

## Leadership Message

I attended my first Toronto SPIN event in September 2004. I was interested in the topics before, but could not attend because of other activities. The event I attended was a panel discussion where one of the panelists had been the Lead Appraiser in two SCAMPIs (Standard CMMI Appraisal Method for Process Improvement) in which I was part of the Appraisal team.

It surprised me to see the caliber of the panelists, the lively discussions between them and many interesting questions from the audience. The volunteers managed the event with professionalism. I was impressed.

After attending a couple more events, a change in work location and continuous traveling made it difficult for me to continue to participate. At the end of 2007 I decided to try again, and contacted TSPIN to become a volunteer. My idea was only to help in some events.

I volunteered for the February 2008 event. I helped with the registration desk and few other activities. After that I was asked if I would like to become the TSPIN Program Sub-committee Lead. I was unsure; my experience had been only with one event. Nevertheless I accepted. There was a good checklist for the planning and managing of events, and a subcommittee which included several volunteers that participated in the organization of previous events.

The Program Subcommittee Team made my job easier by guiding me, and together as a team, we delivered successful events. We continuously improved our tools and tried to learn from the feedback collected after each event.

We organized five events in 2008, matching 2005 as the two years with the largest number of events; in addition, in 2008 TSPIN also conducted a networking-only event in October.

## What's Inside

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Please submit any feedback on this newsletter as well as articles and digital photographs for consideration in future issues to [communications@torontospin.com](mailto:communications@torontospin.com).

Note that this newsletter and past issues of this monthly newsletter are available online at <http://www.torontospin.com/torontospin/press.shtml>.

In 2009 we started with a workshop on Requirements, something new for TSPIN, because we have never conducted workshops before. We are studying what other SPINs around the world are doing, to identify new ideas for our program. We are also trying to find more free venues for our events, which is a real challenge.

We hope to conduct six events this year, to make 2009 the TSPIN year with most events organized.

I am proud and happy to have the opportunity to contribute to the process improvement community and look forward to this year's events.

*Ruben Montero*  
Program Sub-Committee Lead

## Upcoming Activities

In this section, we will highlight a bit about upcoming events. Stay tuned, as more information about these events and activities becomes available. Please [register](#), if you plan on attending an event, as we use registration information as a basis for refreshment orders.



### April TSPIN Event – Measuring Software Process and Benefits of Process Improvement

Toronto SPIN is delighted to host another exciting conference event this month. For a long time, we have been seeking a downtown venue and have finally succeeded. Many thanks to BMO Capital Markets for making it possible for us to return to downtown Toronto for this event.

David Herron, VP of Knowledge Solution Services at David Consulting Group will present “Effectively Using Software Measurement to Improve Performance”. In this presentation, David will introduce the basic techniques of performance measurement, present a method for developing a performance baseline and show how this data can be used to model improvements. These techniques and methods will be further reinforced through a review of client case study.

Our second speaker, Dino D’Agostino, Master Certified IT Architect, from IBM Canada Limited, will present “Out of the Box Measurements for Lifecycle Management”. Dino will discuss measurements as they are implemented in Rational Team Concert, a collaborative platform for application lifecycle management. Rational Team Concert is a tool that contains many out-of-the-box measures that can be adapted to meet the measurement needs of different stakeholders.

Check out the full event details on the event poster at the registration website.

*Date & Time:* Wednesday, April 22 05:30 pm – 08:30 pm

*Location:* BMO Capital Markets

Nesbitt Burns room on the 5th floor, First Canadian Place (Bank of Montreal), 100 King Street West, Toronto (northwest corner of King & Bay)

Please mention to security that the host of the meeting is Baha Ohcebol (or his assistant Christy Dukitsch)

*Registration:* Online at <http://www.torontospin.com>, \$20 at the door

*Note:* Light supper included prior to presentations.

