

► **Members of Intellect Business Assurance Group**

* Indicates number of external committee representative(s)

3Com Europe Limited	Harwin Plc	Pinsent Masons
Accenture (UK) Ltd	ICON Corporate Finance Limited	Provek Limited
Actica Consulting Ltd	In Practice Systems Limited	PSI Data Systems Limited
Active Network Systems Limited	Indo-Fuji Europe Limited	Recreate Solutions (Europe) Ltd
Advantage Business Group	Infoshare Limited	REDTRAY Limited
Aiston Consulting Limited	Infosys Technologies Limited	RelQ Europe Limited
Apple Computer UK Ltd	Innotec Ltd	SAP (UK) Limited
ARM Limited	Insight Test Services Ltd	Satyam Computer Services Limited
Arrk Ltd	IPL Information Processing Limited	Scisys Limited
Aspidistra.com Limited	IS Integration Ltd*	Selex Sensors and Airborne Systems Ltd
BAE Systems	ITC Infotech	Serco Solutions Limited
Beachcroft LLP	Jabil Circuit UK Ltd	ServiceTec
BigHand Limited	JLA Consulting Services Ltd	SFW Limited
Bird & Bird	Keane Ltd	Siemens Business Services Ltd*
British Standards Institution**	Kenmare Systems Limited	Smart421
BT Group Plc	Konica Minolta Business Solutions (UK) Ltd	Sopra Newell and Budge*
Capita Business Services Ltd	L.O.R.S Online	Steria Limited
Capula Limited	LalPac Ltd	Stevenage Circuits Ltd
Cobalt Corporate Finance Limited	Legato Systems Limited	Sun Microsystems Ltd
Concise Group Limited	Lexmark International Limited	SunGard Availability Services (UK) Ltd
Consult Hyperion	Lockheed Martin UK Integrated Systems	SunGard UK Public Sector Solutions
Cornwell Management Consultants Plc	LogicaCMG Plc****	SunGard Vivista Ltd
CSE-Servelec	Management Systems Modelling Ltd	System Level Integration Ltd
Detica Ltd*	Mantix Limited	Systems Solutions Limited
DNV Certification Limited	Marconi Integrated Systems	TeamSpirit Software Limited
EADS Defence and Security Systems Limited	MCS Global Limited	Telelogic UK Limited
Ecebs Limited	Microlise Limited	Tertio Service Management Solutions Ltd
edITRACK Ltd	Midland HR & Payroll Solutions	Tescom
EDS*	MSC Business Innovation Ltd	Thales Plc
EGA Ltd	National Computing Centre Limited	The British Computer Society
Emerio (UK) Ltd	NEC Europe Ltd*	The Growth Consultancy
eNate Limited	Nexor Limited	The Salamander Organisation
Equisys Plc	nFocus Limited	Thesaurus Computer Services Ltd
Ernst & Young LLP	Olswang	T-Plan Limited
Erudine	Orchard Information Systems Limited	UL International (UK) Ltd
Forvus	Osborne Clarke	VEGA Group PLC*
Fujitsu Services Ltd	PA Consulting Group	Wearnes Cambion Ltd
Gelst	Parity Group Plc	World Class International Limited
GP Capital Ltd	Patni Computer Systems (UK) Limited	Wragge & Co LLP
Grant Thornton	Perforce Software UK Ltd	Xansa Plc
Graphic plc	Performative plc	Zylog Systems (UK) Ltd
Hamilton Hall Consultants Limited	Perot Systems Europe Limited	
Hamlet Computer Group Limited	Philips Electronics UK Ltd	

INTELLECT BUSINESS ASSURANCE GROUP

Intellect is the UK trade association for the IT, telecoms and electronics industries. Our members account for over 80% of these markets and include blue-chip multinationals as well as early stage technology companies. These industries together generate around 10% of UK GDP and 15% of UK trade.

