

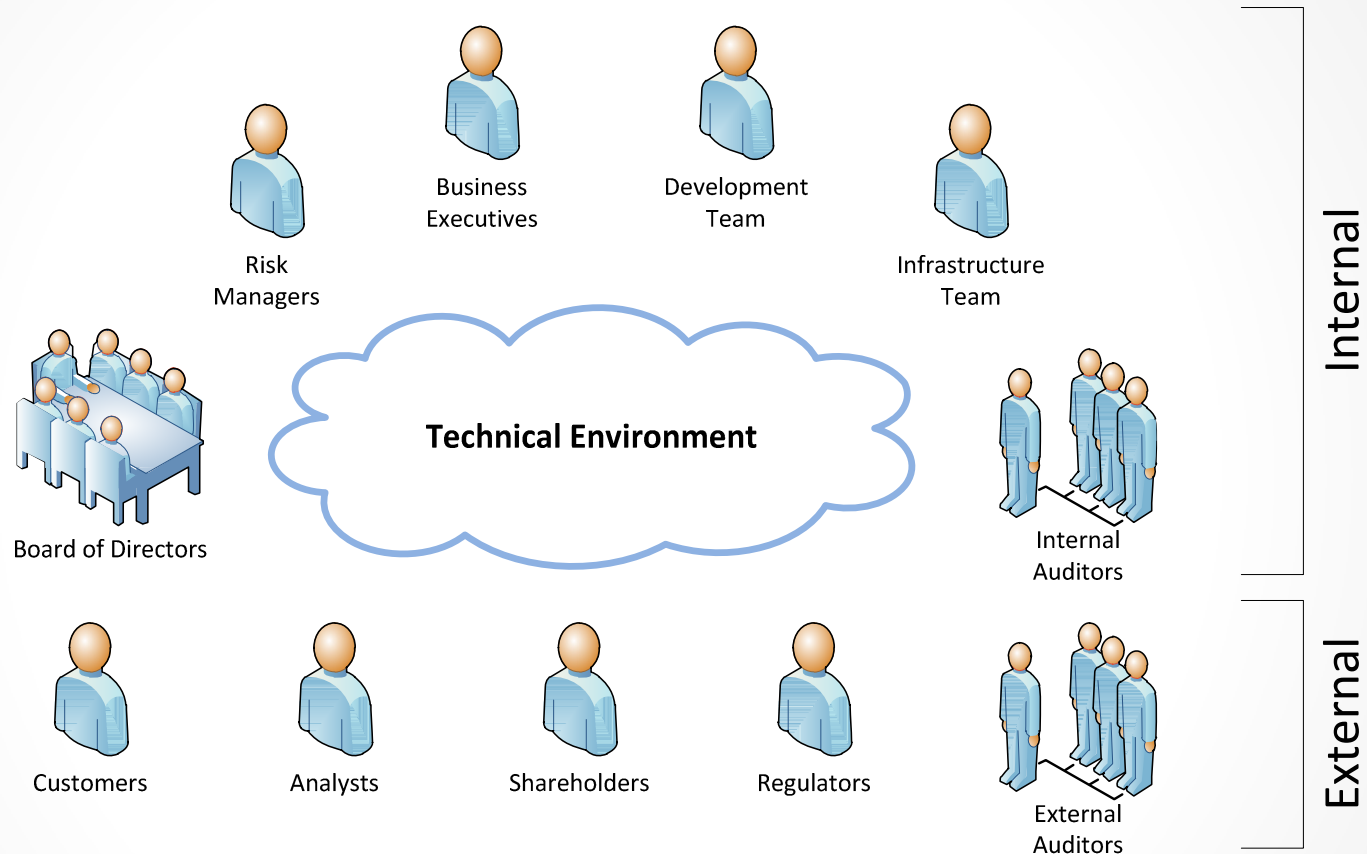
# Technical Debt from the Stakeholder Perspective

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# Team Introduction

<b>Ted Theodoropoulos</b>	<ul style="list-style-type: none"><li>•President of Acrowire<ul style="list-style-type: none"><li>•IT Consulting</li><li>•Application Development</li><li>•Business Process Improvement</li><li>•ALM/Tech debt assessments</li></ul></li><li>•Programming since 1982<ul style="list-style-type: none"><li>•TI-99/4a using BASIC</li></ul></li><li>•Microsoft SQL Server Support Team</li><li>•10 years at Bank of America<ul style="list-style-type: none"><li>•Development Team Manager</li><li>•IT Auditor</li><li>•Senior VP in Operational Risk</li></ul></li><li>•Undergrad in Mathematics &amp; MBA from UNC</li><li>•Six Sigma Black Belt/CSM/MCSD</li></ul>
<b>Daniel Kern</b>	<ul style="list-style-type: none"><li>•Operational Risk Executive</li><li>•Six Sigma Master Black Belt</li><li>•Undergrad/MS/PhD in Engineering from MIT</li></ul>
<b>Mark Hofberg</b>	<ul style="list-style-type: none"><li>•Technology Risk Manager</li><li>•CISA – Certified Information Systems Auditor</li><li>•CRISC – Certified in Risk and Information Systems Control</li><li>•Undergrad in Computer Science from NC State</li></ul>

# Technology Stakeholders



Stakeholders need **better transparency and engagement** around issues affecting quality in the technical environment.