## What's Goin' On

Check out the following learning opportunities:

- April 20, 2009 – [CIPS IT Meeting – Lean Methods to the Rescue in Downturn](#) in Toronto
- May 4-7, 2009 – [SEI Architecture Technology User Network \(SATURN\) Conference](#) in Pittsburgh, Pennsylvania
- June 9-12, 2009 – [SEPG Europe 2009](#) in Prague, Czech Republic
- September 21-24, 2009 – [SEI Team Software Process \(TSP\) Symposium](#) in New Orleans, Louisiana
- November 2-5, 2009 – [International Conference on Computer Science and Software Engineering \(CASCON\)](#) in Richmond Hill, Ontario

### TSPIN Brain Teaser Contest

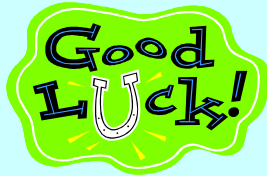
You could win a free pass to a future TSPIN event!

**YOU  
WIN!**

**This month's question:**  
**Name one of the  
process categories in the  
CMMI-DEV**

Submit your answer via email to  
[communications@torontospin.com](mailto:communications@torontospin.com) by May 16, 2009.

All correct entries will be collected and one winner will be randomly drawn. Winners will be announced in the next monthly newsletter.



### Other Activities in the Area

In this section, we share information about other upcoming activities in the area that may be of interest to our members. The focus is on activities that are aligned with Toronto SPIN's mission and mandate.

#### CIPS IT Meeting – April 20, 2009: Lean Methods to the Rescue in Downturn

There was never a better time to consider Lean methodology as an attractive opportunity to quickly improve business conditions and survive the economical storm. Companies with implemented Lean programs are much better prepared to face difficult times and to emerge stronger, once the economy recovers. Lean is a relatively simple, inexpensive methodology that brings fast results. Lean principles can be successfully applied across many economic sectors, not only manufacturing.

And, in this turbulent economy, is when businesses need Lean the most.

Peter Plenkiewicz, President and Founder of PMQG Solutions is the presenter at this CIPS event.

The event is taking place on Monday, April 20<sup>th</sup>, 2009 from 5:30 pm to 7:30 pm at the Metro Hall on 55 John Street in downtown Toronto.

If you plan to attend, please [register online](#). Attendance is FREE for all CIPS members and \$10.00 for all non-members. For CIPS meeting schedules, please visit <http://www.cipstoronto.ca>.

*Durray Masood*

*CIPS Volunteer - IT Management SIG*

### SEI Team Software Process (TSP) Executive Strategy Seminar Comes to Canada

June 16, Quebec City, Canada

June 17, Montreal, Canada

June 18, Ottawa, Canada

October 13, SEI Pittsburgh, Pennsylvania

The SEI is bringing TSP training to Canada with series of one-day courses dedicated to teaching an approach to organizational success that has already been put in place by Microsoft, Oracle, Intuit and other leading software developers. Join TSP Experts Jim Over and Gene Miluk of the SEI as they take you through the guiding principles of the Team Software Process (TSP). This seminar will give you the foundation you need to introduce TSP in your organization.

The TSP Executive Strategy Seminar will show you the techniques that high-performing teams use to deliver software on time, under budget, and on target. Attend this session to learn how to incorporate proven engineering practices into your projects while empowering teams for success. Follow the links to [register now](#), view a [complete course description](#), and [save \\$150 on this course with SEI Membership](#).

*From Shane McGraw  
SEI SPIN Coordinator*

## Need More?

Here are some helpful references:

#### Social Networking

For TSPIN members to contact and communicate with each other, we've set up an [official TSPIN group on LinkedIn](#). Members of this group will be able to start a discussion, submit a news article and view job posting.

#### Toronto 'SPINner' Online

Did you know that this newsletter and past issues of this monthly newsletter are available [online](#)?

#### Speaker Presentations from Past Events

Remember that final speaker presentations are available [on our website](#) for your reference.

#### Register for Upcoming Events

Submit your registrations for upcoming events [on our website](#).

