

TORONTO

SOFTWARE PROCESS IMPROVEMENT NETWORK

Thursday September 09, 1999

Nortel Networks: 505 University Ave., Fl. 20 (Superior Room)

Using Capability Assessment Models

ISO 9001, SPICE, CBA, IPI, SCE Bootstrap
(Michael Raftus of Graff Technologies inc.

addresses what they are, their strengths, weaknesses,
how risks and weaknesses are evaluated and the types
of reports provided.)

Post assessment action planning and implementation

**(Kaniska Rakhit & Ian Thomson of Citibank
Canada** will discuss how Citibank turned assessment
results into concrete actions, including strategies used
in action planning, how change was implemented and
what lessons were learned.)

Round Table Discussion

Open Q & A Session with the presenters

More Lessons Learned

Snapshots Session ~Lots of Networking

Visit www.interlog.com/~torspin/ or
Call (416) 597-7611 to register