

# Introduction

## Janelle L. Zeiters

- Account Manager, Compuware (current)
  - Application Delivery Management
- Technical Account Manager, Compuware
  - Application Development and Delivery Management
- Sales Engineer, Borland
  - Application Lifecycle Management
- Field Technical Specialist, Compuware
  - Automated Software Quality
- Programmer Analyst, Stroehmann Bakeries
  - PeopleSoft Financials & SQR reporting
- Bachelor degree in Management Information Systems, Penn State

# What makes a tool worth using from the standpoint of improving the development process?

- Tools should do one thing, and do it well
- Tools should have a short learning curve
- Tools should fill a common need
- Tools should be transparent
- Tools should provide value (...duh)