## Special Feature – SEPG North America March 23-26, 2009 San Jose

The acronym "SEPG" has come to serve a dual purpose. Most process improvement professionals will recognize SEPG (Software/Systems Engineering Process Group) as the team within an organization responsible for process improvement and process management. (sometimes called "EPG" – Engineering Process Group). But SEPG is also the name of a conference series that has been sponsored by the SEI for the past 21 years. The very first SEPG conference was held in Pittsburgh PA in 1988 with less than 500 participants. Since then the annual conference has successively grown and usually has between 1500 – 1800 participants in North America. In fact there are now four different SEPG conferences; one in North America (San Jose March 23-26, 2009), Europe (Prague, June 9-12, 2009), Latin America (venue and dates not announced yet) and Asia/Australia (Osaka, September 16-18, 2009).

Having attended about 8 or 9 of the past conference, it was with much anticipation that I flew to San Jose a few weeks ago. The theme for this years conference was "Performing at a Higher Level" and the technical program had 6 parallel tracks covering topics like CMMI-DEV, People CMM, PSP/TSP, Agile, ISO, Six Sigma, approaches to HM; CMMI-ACQ; CMMI-SVC, Small settings. So many interesting presentations to choose from – but fortunately the conference proceedings are provided on a CD. So many people to network with - I set a couple of goals, meet old friends as well as meet at least 4 new people.

The last paragraph has a bunch of acronyms and buzzwords, so here's a challenge: which ones do you use, which are you aware of, and which would you like to know more about?

The effects of the current economic climate were evident as soon as I registered for the conference and looked into my conference material – no CD. Participants were told to download presentations they were interested in from a website – and there was no "download" all option. I keep the proceedings of older conferences for future reference so this was an inconvenience. Instead of the huge buzz generated by over a thousand people, this conference was much more low-keyed, with approximately 800 attendees. Several faces I expected to see were not there, but there were about 80 first time attendees, so process improvement is still alive. The exhibition hall – always a good place to see new tools, talk with people selling their services or buy books at discounted rates and have the authors sign - was about half the usual size, so few exhibitors, but that meant more time to chat and more space to move around.

Fortunately the presentations were as interesting as I expected them to be. Some of them were so popular that there was standing room only – resulting in the fire marshal imposing a limit on the number of people in

each presentation room. There were four really interesting keynote speakers, all from industry:

- Scott Cook, Co-Founder of Intuit (Quickbooks, TurboTax) spoke of how Intuit uses TSP and Agile to innovate and grow.
- Jim Bampos, vice president for information & quality management at EMC Corporation, talked about EMC's process improvement programs which are guided by the external customer's needs.
- Jim Sartain, senior director of quality at ADOBE whose presentation was about measuring customer loyalty as the motivation for process improvement, as well as the "services" provided by Adobe's Quality Initiative, which interestingly enough included TSP.
- Alistair Cockburn, Humans and Technology Inc. author of the Crystal family of agile methodologies. Mr. Cockburn used the "game metaphor" to describe software development. The form of the "game" is dependant on the "number of players" (people in the development team, location) and the stakes of the game (life critical software, discretionary money, etc)

The conference usually has at least one day of tutorials where participants get a chance for hands-on learning, through group exercises, - the latter proved to be a bit of a problem when 80 people were crowded into the room. An innovation at this conference was a morning devoted to "Peer2Peer" sessions. Participants were asked to announce (on a white board) topics they wished to discuss. Those interested in a particular topic then had a chance to meet and share their experiences. Several of these sessions were with one of the presenters, which allowed for more dynamic interaction than the usual 10 min of Q&A after a presentation.

The presentations I found most interesting were:

- All of the presentations on High Maturity - using statistical and quantitative methods to manage projects is not yet main stream in the software world,
- Applying Lean (and Six Sigma) techniques to software development projects – one presentation was about using KanBan principles in software. KanBan comes from Toyota's production system and is a "PULL" system, where available capacity at the end of "the line", (this could be system testing in the case of software) determines the amount of work done in earlier stages (requirements analysis, design, coding).
- Discussion around interpreting the CMMI for Services
- A tutorial on understanding organizational and individuals cultures
- Ideas on how to drive organizational change
- A panel discussion on combining CMMI and Agile techniques

I will end with an interesting fact - The week before the conference the SEI registered the 100,000<sup>th</sup> participant of the "Intro to CMMI v1.2" training.

