

Case Study

Major Retail/Investment Bank

Challenge

One of New York's leading banks, this client had a long history of excellent service and an impressive organizational reputation. This prominence had allowed it to attract the top professionals in their fields. Its technology organization had been no exception.

The bank had found, however, that over the past few years its software development projects have been arriving past their deadlines and beyond their budgets. A comprehensive internal review indicated that the problem lay in the Software Development Lifecycle (SDLC). Though possessed of highly skilled development resources, these resources were being hamstrung by a confusing and inconsistent process.

Solution

Recognizing that the SDLC problem lay in their Configuration Management® process, the bank engaged CMI to conduct a Health Assessment, analyzing the current state of the IT infrastructure. This effort provided a baseline of the current environment, and an examination of the business and technical factors that affect all processes, work products and their associated customers. After completion of the initial assessment, CMI was engaged to develop and implement "best practices" across the SDLC, increasing the quality of all software products and creating a repeatable model for the entire enterprise.

Benefits

- Compressed SDLC due to more rigorous change control
- Streamlined business processes with more bug-free software
- Saved money through more efficient use of development resources

Configuration Management, Inc.

New Jersey

140 Broad Street
Red Bank, NJ 07701
tel 732.450.1100
fax 732.450.0715



North Carolina

3401 University Drive
Durham, NC 27707
tel 919.489.3339