Great Lakes Software Process Improvement Network (GL-SPIN)

Charter

and

Steering Committee

Role Definitions

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Charter

I. ESTABLISHMENT

The Great Lakes Software Process Improvement Network, hereafter referred to as the GL-SPIN, was established on December 8, 1997

II. MISSION

The GL-SPIN is a forum for the free and open exchange of software process improvement experiences and practical ideas. We promote achieving higher levels of process maturity and software quality through an active program of networking, publications, recognition of excellence, and mutual support.

III. OBJECTIVES

In carrying out its mission, the GL-SPIN intends to accomplish the following objectives:

- Promote software quality improvements
- Promote software productivity improvements
- Promote software process maturity
- Help foster and sustain organizational commitment to software process improvement
- Promote awareness of bottom line impact of software process improvement
- Transfer software improvement knowledge and innovation to all participants
- Share lessons learned with participants and other SPINs
- Promote cooperation between industry, academia, government and Software Engineering Institute (SEI) with respect to software process improvement technology
- Co-sponsor with the SEI, national and regional software engineering process group workshops

IV. ORGANIZATION

The GL-SPIN is organized as a Steering Committee, various working groups, members, and individual meeting coordinators. Participants receive no remuneration for their services.

A. STEERING COMMITTEE

The Steering Committee consists of those GL-SPIN participants who have committed to actively take on the roles and responsibilities of the various functions necessary to run the GL-SPIN. The Steering Committee operates as a consensus based decision-making team. See Role Definitions for a description and responsibilities of each steering committee role. One or more individuals may fulfill a specific role. All roles have equal voice in the decision-making process.

Responsibilities of the Steering Committee

- Manage the affairs of the GL-SPIN
- Maintain coordination with other SPIN organizations
- Approve GL-SPIN meeting calendar
- Review/approve GL-SPIN meeting proposals
- Approve annual budget for the GL-SPIN
- Approve the establishment, charter, and dissolution of working groups
- Appoint working group chairs
- Set goals for the GL-SPIN
- Elect Steering Committee members to the roles described in this charter
- Review the operation of the GL-SPIN periodically to determine improvements in its operation
- Solicit feedback from GL-SPIN participants as needed

B. WORKING GROUPS (WG)

WGs are established to address particular areas of interest to members within the GL-SPIN. A Working Group Chair leads a Working Group. The Working Group Chair is reviewed by the Steering Committee. The WG Chair has the responsibility to oversee the execution of the Working Group. GL-SPIN members may participate in Working Groups to help further the group goals. Working Group Chair selects Working Group Members and informs the Steering Committee. Working Groups shall work in accordance with the Working Group Process.

Working Group Process:

1. Responsibilities of the Working Group Chair
   - Develop the Working Group's charter and secure Steering Committee approval
   - Select Working Group members
   - Oversee the execution of the Working Group Charter
   - Report results of Working Group efforts to the Steering Committee
2. Responsibilities of Working Group Member
   - Attend Working Group meetings
   - Participate in the execution of the Working Group Charter

C. MEETING COORDINATORS

The Meeting Liaison and at least one Meeting Coordinator help organize each GL-SPIN monthly meeting. The Meeting Coordinator is a temporary and voluntary role fulfilled by a GL-SPIN member. The Membership Liaison provides a list of those members who have expressed an interest in this role to the Meeting Liaison. The Meeting Liaison collaborates with the Meeting Coordinator(s) to effectively implement the approved meeting topic in adherence with the Meeting Process, described in VII.

D. MEMBERS

Participation in the GL-SPIN is open without discrimination to all individuals, companies, academic institutions, and government organizations that are interested in furthering the mission and goals of the GL-SPIN.

E. MEMBERSHIP PRIVACY STATEMENT

The GL-SPIN shall provide mechanisms for sponsoring organizations to communicate with registered GL-SPIN members. The two mechanisms offered include direct email distribution and GL-SPIN website links.

V. ROLE ASSIGNMENTS AND TERMS

Any GL-SPIN participant may petition the Steering Committee to become a Working Group Chair or Steering Committee member. The existing GL-SPIN Steering Committee member attendees must approve new roles. Steering Committee members are confirmed upon a simple majority vote of the members present. The Steering Committee positions are reconfirmed annually in the second quarter of the year. Working Groups are reviewed annually in the second quarter of the year, at a minimum.

