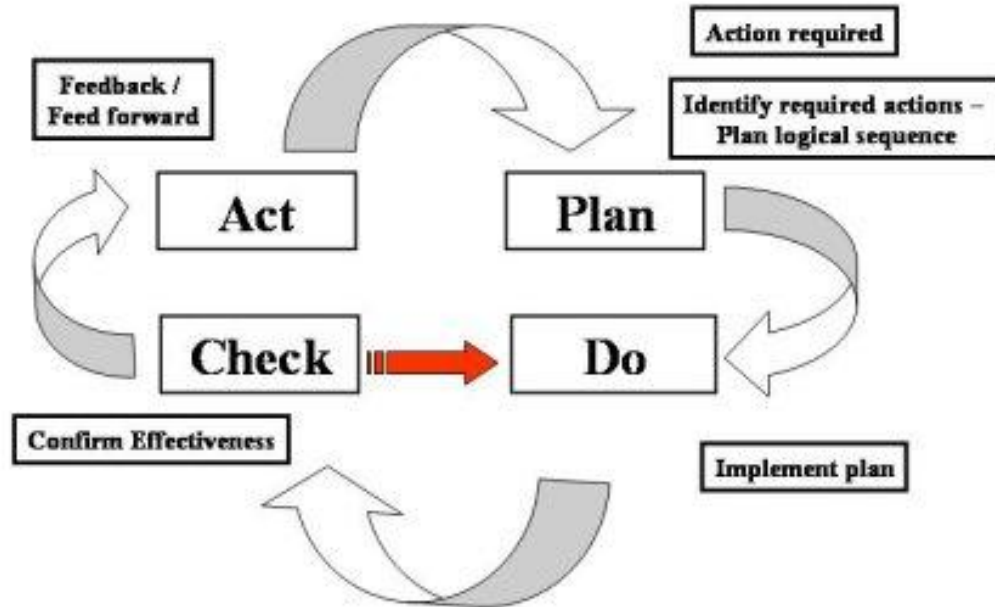
Project Planning

Traditional
Critical chain
Event Chain
Process-Based
Agile
Lean
Extreme



The Deming Cycle

Problem Solving Cycle



Plan

Recognize and opportunity and plan a change

Do

Test the change. Carry out a small-scale study.

