

Services

Service Definition Document Programme and Project Management

The service:

Organisations that have history will have older systems and an organisational complexity that requires a unique approach in their context. Modernisation is necessary to take advantage of emerging tools and techniques and, whilst many organisations seek increased efficiency at reduced cost, the development of new systems with old requires an approach that will be unique to your organisation. We at QTM have seen the evangelical adoption of new tools and methodologies and, without intelligent adoption, they rarely deliver on the promise. This is where hybrid management is required.

With decades of experience of IT delivery and organizational transformation, we at QTM seek to bring tailored solutions to clients that maximize the value of legacy assets / technical debt while moving rapidly to new modes of operation in a practical, timely and cost-effective way.

Onboarding and Offboarding

In both onboarding and offboarding, QTM will act as a coordinator with Client technical teams and stakeholders to define and deliver this service with a team specific to your need, changing as projects evolve. This means that IT managers and facilities and departmental managers are kept fully abreast of QTM employee status and changes in the workforce. QTM provides a free of charge Service Delivery manager for all assignments who will ensure the QTM workforce is “delivery ready”. The Service Delivery Manager will deal, in conjunction with the client, with substitution issues and have access to onboarding and off boarding systems. IT, ensuring that a new employees have security and network credentials, equipment and training on day one and, later on, verify that access is terminated at the appropriate point and exit interviews conducted. Services includes:

- Provide a tailored team based on the specification or statement of work
- Work with your HR function to prepare and on-board the team
- Complete security assurances and processes (BPSS)
- Complete full reference in accordance with client guidelines will be available

Implementation plan

Running both hybrid and agile methodologies concurrently is complex and unique for each organisation. The mix of waterfall and agile is different for every organisation, dependent upon many factors, but particularly taking account of technical debt, varying capabilities and desired outcomes.

Services

Accepting a hybrid approach impacts the whole life cycle. For example, a waterfall approach to planning, legacy integration, and UAT / end-to-end testing, with an agile approach to execution and delivery of new customer facing services can make the planning and project estimation a lot more accurate. At the same time, the team can react to market changes and deliver what the market demands in place of what the team planned.

QTM work with you to define the boundaries of each deliverable, understand specific considerations, and agree methodologies and interfaces with all stakeholders.

Service constraints

Project and programme management of hybrid deliveries is mature and yet still a challenge for complex organisations. QTM's experience brings knowledge of (and solutions to) complex issues such as integration with legacy systems, technical debt, legacy API changes running to different cadences, shortage of skills, data loss, testing, governance, security, and more. The key constraint to achieving successful outcomes is the degree of engagement of stakeholders from all sides of the organisational / technical interface and willingness to adapt to support hybrid programs.

The ordering and invoicing process

This service is defined by a statement of work. This Statement of Work (SoW) details all necessary work required to deliver a consultancy agreement as agreed between the relevant parties. The purpose of this document is to set out the work and processes to be undertaken by QTM to ensure that we meet customer expectations.

Compensation if service levels not met

Failure to meet services levels and deliverables and consequences thereof will be fully documented in statement of work documentation.

Next Steps

To discuss our End-to-End Comprehensive Testing Services, please contact Colin Ledsom (colin.ledsom@qtmglobal.com) or Martyn Hatfield (martyn.hatfield@qtmglobal.com)