

SEPG North America 2011 List of Topics

Focus: Leveraging the Power of Process Improvement

1. Topic: Managing and Monitoring the Bottom Line through Process Improvement

Track name: Business Value, Benefits, & Impact

- Creating a value-added environment
- Identifying and communicating the return on investment through process improvement
- Aligning and communicating business objectives for optimal process improvement
- Improving IT outsourcing using CMMI
- Measuring and communicating benefits, impacts, and performance results
- Benefits and challenges of high-maturity organizations
- Bottom line benefits of a multi-model approach

2. Topic: Developing and Motivating Teams and Workforce

Track name: People, Teams, & Workforce

- Measuring team and workforce capability and capacity
- The role of people, process, technology, and culture in process improvement
- Enhancing process capability through workforce capability
- Benefits of developing high-performing and effective teams
- Process improvement teams in small-and-medium settings

3. Topic: Making the Most of CMMI

Track name: Moving Fast, Saving Money

- Sustaining improvement
- Benefits of and lessons learned from using tools and services in process improvement efforts
- PPQA as more than the “process police.” How to add value, beyond compliance, and minimize the audit effort while maximizing the impact/benefit of the outcome of doing the audits
- How to improve the requirements process and configuration management
- The role of Organizational Process Focus in Organizational Improvement Efforts

4. **Topic: Combining Models, Frameworks, and Standards**

Track name: Combining Models

- How to implement a multi-model, framework, standard approach improvement program (i.e., CMMI and Agile, CMMI and ISO, CMMI and Malcolm Baldrige, CMMI and People CMM)
- Benefits and lessons learned from combining maturity models, frameworks, and standard approaches
- Synergies between models, frameworks, and standard approaches

5. **Topic: Getting Started and Being Successful**

Track name: How'd They Do That?

- Getting started with process improvement: techniques and tools for new process improvement professionals
- Deployment and adoption
- How to deal with process improvement challenges and setbacks
- Getting process improvement buy-in from executives, managers, and the workforce
- How to identify return on investment measures for new process improvement programs
- Lessons learned and tips on the secret of success in process improvement
- Move fast, save money, and deliver quality

6. **Topic: Preparing for and Surviving Appraisals**

Track name: Appraisals

- Approaches and support for process appraisal
- Process appraisal issues: communicating process capability effectively/objectively
- Performance benchmarking to Supplement Process Capability Assessment
- Differences among appraisal classes and techniques
- Approaches for making process appraisal easier on team members and the organization being appraised
- When to use internal versus external appraisers
- Building useful process appraisal documentation

7. Topic: Achieving and Maintaining High Maturity Practices

Track name: High Maturity

- Innovative approaches to improvement planning and management for high maturity
- Benefits and challenges of high maturity
- Performance benchmarking
- Approaches to sustaining/maintaining high-maturity improvement
- The tools of high maturity
- Differentiating between high-maturity suppliers
- What's next beyond maturity level 5

8. Topic: Process Improvement in Small Settings

Track name: Small Settings

- Differences in small PROJECT process improvement versus small ENTERPRISE improvement
- Staffing a process improvement team with a mix of internal/external staff
- Innovative approaches to improvement planning and management to support small environments
- Can process improvement be "outsourced?"
- Sharing process improvement resources among different organizations/companies
- Service-oriented approaches in a small environment

9. Topic: Process Improvement in Service Settings

Track name: Services

- Implementing CMMI for Services
- Differences in PROJECT process improvement versus Service improvement
- Process Improvement in IT operations
- E-services/web services engineering improvement

10. Topic: It's Not Just a Better Mousetrap

Track name: Changing Behavior

- Identifying and changing behaviors

- Motivating change
- Dealing with resistance
- Adoption issues (NIMBY, WIIFMs, and other roadblocks)

11. Topic: To Infinity and Beyond

Track Name: Other Topics

- Future trend/technologies
- Strategic planning

12. Topic: Resilience & Cyber Security

Track name: Resilience & Cyber Security

- Security and dependability
- Systems engineering
- Architecture
- Risk management
- Simulation and predictive modeling

13. Topic: Professional Development

Track name: Professional Development

- Professional development activities
- Maintaining certification
- Change agent skills