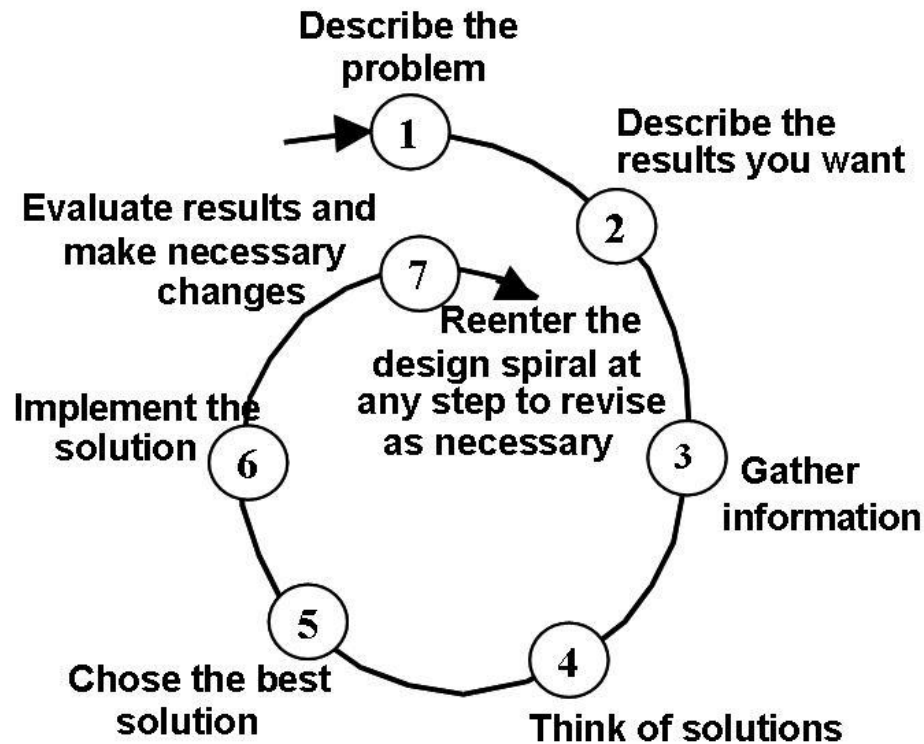
Check

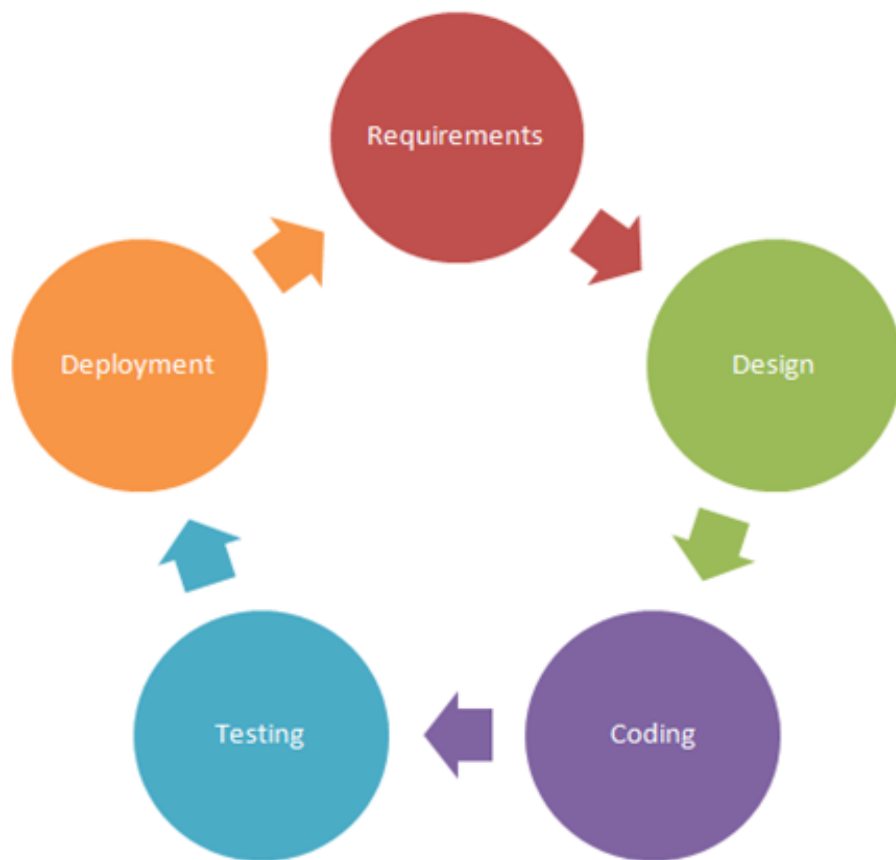
Review the test, analyze the results and identify what you've learned.

Act

Take action based on what you learned in the study step: If the change did not work, go through the cycle again with a different plan. If you were successful, incorporate what you learned from the test into wider changes. Use what you learned to plan new improvements, beginning the cycle again.

The Technological Method of Problem Solving





Sample SDLC Process

Setting Goals

In order to determine if your program is successful you need to define 'Success'.

Defining Success and Failure Conditions

Determine what makes your project successful and what defines it as a failure.

Key Performance Indicators (KPI)

Measurable attributes of a process which help indicate success and failure status.

Finding Solutions

A Process for solving IT problems.

First

Look at the documentation.

Second

If you have a support contract, get help! In IT speed is of the essence.

Third

Search engines (Google, Bing or Other)

Fourth

Forums, Blogs, Instructions, Tutorials & every other type of training aid/learning support system.

Ask an Expert

Ask someone who might know, using forums, coworkers, friends, enemies, teachers...