



# Managing Software Process Improvement Workshop

A practical and  
systematic approach to  
managing a SPI programme  
smoothly and efficiently

## Workshop Description

Many organisations today have already decided on the technology they wish to base their Software Process Improvement (SPI) programme on (such as SW-CMM®, SPICE ISO/IEC 15504) and they are now facing the next challenging step. This step is the process of implementing a SPI programme throughout the organisation; a process that must align to the business goals and culture of the organisation. The implementation process is a challenging task, which requires an understanding of how to manage technological change, and how this change can impact on the human and organisational aspects of an organisation.

The process of implementing a SPI programme throughout an organisation requires an understanding of how to manage technological change, and how this change can impact on the human and organisational aspects of an organisation.

This workshop is led by an ESI Senior Consultant and provides a three-day intensive hands-on environment, where participants are encouraged to focus on a specific, real-life technology transition project. The participants learn the skills and knowledge needed to implement a SPI programme smoothly and efficiently. The workshop covers all the human and organisational aspects that impact on the success of introducing technological change within an organisation. The content of the workshop is supported by a specific case study which runs throughout the three-day programme.

## Who Should Attend this Course?

People with clear objectives and operative responsibilities in the SPI field within software-intensive organisations.

This includes SPI Champions, Discovery Teams and SEPG Managers.

## Benefits of the Course

- Participants will learn how to align the SPI program with the business needs of their organisation
- Participants will learn the skills and knowledge to implement a SPI programme on a continuous improvement basis
- Participants will be provided with a structured approach to deal with the human and organisational aspects of technology transition
- Participants will leave the course with tools and approaches that will help them to plan and manage a technology transition effort in their organisations

## Prerequisites

Participants must have adequate management background and insight to understand how process definitions and improvement contribute to business results. Participants should be about to, or already started on, a SPI programme in their organisation with a high level of responsibility for its implementation.

## Presenters

The workshop will be led by a Senior Consultant from ESI. The presenter will have several years experience in implementing SPI programmes throughout most industry sectors. The presenter will be qualified to assessor (or auditor) level in one or more of the following fields: SW-CMM®, SPICE (ISO/IEC 15504), Reuse-based Systems Engineering, ISO 9001.

## Information and Registrations

**ESI Training Services**  
European Software Institute (ESI)  
Tel.: +34 94 420 95 19  
Fax: +34 94 420 94 20  
<http://www.esi.es>  
E-mail: [training@esi.es](mailto:training@esi.es)

## Key Topics

- **Understanding Improvement**
  - the motivation for improvement; how to keep the improvement programme aligned to business goals; how to understand and interpret the improvement underworld to advantage; how managing improvement differs to managing a project
- **Social Issues of Improvement**
  - improvement is not just a process issue; the resistance to change and how to overcome this resistance successfully
- **Overview of Change Management**
  - understanding change patterns, change roles, goals and roadmap
  - the adoption curve, and organisational commitment to change
- **Improvement Models**
  - IDEAL
  - IMPACT
- **Phases of Improvement**
  - initiate
  - measure
  - plan
  - act
  - confirm
- **Case Study exercises and discussions**

<sup>1</sup> CMM and The Capability Maturity Model are registered trademarks of USA

## About ESI

European Software Institute (ESI) is one of the world's leading independent authorities on software process improvement.

We help businesses design, implement and measure improvement programmes that achieve real commercial goals

such as reduced costs and increased product quality.

Established in 1993 and with its headquarters in Spain, ESI is a non-profit organisation supported by the European Commission, the Basque Government and through company membership.

## ESI's Training Philosophy

ESI offers a broad training portfolio that will help meet your needs, whether you are a beginner seeking an introduction to SPI or an expert looking for more advanced SPI diagnosis and implementation programmes.

Our training is developed in line with ESI's work in emerging, cutting-edge technologies. Our philosophy is always to help turn theory into actual implementation

in the work environment, calling on industry experience, case studies and ESI's Best Practice Repository.

**ESI can offer in-company training, in SPI, or combine training with consultancy activities to offer an integrated service approach to support the implementation of SPI in your organisation.**

In addition to its open programme, ESI also offers in-company training and consultancy packages and is developing a number of Internet-Based Training products.

For further information and a full training calendar contact **ESI Training Services**.



Parque Tecnológico  
Edificio 204  
E-48170 Zamudio  
Bizkaia - Spain

Tel.: +34 94 420 95 19 • Fax: +34 94 420 94 20  
<http://www.esi.es> • E-mail: [training@esi.es](mailto:training@esi.es)