# Quality Interdependence



- Gaps in **extrinsic quality** can create gaps in **intrinsic quality** and vice versa
- Technology teams can **provide valuable insight** into these interdependencies
- Managing quality holistically aligns with **agile and TQM principals**
- Doing it right, doing it quick, and doing it later **all have financial implications** that deserve equal consideration

# Extrinsic Affecting Intrinsic

In this example, we are building an customer relationship management (CRM) system. The team is up against a tight deadline and certain functionality must be deferred. To accommodate this, the product owner has chosen to postpone the following features.

- Validation logic to prevent incorrect tax identification numbers and duplicate entries
- Integration with ERP system to pull existing customer information



- Will likely result in data quality issues impacting the accuracy of the system
- Additional technical debt will accrue in the form of work arounds in ETL
- Integration challenges will also likely manifest themselves

# Proposed Definitional Framework

*“Technical debt is any gap within the technology infrastructure, or its implementation, which has a material impact on the required level of quality.”*

# Issue: Concept Fragmentation

Pairing Debt

Quality Debt

Documentation Debt

Vendor Support Debt

Configuration Management Debt

Testing Debt

SEO Debt

*Legacy Debt*

Access Control Debt

Refactoring Debt

Platform Experience Debt

*Data Quality Debt*

Design Debt

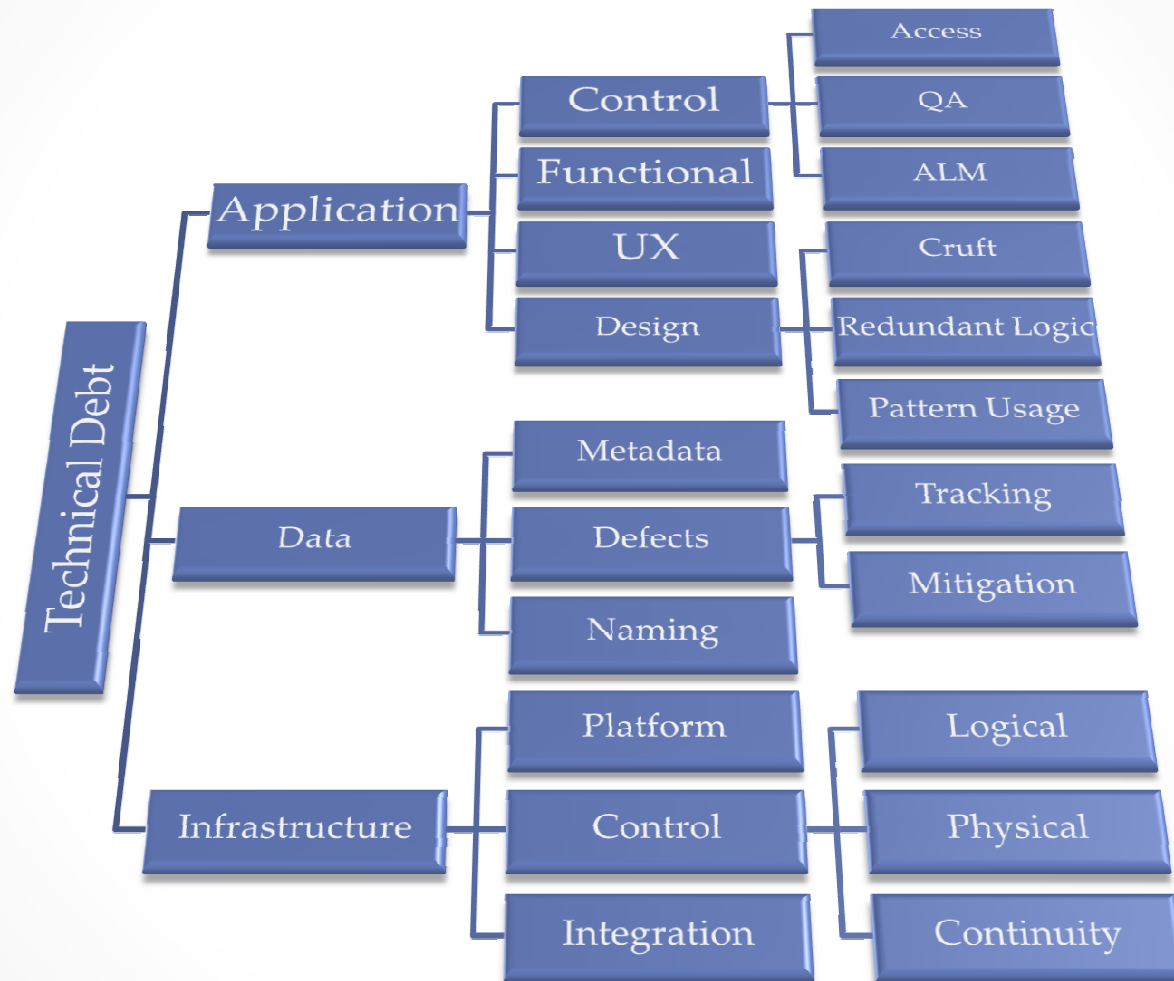
*"Cruft is technical debt!"*

*-Ted Theodoropoulos*

"Cruft isn't technical debt"

-Uncle Bob Martin

# Question: How to Build a Conceptual Model?





# Q&A