More information and pictures from the conference can be found at <http://www.sei.cmu.edu/sepгна/2009/>

Next year's SEPG will be March 22-25 in Savannah, Georgia. Mark your calendars.

*Winifred Menezes*

*CMMI-DEV/ACQ/SVC SEI-certified Instructor and  
SCAMPI A/B/C High Maturity Lead Appraiser*

**News from SEI**



We often receive valuable information sent to us by Shane McGraw of SEI. Shane coordinates collaboration across all SPINs around the world. As we see information that would be

valuable to our community, we will continue to include it in this section.

**Five New SPIN Chapters Formed**

Over the last two months five new SPIN chapters have been formed:

Cleveland, Ohio  
 Northeast Ohio SPIN  
 Barry Downing  
 president@neospin.org  
 http://www.neospin.org

Monterey Bay, California  
 Monterey Bay SPIN  
 John Mulshine  
 jmulshine@hotmail.com

London, England  
 London SPIN  
 Kavita Gulati  
 kavitagv@hotmail.com

Islamabad SPIN  
 Islamabad, Pakistan  
 Fizzah Shahid  
 fizzah.shahid@nadra.gov.pk

Syria SPIN  
 Ammar Fallaha  
 ammar.fallaha@automata4.com  
 http://www.SyriaSpin.org

Also, I have received interest in starting SPINs in the below areas. If you know colleagues in these cities that may be interested in starting/joining a SPIN please let me know and I will put them in contact with one another!

- Phillipines, Singapore, St. Louis (MO), Denver (CO)

The SPIN Network continues to grow. That brings the total number of SPINs to 136 worldwide! Feel free to pass along advice or attend a meeting if you travel to those areas.

*From Shane McGraw  
 SEI SPIN Coordinator*

**Toronto SPIN Volunteer Team**

Toronto SPIN would not exist without the support of dedicated volunteers. Many thanks to all our volunteers to contribute their time to making Toronto SPIN the success that it is today.

If you are interested in volunteer opportunities with Toronto SPIN, please send an email to [volunteers@torontospin.com](mailto:volunteers@torontospin.com). You will be invited to

attend a one-hour volunteer orientation session that will give you a full overview of how Toronto SPIN is organized so you can determine if, and how, you want to participate.

**Welcome to our Newest Recruit!**

Margaret Rowan has joined the volunteer team and will work with the Volunteer Sub-Committee. She is a Process Improvement Lead at Bank of Montreal and has been a SPIN member since March 2008.

**Our Current Volunteer Team**

Many thanks to Alan Osborne who has been involved with the Communications Sub-Committee and helped with the 2008 Networking Event. Alan has left our volunteer team and we would like to wish him well in his future endeavors. Thank you for your contributions, Alan.

Name	Company
<b>Steering Committee</b>	
Andrew Gurudata	Telus Mobility
Doris Concepcion	IBM Canada Ltd.
Erika Vintan	Bank of Montreal
Kirk Zapa	KAYZET Inc.
Rekha Kulshreshtha	IBM Canada Ltd.
Renay Langdon	eHealth Ontario
Ruben Montero	IBM Canada Ltd.
Vivienne Suen	IBM Canada Ltd.
Winifred Menezes	Freya Consulting Ltd.
<b>Volunteer Team Members</b>	
Cristina Dumitrescu	TUCOWS
Emmanuel Gonnet	Gem Up Consulting
Joyce MacDonald	Gregory Consulting Ltd.
Kaniska Rakhit	
Lynne McCombes	MKS
Mariam Hashmi	IBM Canada Ltd.
Orhan Kalayci	eHealth Ontario
Sachin Quadros	IBM Canada Ltd.
Simon Kalechstein	IBM Canada Ltd.
Venkat Ramaseshan	IBM Canada Ltd.
<b>General Volunteers</b>	
Hamid Yazdanpanah	IBM Canada Ltd.
Jenna Munro	IBM Canada Ltd.
Juana Zegarra	CGI Inc.
Sanford Hersh	Computer Elations Inc.
Susan Muckle	Ontario Energy Board

*Renay Langdon  
 TSPIN Volunteer Sub-Committee Lead*