

Titel

Moving towards High Performance

Referent(en)

Autrata, Dr. Matthias / Deutsche Bank

Dilip Kajgaonkar / FocusFrame

An wen richtet sich der Beitrag?

Test managers, test consultants, project managers, process consultants, delivery managers

Stichwörter

Measurable approach, process models, measurements based improvements

Zusammenfassung

Intense competition, globalization, economic shifts, increasing customer expectations, and socio-economic challenges that demand pressures are consistently high performance from IT organizations. In response, many organizations attempt to implement process standards, acquire ISO-9000 or CMMI certifications, adopt Six Sigma methods, implement a balanced scorecard system, follow kaizen, use the TQM approach, introduce lean and agile development methods, and other ways in order To address these challenges.

These approaches yield results with varying degrees of success. However, implementing these methods takes A considerable amount of time as organizational and behavioral change takes its time and needs to be guided and nurtured in order to stick. Most organizations can not afford the investment and focus required by these long transition periods.

Therefore, most IT managers face these questions: Beyond quick wins, is there a way to start small and grow the transformation into a self-guiding, accelerating process? Meanwhile, how can one control the situation before time pressure makes traditional development and testing practices spin out of control? How can one move towards predictive approach instead of doing firefighting? How can this be done so that ongoing learning and optimization fuels on its own successes?

This paper covers answers to those questions and also explains how it is being implemented at German bank with a well designed, effective and efficient measurable approach.

Our focus is on highly integrated, composite key performance indicators rather than lots of metrics in isolation. The system is relatively simple to understand and easy to implement. Our aim is not to achieve certifications like ISO 9000, CMMI or Six Sigma but to gain many of the advantages of a self-improving culture process by implementing innovative and self sustaining approach. We also have plans to use it for employee / team performance measurement and employee / team appreciation.

German Bank is a leading global bank with a strong and profitable private clients franchise. having over 80.000 employees across 72 countries. German bank holds leading position in Germany and Europe and is also growing in North America, Asia and key emerging markets. Our business operation is supported by a global technology organization where most IT functions and services are realized through shared service groups.

Biografie

Dr. Matthias Atrata is a director at German bank's Global Information Services - Platform Services Organization. His areas of responsibility include architecture, data management, and messaging middleware. His particular interests include the combination of effective and efficient development methods, organizational models, and open source based technologies. He has presented technical papers at several international conferences.
