

– TUG MoM Review –

The January 2004 Meeting of Members

By Stephen Bingham

Software Management: The Ultimate Survivor challenge!

Our evening started with our President **Eveline Gaede** introducing our guest speaker, **Paul Conte**, who was brought to us courtesy of **Soft Landing Systems**.



Eveline Gaede

Paul started off by asking the group to reflect and see if any of the following described their project management experiences:

- This project is “One of a Kind.”
- The process is (or isn’t) predictable.



- It takes too long.
- It's over budget.
- The Software is not reliable.
- The code is too hard to maintain.

With this in mind, Paul brought us through the five, “Software Development Process Levels”: Chaos, Repeatable, Defined, Managed and Optimal.

- **Chaos:** Is often defined as ad hoc, relying on individual heroics to fix the problem.
- **Repeatable:** Basic project management processes are in place so similar projects in the future can be repeated to achieve similar success.
- **Defined:** Software management processes are defined and documented. This may include regular training and peer reviews.
- **Managed:** Introducing quantitative and qualitative measures of the products and processes.
- **Optimal:** Continuous improvement based on previous results and innovation.

For more information on the “Software Development Process Levels”, please see the Software Engineering Institute at: www.sei.cmu.edu/cmn/cmm.sum.html.

Essentially, the primary goal of the software management process is to deliver a functional, maintainable product on time and on budget.



Stephen Bingham

With the background established, Paul was able to guide us on how to get from where we are, to where we want to be, in five basic steps that are defined in his whitepaper, the “Software Development Survival Guide”.

- **Making the case to management and staff:** Management needs to be convinced of the return on investment.



What will they get for their dollar\$?
The staff need to understand that in the long run, this will make their daily lives easier.

- **Adopting Change Management (CM):** With all the changes that can happen in a corporate IT environment, a solid CM process can help prevent problems before they occur. When everyone is aware that work is being done, then potential for unforeseen results or conflicts can be reduced or avoided.

Break Time

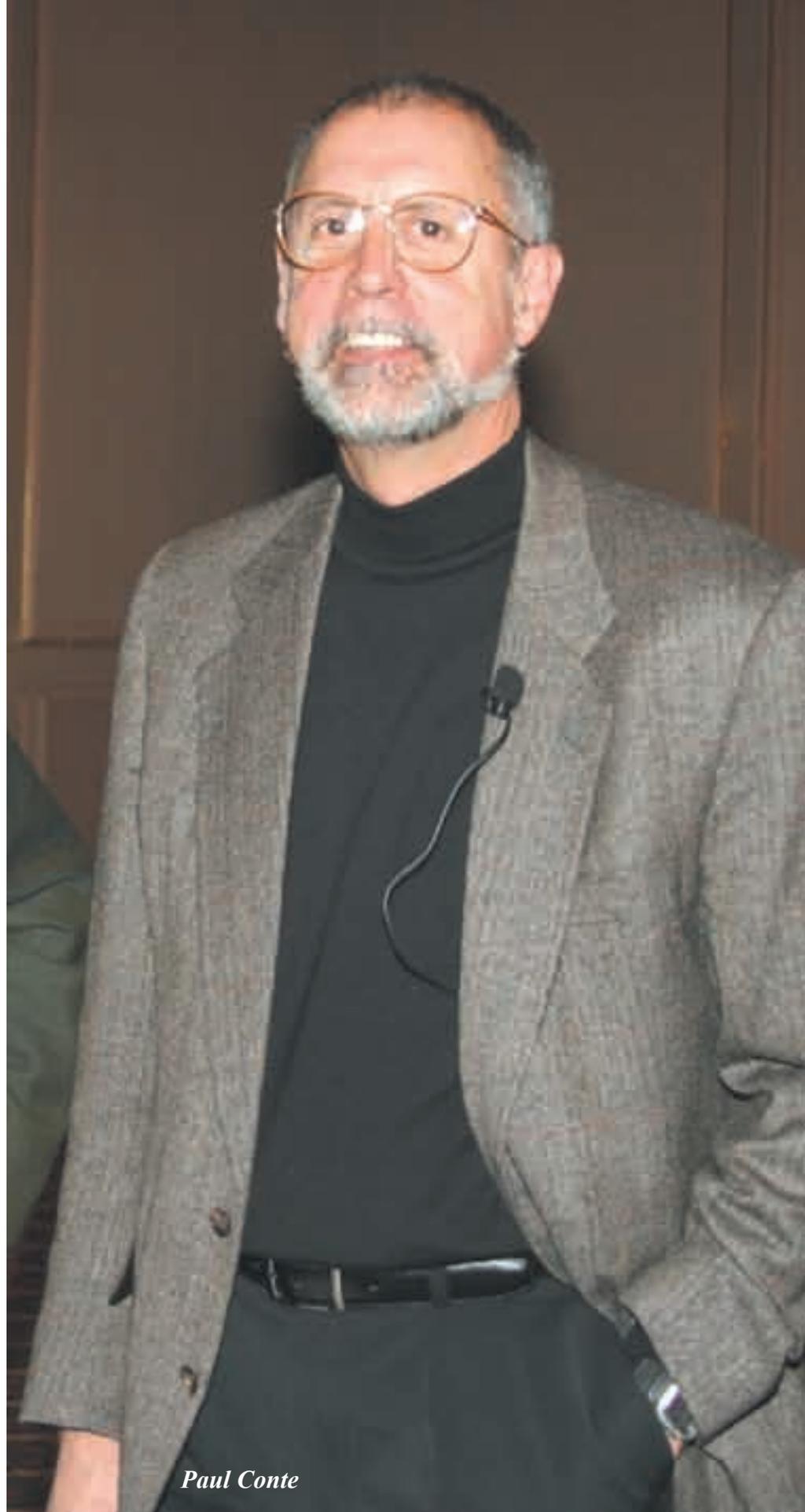
During the break, **Léo Lefebvre** introduced the members of the TEC committee. The 11th annual TEC conference will be held on April 20-21 at the Sheraton Parkway Toronto North Hotel in Richmond Hill. This must-attend event will include an emphasis on Websphere and include 2 sessions at IBM's Toronto lab on RSE (Remote System Explorer) and Web-Facing.

