# Quality

## An OIT Value

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# Quality
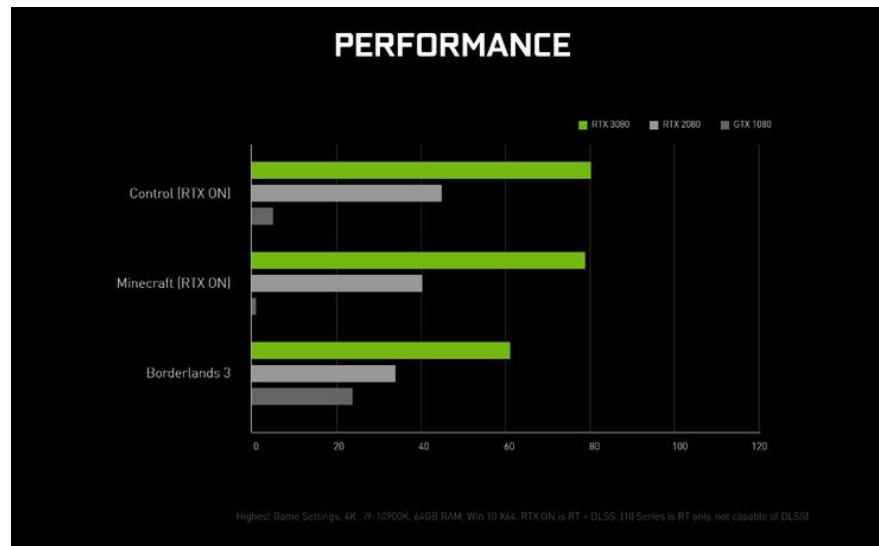
- What is quality?
- Examples of instilling quality in OIT
- Setting the bar… and raising it

# What is quality?

# A recent quality experience: Nvidia RTX 3070

In September, Nvidia launched its newest generation of video cards, the RTX 30-series, promising a generational leap in video game graphics performance.
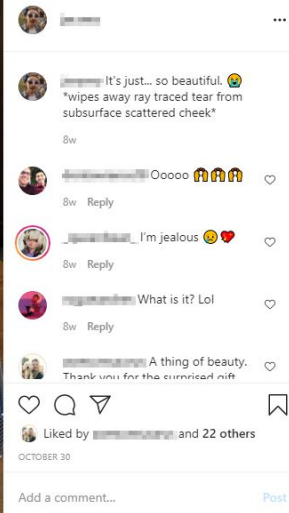
# A recent quality experience:
# Nvidia RTX 3070

**BEST BUY**

Thank you for your order!

# A recent quality experience:
# Nvidia RTX 3070

# A recent quality experience: Nvidia RTX 3070

**What made this a quality experience?**

**Reliability**

**Exceeding needs**

**Presentation**

# What is quality?

**Quality is an experience.**

Quality is a top-to-bottom experience had by the consumer, influenced by both functional and non-functional factors.

# Top-to-bottom quality

# Examples of instilling quality in OIT

# Service delivery

## Sample A

```
Your account has been provisioned.

Temporary credentials: abc123
```

## Sample B

Hi Tim,

I am pleased to notify you that **your Service account is ready**!

Please log in for the first time with the following temporary credentials: abc123

If you have any questions or concerns, don't hesitate to reach out to us at service@uci.edu.

Thank you and enjoy Service!

# Fresh eyes review

New hires, on week one, get an invite

At the two month mark, we'll have a Fresh Eyes Review

They get to complain about anything

Then we'll get to work fixing it

- Empower new team members
- Get better at what we do
- Address tech debt, bad processes, etc
- Infuse the team with new ideas
- Avoid "that's just how we do it"
- See the "broken stair" that the team has been avoiding
- Make things better for everyone

# Understanding the big picture

**"I need to work on a text document with my colleagues. What should I use?"**

That's easy. Google Docs is great!

But… what's the context?

Understanding your client's need is essential to a quality solution.

Examples of decision factors:

**Underlying need**
> "We're documenting our business practices"

**Existing support and learning curve**
> "My department doesn't use Google"

**Security and privacy requirements**
> "The document contains a list of students on Probation"

**Strategic considerations**
> "Our dean wants shared resources to be owned by service accounts"

## Other opportunities to instill quality in OIT

- UX & UI
- Documentation
- Tech Debt vs Quality
- **Mentorship**
- Teams & Processes
- Support interactions
- **Meetings**
- Calendar Invites
- Onboarding & Offboarding
- **Affinity Groups**

# Setting the bar… and raising it

# You can set the bar

- Quality is about setting a baseline and hitting it consistently

- You need to be able to execute

- You need to hold yourself accountable

- You should push farther tomorrow

# The world will move it for you

- If you do things well, people will want you to do more
  - …but they want quality, not quantity
  - Scaling is hard!

- The world will throw you curveballs, and you have to adapt
  - How do you keep quality while shifting to remote?
  - Or facing turnover?

# QUALITY

We strive to exceed the status quo in what we deliver and are continuously improving.

## DO

- Ensure customer requirements and service requirements are met or exceeded
- Give each task your best effort
- Develop and share best practices
- Innovate in helpful ways
- Set challenging goals

## DON'T

- Let pursuit of perfection stop progress
- Assume lowest cost is always expected or the best option
- Take shortcuts in order to "check a box"
- Hold onto an inadequate solution simply because that's "how it is done" or because it represents a past investment

**UCI** Office of Information Technology

# Thanks!

Happy
Birthday
Jeremy!