If a steering committee member is unable or unwilling to perform their tasks, the steering committee has the option to temporarily or permanently replace the member. For the success of the team, all steering committee members have attendance at steering committee meetings as a common measure of success. If unable to attend, the member's report shall be submitted.

VI. PARTICIPANT FEES

Any fees for sponsorship, membership, meeting attendance or special events shall be determined by the Steering Committee.

VII. MEETING PROCESS

A. MONTHLY MEETING

The GL-SPIN monthly meeting will normally take place during the presentation year (September – May) typically on the second Thursday of each month, at a place determined by the Steering Committee. Meetings will be conducted by the Steering Committee. All meetings are open to GL-SPIN members and guests. Agenda:

- Social Networking and Refreshments
- General Business Meeting and Announcements from the Steering Committee Leader
- Technical Presentation
- Questions, Answers, and Meeting Feedback

B. STEERING COMMITTEE MEETINGS

The Steering Committee meets on the same day as the monthly GL-SPIN meeting and may meet at other times as deemed necessary by the Steering Committee. Meetings are open to all interested GL-SPIN members and invited guests. The Steering Committee Leader will facilitate meetings. The meeting process for the Steering Committee meeting is as follows:

1. The Leader shall define an agenda and distribute to meeting participants one week in advance. An agenda shall include at a minimum, the reading of the previous meeting minutes, old business issues, new business issues, status of open business issues (action items), reports from steering committee members and an opportunity for open discussion.

2. The Meeting Liaison shall record the minutes of the meeting. If the Meeting Liaison is unable to fulfill this responsibility, the Leader shall assign a recorder. Attendance of the Steering Committee members shall be included in all minutes, as well as date, time and place of the meeting, the meeting agenda, action items, assignments, resolutions and general discussion topics of the meeting.

3. The recorder shall consolidate and distribute the meeting minutes to Steering Committee within one week of the meeting. Steering Committee approves and/or sends additional comments as necessary. The minutes are submitted to the Webmaster Liaison for publication to GL-SPIN's website within one week of distribution.

VIII. CHARTER REVISIONS

Charter revisions are approved by a two-thirds (2/3) majority vote of the Steering Committee the Charter will be reviewed annually.

IX. DISSOLUTION OF ORGANIZATION

The GL-SPIN organization can be dissolved only with the unanimous agreement of all Steering Committee members, together with a majority vote at a meeting publicized in advance to all current participants of the GL-SPIN.

Should the organization dissolve, all GL-SPIN bank account funds will be donated to other non-profit organizations as determined by the steering committee.

Role Definitions

I. LEADER

A. PURPOSE

The GL-SPIN Leader serves as the meeting leader for the GL-SPIN Steering Committee and also supports and promotes the mission of the GL-SPIN.

B. TASKS

1. Manage the affairs of the GL-SPIN:
2. Serve as a point of contact for the GL-SPIN.

C. TASK DETAILS

1. Preside at the regular meeting of the GL-SPIN Steering Committee.
2. Chair and facilitate the regular and special GL-SPIN General meetings.
3. Manage the operational tasks of the GL-SPIN.
4. Call for an election of new members of the GL-SPIN Steering Committee
5. Tender formal invitations to candidate guest speakers
6. Provide awards/recognition to guest speakers and outstanding contributions made by GL-SPIN members.
7. Coordinate SEI and other SPIN contacts in collaboration with the Network Liaison.
8. Attend National SPIN and Software Engineering Process Group (SEPG) conferences.
9. Take over the responsibilities of Co-leader in the case of absence.

D. MEASURES OF SUCCESS:

1. Attend all Steering Committee meetings or notify the co-leader as soon as is practical of absence.
2. Communicate status on new SEI activities that affect the GL-SPIN at the first Steering Committee meeting following receipt.
3. Send formal invitations to candidate speakers within one month of notification from Meeting Liaison of name and address.

II. CO-LEADER

A. PURPOSE

The Co-leader serves as support for the Leader and promotes the Mission of the GL-SPIN.