Following the break, Paul resumed his presentation with the next step of the process.

- **Adopting a quality assurance process:** Before you can reduce defects, you first need the ability to track them and find the root cause. Quality assurance is set of practises to measure and improve quality.



Photos by Léo Lefebvre



Paul Conte

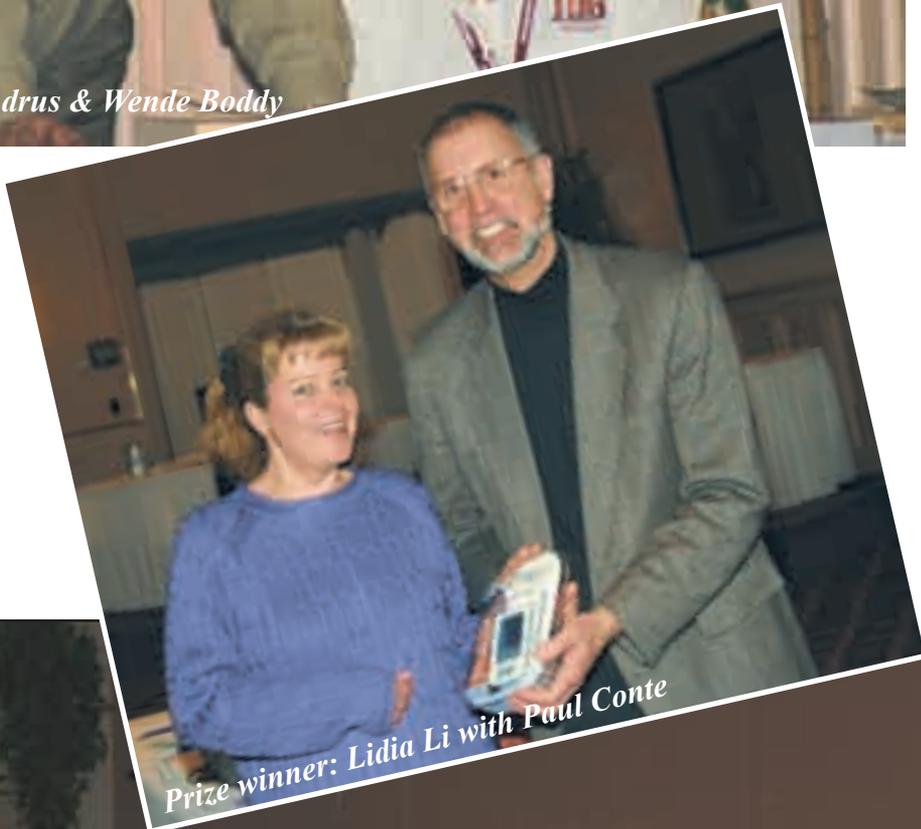


Neil Andrus & Wende Boddy

- **“Incremental” and “Iterative” development processes:** Every project can be broken down into tasks. Some of these tasks will be incremental, and others will need to be re-worked several times. In conjunction with your change management and quality assurances processes, you will be able adjust your deliverables and establish credibility with your end users, as well as build self-confidence within your team.
- **Re-assess and Improve:** The final step in the “Software Development Survival Guide” is to continually improve your methods and processes.

If you missed the session or would like a copy of the whitepaper, the “Software Development Survival Guide” or “Making the Case to Management”, please visit the SoftLanding website at www.softlanding.com. 

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Prize winner: Lidia Li with Paul Conte

Photos by Léo Lefebvre



The MoM crowd at rapt attention