



Date: Wednesday June 20, 2001

Time: 1-4 p.m. Admission: Free

(Registration 12:30 - 1:00)

Location: Toronto Colony Hotel, 89 Chestnut Street, Toronto.

**Topics:**

**CMM: The Road to Level 2 & The Use and Abuse of Software Metrics**

**CMM: The Road To Level 2 by Carolyn Swadron**

CIBC is committed to implementing CMM Level 2 in their Retail Banking Technology division. This presentation will provide insights into:

- CIBC's accomplishments to date
- Challenges and lessons learned
- Strategy and plan for achieving Level 2 institutionalization.

***Biography:*** Carolyn Swadron has an Hon. B.Sc. in Math and Physics from University of Toronto, CIPS ISP certification, and IT experience in a variety of industries, including finance, insurance, retail, health care, education and government. Her previous responsibilities include project management, systems development, technical support, productivity improvement, standards, methodologies and testing. She is a member of CIBC's Software Engineering Process Group (SEPG), and teaches Change Management for Centennial College's e-commerce program.

**The Use and Abuse of Software Metrics by Pat Cross.**

Metrics is becoming, once again, a hot topic in software process improvement. The gathering and use of hard data is a required activity in the CMM journey at Level 3 and beyond. Yet the subject confuses practitioners and good case studies showing defined improvement are hard to find.

CMM takes up Deming's mantra of improvement being 'fact-driven'. First, one must understand the 'facts' of measurement. In this presentation, a very quick overview of some measurement theories is given, hoping to whet the appetite for more. Recent examples of the abuse of metrics are presented. Finally, a simple way forward is offered, based on the experience of our comrades In Manufacturing Quality.

***Biography:*** Pat has an extremely varied background. She has a B.Sc. in Physics, an M.Sc. in Textile Technology and a Ph.D. in Consumer Studies. Her working life has been in teaching, technical management and consulting., mainly in the area of quality achievement. She was 12 years with Spar Aerospace introducing and managing the discipline of Software Quality Assurance specifically for the new Canadarm for the International Space Station, and other projects.

*Round Table Discussion*

*Open Q & A Session with the presenters*

*More Lessons Learned*

*Snapshots Session ~Lots of Networking*

Visit [www.torontospin.com](http://www.torontospin.com) to register.