

Background and Problem

The IT group within the company wished to demonstrate to its internal customers the quality of its IT services. It decided that the best approach was to implement a defined quality management system to meet the requirements of ISO 9001, including the TickIT Scheme, (which is a scheme for IT organisations using IT Lead Assessors).

Actions Taken

A TVBA Business Advisor started working with the organisation, providing expert advice and support. The programme was initiated by undertaking a review of all the processes within the IT organisation, covering all major activities. These included:

- Business Management
- Project Management
- Quality Management
- Configuration Management
- Problem Management
- Procurement
- Financial Management
- Software Development
- Software Maintenance
- Service Delivery
- Customer Helpdesk
- Data Centre Operations
- Applications Support
- Production Services
- Operational Design

From this review, a Business Process Map was derived and agreed with top management. The processes identified were then assigned to “Process Owners”, who were then given responsibility for the definition and documentation of their processes and their interfaces with other processes.

Next, Process Teams were set up and Authors assigned to capture each process, including all the supporting documents. The individual processes were developed, reviewed, improved and then when authorised for release over a period of 9 months, all management and staff were trained in the processes. An internal audit programme was subsequently introduced. Auditors were trained and the organisation readied itself for assessment by its selected certification body.

The Result

The organisation underwent an assessment against ISO 9001/TickIT and was successful first time in gaining its certification.

Top management was also pleased that it could now demonstrate to its internal customers that an independent assessment had shown that they were able to deliver a quality service consistently and repeatedly.

If you want to find out more about any of the areas covered in this case study and how we can support your business – contact us today.