



IS SOFTWARE A CRITICAL SUCCESS FACTOR WITHIN YOUR BUSINESS?

ARE YOU EXPERIENCING SIGNIFICANT CHALLENGES WITH YOUR SOFTWARE?

**Well, it's a common catchcry...IT & software.....
"IT SHOULD JUST WORK!"**

Yes! It should just work. However, for software applications to achieve optimal delivery there are many variables behind the scenes that need to be carefully aligned. Too often, software projects or initiatives fall short of their original goal, with 30% of all IT projects failing. This book addresses this problem, providing insight into how your software applications large or small can best achieve their optimal outcome.

"It Should Just Work; Customer Satisfaction and The Value of Software Testing" addresses some of the key variables making software delivery risky today. The author, Michael, outlines a 4-step Problem, Cause, Treat and Apply process to address the challenges faced with your software delivery.

Software testing needs to uphold the core principles of commercial opportunity, risk management and compliance for your customer base.

"SOFTWARE TESTING IS CONSIDERED THE CLOSEST THING TO AN INSURANCE POLICY FOR YOUR SOFTWARE DELIVERY."

"It Should Just Work" explains why you need software testing and the benefits it will have on your bottom line!

WRITTEN SPECIFICALLY FOR EXECUTIVES, BUSINESS OR TECHNOLOGY OWNERS, THE BOOK ADDRESSES AND INCLUDES:

- SOFTWARE TESTING OPERATION MODELS
- STAFF DELEGATION AND COMMUNICATION METHODS
- EFFECTIVE TEST MANAGEMENT
- OFF-SHORING
- STAFF CONFIDENCE AND ASSERTIVENESS
- CASE STUDIES - WHAT TO DO AND WHAT TO AVOID
- MOBILE DEVICE TESTING
- BONUS MATERIAL - "THE 7 CRITICAL STEPS TO DELIVERING QUALITY SOFTWARE"

The author Michael Hamilton is a software testing consultant and has worked in the IT industry for 14 years. He draws on experience with companies of Telstra, Optus, Vodafone, NAB and MLC. Michael has worked with some of the best and brightest within the industry and will share his firsthand knowledge on the pros/cons of strategic software delivery.

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