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10 Ways to Address Your IBM i IT Backlog

+ Checklist

For most people, IT backlog is a build-up of IT requests from business users for enhancements, fixes and new projects that grows over time. Keeping up with the workload has its challenges: Constant re-prioritizing, competing projects and few resources are among some of the biggest issues that IBM i IT departments struggle with.

Having worked with thousands of IBM i clients, we have seen backlog lists that go back to the 90s and have thousands of outstanding tickets. While these are extreme cases, they can create perceptions that IT isn't supporting the organization and that the IBM i is outdated.

So how can IT address these challenges and start reducing the backlog to deliver on key business needs?

Here is a list of the top 10 things you can start doing today:

1 Understand and align with business requirements. Constantly shifting priorities drains time and resources.

2 Modularize your code, use industry best practices and set standards for application coding to make your code easier to reuse and maintain.

3 Document your code and development lifecycle process. Lack of proper documentation causes developers to waste considerable time and effort.

4 Streamline your on-boarding process. Real-time documentation helps new staff quickly become productive in addressing the backlog.

5 Use testing tools to improve the efficiency and usability of your code. This can also help reduce maintenance time and errors in the code.

6 Clean up your tickets. Are backlog items dating back to 2009 still relevant?

7 Consider using products that have an integrated development environment. They prevent errors and increase developer productivity.

8 Ensure your team has all of the skills needed to address all items in the backlog. If not, get them trained or consider getting some outside help.

9 Have a bench of professionals you can turn to when the demand increases. Can you scale your development capacity if business needs require it?

10 Consider bringing on temporary staff. It will free up your team to deal with the backlog or take on new projects.

Need help addressing your backlog?

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