



SOFTWARE PROCESS IMPROVEMENT NETWORK

APRIL 2003 EVENT

Topic	Measuring for Process Improvement	
Presenter	Sally Sykes Metrics for Project Managers Regional Metrics SME, EDS Canada	Dexter Zenar Metrics, Lessons Learned COSC Metrics SME, EDS Canada.
Summary	<p>Improving software product quality and productivity has become predominant priority for almost every organization that relies on software.</p> <p>Studies have shown that as many as one in every ten software projects are cancelled, often due to large cost and/or schedule overruns, unmanageable scope creep, or unsatisfied technical requirements. Many software organizations have these overruns measured in years not in months, weeks or days. The industry is aware of many contributing factors to these crisis situations: unrealistic estimates, poor planning, unmanaged risks, lack of information to support the decision making, to mention just a few.</p> <p>This event will discuss growing awareness of the important role that measurements play in solving these problems. Measurements at the project level can be used to objectively validate estimates, and plans, track progress and even anticipate future problems such as schedule slip and cost overrun. The objective of project level metrics program is to provide project managers with insight required to support decision making and to favourably influence the outcomes.</p>	
Biographies	<p>Sally's background is in application development and support, originally as a developer and analyst, and later as a project manager, primarily supporting EDS's manufacturing clients. Since 1992 Sally has been involved in process improvement and metrics in EDS; she was the project manager for the project that achieved SEI CMM level 2 in an EDS Canada organization, and the Productivity and Process Improvement leader when the same organization achieved SEI CMM level 3. She is currently the Regional Metrics Subject Matter Expert for the EDS Canada solution centre organizations.</p>	<p>Over many years Dexter gained experience in software process improvement, quality assurance, development and management of Web based, real-time, embedded, client-server, on-line and batch software systems. During his employment with General Electric, Bull, Honeywell, Nortel, PRIOR Data Sciences, ISG Technologies Inc. SHL Systemhouse and EDS Canada Dexter worked on a numerous projects in telecommunications, medical imaging, manufacturing and command, and control systems. He successfully completed process improvement projects in many software shops. Dexter is frequent speaker at events organized by local quality, software and process improvement organizations. He volunteers for Toronto SPIN. Mina and Dexter Zenar live in Toronto, Canada.</p>
Date / Time	Thu., 24 th Apr. 2003 13:00 – 16:00 (Doors open at 12:30)	
Location	Canada Life Building, IBM Mobility Centre, 330 University Ave., 2 nd Floor Subway: Osgoode; Parking at Queen & University	
Registration	http://www.TorontoSPIN.com \$10.00 at the door, Check with security	
Future Events	Jun 2003, Sep 2003 & Nov 2003	