B. TASKS

1. Assume the responsibilities of the Leader as required.

2. Manage the administration of the Working Group(s) in accordance with the Working Group process. Review the charter annually.

C. TASK DETAILS

1. Assume the responsibilities of the leader in the event of absence.

2. Assume the responsibilities of the leader in the event of permanent absence until the leader is replaced by the Steering Committee.

3. Manage the administration of the working group(s):
   - Facilitate the Working Group reporting activity to the Steering Committee
   - Present Working Group Chair recommendation to the Steering Committee for appointment
   - Act as a point of contact for the Working Group Chair(s)
   - With the Working Group Chair(s), facilitate and aid in the development of a timeline and milestones for the Working Group activities
   - Present Working Group timeline/milestones for Steering Committee review
   - Facilitate the development by the Working Group of a Working Group Charter
   - Maintain a list of ACTIVE and PAST Working Groups.

D. MEASURES OF SUCCESS

1. Replacement of a new Leader by the GL-SPIN Steering Committee is completed within two meetings following the notification of loss of GL-SPIN Leader.

2. Working Group presentations are completed at a Steering Committee meeting following the creation of the WG.

3. WG Status is reported regularly to the Steering Committee during the existence of the WG.

III. NETWORK LIAISON

A. PURPOSE

The purpose of the Network Liaison is to serve as the GL-SPIN point-of-contact for - external organizations and act as the publicity and communications coordinator.

B. TASKS

1. To act as point of contact for the SEI, academic institutions, other SPINs and professional organizations such as IEEE and ACM.
2. Coordinate the transfer of information between these organizations and the Steering Group
3. Coordinate advertising and newspapers articles.

C. TASK DETAILS

1. Develop and maintain a directory of organizations and a contact tracking system (contact name, role in organization, address, fax, phone, email address, "why interested" in supporting the SPIN, their organization's mission, our objectives for networking with the organization, frequency of contact).
    a. Notify external organizations of the existence of the GL-SPINs including a description of its mission, meeting schedule, etc.
    b. Investigate pools of potential networks
2. Provide reporting to the Steering Committee of information requests.
3. Provide information to Meeting Liaison for dissemination at SPIN meeting.
4. Create, maintain, and execute monthly publicity plan.

D. MEASURES OF SUCCESS

1. Mailing list of directory contacts is available within five days of request.
2. Networking responses are received within requested timeframe.
3. Advertisements and newspaper articles published in a timely manner.

IV. TREASURER

A. PURPOSE

The treasurer is responsible for the collection and disbursement of all funds of the Great Lakes SPIN under direction of the steering committee.

B. TASKS

1. Perform proper accounting processes for all transactions.
2. Prepare yearly budget, financial plans and report status of plans.
3. Pay bills/transfer funds.
4. Prepare and file taxes.
5. Maintain GL-SPIN United Stated Postal Service post office box.

C. TASK DETAILS

1. Ensure proper accounting and recording of all transactions.
   a. Collect and record all financial income.
      - Ensure the proper recording and credit is performed.
      - Deposit collections in appropriate financial institution.
   b. Receive and record all bills or reimbursement vouchers.
2. Report financial statuses in each GL-SPIN meeting, expenditures compared to budget.
3. Prepare a yearly budget plan and financial report, reported in the third quarter.
4. Maintain the list of sponsors and contribution amount.
5. Pay bills/transfer funds using the following guidelines:
   a. Release of funding under $250.00 for the purposes of payment for services or catering for the monthly meeting may be released and signed by the treasurer. This may occur no more frequently than twice a month.
6. Prior to incurring any expense, the expense must be authorized by the steering committee, as follows:
   a. Expenses greater than or equal to $500.00 must be approved by the steering committee.
      - Request for payment made to Treasurer and GL-SPIN Leader
      - Steering Committee vote on approval of release of funds (voting by email or 'Live').
   b. Expenses less than $500.00, the Leader and one other steering committee member may authorize.
   c. For expenses less than $250.00, the Treasurer may approve an expense payment.
7. File taxes according to the IRS guidelines of section 501c (6) organizations.
8. Establish and maintain the GL-SPIN Post Office Box.
   a. Ensure mail is collected at least two times per week.

b. Notify other steering committee members of any mail personally addressed to them.