We help our members to:

- influence policy
- improve markets
- enhance business performance

The sheer size and diversity of our membership means Intellect is the most influential representative body in many of the vertical markets in which our members operate. Working with members to understand their business objectives, we identify opportunities where Intellect's intervention can create new and better business for all member companies.

Intellect is acknowledged by its members as a primary source of qualitative insight into new market opportunities and emerging supply chains. Being a member of Intellect provides the opportunity to influence decision makers within UK government and industry.

Information Technology Telecommunications & Electronics Association

► The Business Assurance Group: product, service and process quality

The Business Assurance Group is a forum for members with an interest in product, service and process quality, to share ideas and experiences for the benefit of the industry as a whole.

Testing is an important part of our industry and was formerly the focus of an Intellect special interest group. However, the market and industry of testing has evolved.

Likewise, quality now encompasses many facets of business operations, including the more traditional perspective of testing. In June 2006, Intellect's Quality and Testing Groups agreed to merge into one group whereby all opinions and disciplines are represented.

The Business Assurance Group is committed to:

- raise awareness amongst members of emerging instruments and changes, which impact on the sphere of operation of the membership
- represent the informed view of the membership to regulatory and other influential bodies
- provide a platform for increased understanding between suppliers and customers
- consolidate and disseminate good practice

► Aims and activities

Through its quarterly meetings, research, publications and proactive engagement with external standards bodies, the Business Assurance Group works on members' behalf to:

- provide guidance on fundamental topics relevant to quality for any size of organisation
- promote an integrated framework for the plethora of standards to enable implementation of pragmatic operational management systems
- be recognised as an independent quality advisory group for suppliers and customers in all sectors of the market

The quarterly meetings focus on a topic of specific relevance, presented by experts in the theory and practice. Topic selection is influenced through co-operation with other Intellect groups to maximise audience benefit.

Studies have shown that IT implementation failure, 'down-time' and security breaches due to inadequate testing are common across many industry sectors. These system breakdowns are costly, not only in terms of lost business, but in the damage to reputation, employee dissatisfaction and fixing the problems after they occur. The damage is not restricted to the company whose IT project has foundered - there is a resultant loss of confidence in the UK IT industry.

In response to this, a specific research programme will look at the economic impact of the testing of IT systems in the UK, in the broader context of software development, to determine the nature of the relationships between those factors responsible for the introduction of errors into systems and those activities directed towards detecting them.

In addition, the group authors contextual guidance on current good quality and testing practices and provides insight into future trends that need consideration for strategic planning.

► External Committee representation

Business Assurance Group members attend external committees as industry representatives, in order to contribute and influence on Intellect's behalf, working to keep standards grounded in reality, feasible and pragmatic. These representatives feedback information on issues and developments as they arise, and meet in forum prior to the quarterly group meetings to address relevant topics and subsequently, where appropriate, inform members.

The feedback reports from the external committees are available online to all Intellect members and are regularly updated.

The committees' sphere of influence encompasses:

- professional bodies: BCS, IQA
- standards-making bodies: BSI, ISO, MoD, NATO
- accreditation and certification bodies: UKAS, IRCA, BSI, and indirectly DNV, ABCB, IIOC
- special interest groups: NOA (National Outsourcing Association)
- major industry players: Detica, LogicaCMG, EDS, NEC, Siemens
- SMEs
- indirectly CMU/SEI

The committees' scope of activity covers:

- Quality Management Systems: ISO 9000, TickIT, TL 9000, AQAP 2nnn, Def Stan nn-nn, and indirectly CMMI
- Project Management: BS 6079, and indirectly PRINCE 2
- Service Management: ISO 20000 (BS 15000, ITIL, itSMF)
- Security Management: ISO/IEC 17799 & 27001 (BS 7799)
- Software Engineering
- Software Development Lifecycles
- Auditor competence and professional standards
- Sustainable development and CSR (Corporate Social Responsibility)
- Outsourcing (testing focus)



Chair: Di Woodcock,
Performative Plc



Vice-Chair: Bill Martin,
LogicaCMG Plc