

Title of Paper

Getting Started with Software Process Improvement Best Practices and Lessons Learned

Presenter

Pawel Pierzchalka / Cortal Consors (D)

Instructional Level

Introductory Intermediate Advanced

Target Group

Managers, Decisions Makers and Specialists (IT Managers, Project Managers, Process Engineers, QA Mangers, Software Engineering Process Group members) interested in the knowledge and efficient usage of the State of the Art in Software Quality Management

Keywords

- Assessment Models and Process Improvement
 - CMMI Model
 - Change Management
 - Project Management
-

Abstract

CMMI based process improvement is nowadays one of the means in order to improve and achieve the high performance organizations. Many companies have decided to start the process improvement initiatives. In this context, the right initial setup is crucial for the success. Having coordinated approach to initiating process improvement helps to overcome organizational barriers, reduce implementation cost, provide knowledge sharing and will secure achievement of positive results.

Your company has just decided to start with process improvement? You are responsible for taking care of the process improvement activities?

This presentation supports you and defines the key elements for getting started with CMMI based process improvement. It discusses prerequisites, infrastructure elements, key success factors, methods and tools, which are advised to look at, while starting an improvement work. Some selected best practices and lessons learned are discussed below.

Initiating process improvement refers to creating an organizational environment for the successful improvement of the processes. It is about creating drive for change, obtaining an understanding of the reasons for improvement of processes.

The current state of the processes is assessed by using one of the reference models - Capability Maturity Model Integration (CMMI) will be here useful. The model provides best practices and guidance for improving processes. It enables to assess the current state, identify gaps and define improvement actions.

Improvement objectives are defined and derived from organizational business goals and assessment results.

Obtaining senior management commitment and strong sponsorship is crucial for the success of Software Process Improvement (SPI) initiative. The sponsor gives direction, sets objectives, provides resources, removes barriers and obstacles and shows interest in the progress of the improvement work.

While getting started with process improvement initiative, it is important to establish this initiative as a project. The SPI project has the same priority as other development projects. The SPI project plan is available, with required resources (people and tools), defined roles and responsibilities and project infrastructure. There is a right balance between “soft” and “hard” factors of the SPI project. The committed project team is in place, with sufficient knowledge about processes and organization. The early phase of the improvement work concentrates on delivering results in pilot projects. It is about starting with small improvements and delivering first results in the short-term perspective. The results are visible to development teams as benefits and help to gain acceptance for further process improvement activities.

The presentation relates to the author’s experience in software process improvement while working in software-intensive automotive, IT and finance industry.

Biography

Pawel Pierzchalka is an IT quality manager at Cortal Consors / BNP Paribas in Germany. He is leading software process improvement activities within IT development departments. Before he was a consultant for one of the leading international process improvement consultancy. He has worked for customers such as BMW, Robert Bosch, GM/Opel, Harman/Becker, Visteon, SAP and ComArch.

He has more than seven years SPI experience – working on process improvement projects, process analyses and assessments, leading, coaching and supporting institutionalisation of the processes. His work interests are: project management, risk management, quality management, process improvement, process reference models (CMMI, ISO15504, PMBOK), measurement, change management and statistical process control. He is Project Management Professional (PMP), provisional ISO15504 (SPICE) Assessor, and CMMI-based Self-Assessments trainer/moderator. He has a master degree in Software Engineering and bachelor degree in Computer Science from Poznan University of Technology. He is a member of Polish Information Processing Society (PTI) and Project Management Institute (PMI).

He has presented SPI topics at local and international conferences: KKIOs (2000, 2002), SET 2006 and European SPEG 2007.

Contact information of Presenter

Pawel Pierzchalka

Manager IT Quality
Cortal Consors – BNP Paribas
Cortal Consors S. A., Zweigniederlassung Deutschland
Bahnhofstraße 55, 90402 Nürnberg
Fon +49 (0) 911/3 69 - 2327, Fax +49 (0) 911/3 69 - 2221
Email: pawel.pierzchalka@cortalconsors.de
Email (private): ppierzchalka@yahoo.de
www.cortalconsors.de