D. CONSTRAINTS

The Treasurer and Leader shall both have the authority to sign checks.

E. MEASURES OF SUCCESS

1. Books reconciled monthly with the appropriate financial institution report.
2. Payments made on time for any expenses to avoid any late fees.
3. Deposits to financial institution within fourteen days of receipt.
4. Taxes filed properly and prior to tax deadline to avoid any penalty.
5. Mail collected weekly.

V. MEMBERSHIP LIAISON

A. PURPOSE

The GL-SPIN Membership Liaison maintains the GL-SPIN Membership list, distributes the monthly meeting notices, and monitors the GL-SPIN mailbox.

B. TASKS

1. Maintain membership list.
2. Maintain e-mail distribution list(s).
3. Distribute monthly meeting notices.
4. Report post-meeting feedback.
5. Serve as meeting greeter.
6. Track membership.
7. Monitor GL-SPIN web mailbox.
8. Distribute training and career notices to members willing to receive such information from approved GL-SPIN sponsors, working groups, and peer organizations

C. TASK DETAILS

1. Maintain membership list
   a. Accept new members willing to receive two email messages each month.
   b. Remove/add/update members upon request
   c. Delete members with no attendance record during the current presentation session.
   d. Maintain in a format for distribution to GL-SPIN Steering Committee (currently Microsoft Excel).
   e. Maintain the following pieces of information per member:
      - Last and first name
      - Email ID
      - Monthly meeting attendance
      - Willingness to receive training notices from GL-SPIN sponsors
      - Willingness to receive career notices from GL-SPIN sponsors
      - Willingness to function as a greeter
      - Occurrences of failed email messages
   f. Optionally maintain the following pieces of information per member
      - Title or Position
      - Business Name
      - Business Address
      - Mail stop
      - City

- State
- Zip Code
- Business Phone
- Willingness to post meeting attendance on website
- Willingness to volunteer

2. Maintain email distribution list.

   a. Remove members upon request.

   b. Delete members with invalid email IDs.

   c. Update IDs per member request.

   d. Maintain list in a format that promotes distribution to the GL-SPIN Steering committee (currently Outlook Express address book).

3. Distribute monthly meeting notices.

   a. Issue a meeting notice within a week of the last meeting.

   b. Issue a reminder notice within a week of the next meeting.

   c. Include approved messages from GL-SPIN sponsors, working groups, and peer organizations in meeting notice.

   d. Meeting notices are to conform to existing standard and include meeting date and time, location and directions, parking instructions, meeting agenda, and speaker information.

4. Report post-meeting feedback.

   a. Collect post-presentation feedback from membership using existing feedback form.

   b. Tabulate, chart, and distribute responses to GL-SPIN Steering Committee.

5. Serve as meeting greeter.

   a. Welcome members to the GL-SPIN meeting.

   b. Assist new members with GL-SPIN registration.

   c. Aid existing members in a review and update of their membership information.

   d. Provide members with meeting tri-fold and any approved information from GL-SPIN sponsors, working groups, and peer organizations.

   e. Direct members to refreshments and presentation areas.

6. Track membership.

   a. Update the monthly attendance record of each member in his membership record.

   b. Respond to requests for attendance verification (used by members to maintain professional certifications).

7. Monitor GL-SPIN web mailbox.

   a. Perform a weekly review of the INFO@GL-SPIN.org mailbox.

b. Handle or distribute all messages (of a non-personal nature) sent prior to a week of the next Steering Committee meeting by that meeting.

8. Distribute training and career notices to members willing to receive such information from approved GL-SPIN sponsors, working groups, and peer organizations.

   a. Maintain a distribution list of members willing to receive training information.

   b. Maintain a distribution list of members willing to receive career information.

D. MEASURES OF SUCCESS

1. Monthly meeting notices sent within a week of the last meeting.

2. Monthly reminder notices sent within a week of the next meeting.

3. Post meeting feedback compiled and distributed to the GL-SPIN Steering committee before the next GL-SPIN Steering committee meeting.

