

Title

Case Study: Process based implementation of Configuration and Change Management

Presenter

Matthias Haupenthal (VP) / Credit Suisse (CH)

Session Format

Workshop Tutorial Conference Presentation

Instructional Skill Level

Introductory Intermediate Advanced

Target Group

Managers, Decision Makers and Specialists interested in the knowledge and efficient usage of State of the Art in Software Quality Management, especially in the process based implementation of change and configuration management

Keywords

Software Quality Management

- CMMI
 - Change & Configuration Management (SCCM)
 - Process implementation & improvement
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Abstract

One of the strategic initiatives in Credit Suisse IT (Privat Banking) is to sustainably improve the application development processes in applying the CMMI model.

The participants will get an overview on how process improvement, especially change and configuration management, supports the strategy of Credit Suisse IT (Privat Banking).

In the context of the general process improvement initiative, the detailed approach of the project setup for implementing change and configuration management processes as well as related method and tool support will be discussed.

The session includes most critical success factors, lessons learned and challenges met during the course of implementation and institutionalization of the change and configuration management processes. This will include highlighting most important organizational as well as technical influences.

Finally the process will be shown ensuring how to sustain the level reached and how to continuously improve change and configuration management in the context of the entire process landscape.

Biography

Matthias Hauptenthal
Vice President / Senior Quality Manager
Diplomphysiker, EFQM Assessor, EOQ Quality Systems Manager, SAQ Certified Software Tester
5y Project Management in the area of industrial automation
11y Project and Line Management in Software Testing and Configuration Management
16y IT experience in QA and QM, System- and Softwareengineering
Since 2003 in Credit Suisse, actual as Processmanager Configuration Management

Contact information of Presenter

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