

Monitoring quality it governance

[Technology, Information Technology](#)



nExtract of sample " Monitoring quality / IT governance" n

nMonitoring Quality/IT Governance Discussion Question For quite some time a question keeps coming to mind as to whether six-sigma is of any benefit or significance to IT related projects. It is factual that the model is quite relevant to manufacturing ventures but can it be replicated in IT projects. The main aim of a six-sigma application is to maximize the benefits of a project while minimizing the costs (Adams, & Gupta, 2003). The technique is much applicable in manufacturing projects given the reason that such projects in the nature of their operations and activities are repeated and identical. Most IT projects are increasingly dynamic and unique on their own hence the amount of savings/benefits that would result due to the use of six-sigma and other process improvements would not be that significant (Plenert, 2011). The nature of most IT project do not allow for a maximized benefit of the use of six-sigma. This does not though refute the fact that some IT projects reap rich benefits of six-sigma in terms of cost saving most so software development related projects. This is proven from the facts by figures and metrics I have come across indicating the much-reaped benefits in terms of cost saving (Bentley, & Davis, 2010). It is therefore, prudent to say that for sigma six to be a success the quality assurance processes right from the start have to be of quality. This would go a long way in supporting improvements which may be brought in along the process/in the middle of the project (Plenert, 2011). The application has to follow this path given the fact that six-sigma normally deals with identifying the root cause of a given problem using various techniques after which it is able to find the solution to the problem and then implement the solution (Gygi, & Williams, 2003). Sigma

six is therefore majorly beneficial to an IT project whose operations are repeatable and identical in nature. Still in as much as the model would be applicable/beneficial, such benefits may only accrue in the operations face and not the entire project (Bentley, & Davis, 2010). In addition, six sigma would be beneficial to an IT project due to its efforts to define measure, analyze, improve, and control (Adams, & Gupta, 2003). These attributes makes Six Sigma a data driven process approach with the ability of conclusive driving a success in most IT projects with the SDLC pathway.

Discussion Question 2: In their book, IT Governance (Harvard Business School Press, 2004), Weill and co-author Jeanne W. Ross define IT governance as “ specifying the decision rights and accountability framework to encourage desirable behavior in the use of IT.” They identify three questions that must be addressed to achieve effective IT governance (p. 10):

- What decisions must be made to ensure effective management and use of IT?
- Who should make these decisions?
- How will these decisions be made and monitored?

The three questions above leads us into the three main IT governance ideas existing towards the contribution into the success of an IT project. The first among these issues would be the aspect of the value creating IT processes. In the strategic objectives of each corporation should be the alignment of such strategies towards value creation to the business and IT is a vital component whose impact must be monitored (Steel, 2009). Creation of value IT in an organization is important most so if the business wants t reap the utmost business value from its IT related investments and IT governance is at the forefront of all these. The second IT governance idea would tend to respond to the question of who should make

such decisions. This idea is prudent since it would ensure that there is no underestimation of the emotions and politics involved and as well that there is no assumption on who is in charge. This would support a unity of purpose and create a clear focus of the direction taken by the project for the realization of its success (Norfolk, 2005). The last idea responds to the question how with the objective of ensuring that there is a way of monitoring IT and its related issues. Organizations and IT projects today are subject to many regulations governing data retention, confidentiality, and financial accountability (Steel, 2009). Unless projects are regulated and controlled, such organizations are likely to overstep such frameworks and this is of detrimental to their operations and the success of the projects. IT projects are sensitive, their control is also difficult, and this propagates the need for the how? IT decisions must therefore be made rightly, and made by the right individuals and as well controlled in the rightful manner (Grembergen, 2004).

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