4. Membership mail read within a week of receipt.

VI. MEETING LIAISON

A. PURPOSE

The Meeting Liaison is responsible for developing a proposed list of monthly meeting topics, coordinating meetings and recording Steering Committee meeting minutes.

B. TASKS

1. Develop and maintain the SPIN meeting calendar.
2. Act as point of contact for individual Meeting Coordinators.
3. Report to Steering Committee on meeting status and issues.
4. Record and disseminate minutes of Steering Committee meetings.
5. Interact with University Liaison to ensure coordination of facilities.

C. TASK DETAILS

1. Develop and maintain the SPIN meeting calendar.
   a. Develop a list of proposed meeting topics and speakers for the following GL-SPIN season (September – May) by July.
   b. Plan no more frequently than monthly meetings.
   c. Avoid summer months.
   d. Consolidate steering committee and general meeting dates.
   e. Publish calendar to steering committee and SPIN members (on the GL-SPIN website and tri-fold).
2. Act as point of contact for individual Meeting Coordinators.
   a. Plan and appoint general meeting coordinators in advance of schedule by 2 meetings.
   b. Aid in selecting and communicating to prospective GL-SPIN guest speakers.
   c. Provide a meeting planning package to meeting coordinators.
   d. Provide GL-SPIN information package to guest speakers.
   e. Aid Meeting Coordinator in details of meeting arrangements regarding:
      - Location
      - Refreshments
      - Agenda planning
      - Guest speaker selection
3. Report to Steering Committee on meeting status and issues.
4. Record and disseminate minutes of Steering Committee meetings.
   a. Capture and record Steering Committee meeting minutes
   b. Review minutes with one other Steering Committee member

c. Hand over minutes package to Membership Liaison for distribution.

d. Publish meeting minutes one week after the meeting.

D. MEASURES OF SUCCESS

1. Two or more meeting proposals submitted for each monthly meeting from general members.
2. Meeting minutes published by one week after the meeting.

VII. GOVERNMENT LIAISON

A. PURPOSE

Represent the GL-SPIN and government initiatives, which can be leveraged for mutual benefit.

B. TASKS

1. Attend government-initiated meetings, at the federal, state and local government levels as needed.
2. Report back to the steering committee status and ongoing activities within the government.
3. Report to the Great Lakes SPIN Steering Committee on opportunities relative to the software community.

C. MEASURES OF SUCCESS

Contact hours (Technical transfer)

VIII. WEBMASTER LIAISON

A. PURPOSE

Manage the GL-SPIN website.

B. TASKS

1. Organize, update and manage the GL-SPIN website
2. Develop the GL-SPIN website in to a repository of process improvement information
3. Maintain timely GL-SPIN activities on the GL-SPIN website

C. TASK DETAILS

1. Update the website monthly
2. Incorporate approved content changes as submitted and sent to Webmaster
   a. New content requests approved by the Steering Committee
   b. Website comments
3. Review content monthly at Steering Committee meetings.
4. Webmaster is responsible for site modifications (updates, etc.).
   a. A duplicate, back-up system may be created.
   b. Monitor web activity (number of hits) and report results to steering committee.

D. MEASURES OF SUCCESS

1. Copy of the meeting notice, tri-fold and, website modifications published the week following the steering committee meeting for the next month.
2. Current GL-SPIN activities available on the web site two weeks prior to the steering committee meeting.

IX. UNIVERSITY LIAISON

A. PURPOSE

The University Liaison is responsible for reserving meeting facilities and ensuring presentation equipment is available.

B. TASKS

1. Collaborate with the Meeting Liaison to establish dates/times facilities are needed.
2. Provide any special room/equipment instructions to the Meeting Liaison.
3. Notify Meeting Liaison of any issues impacting the planned meeting dates, times, and locations.

C. MEASURES OF SUCCESS

Number of meetings held successfully at the designated location.

X. SPONSOR LIAISON

A. PURPOSE

The Sponsor Liaison is the primary contact between the GL-SPIN and sponsor organizations.

B. TASKS

Interface with the sponsor organizations.

C. TASK DETAILS

1. Maintain point-of-contact relationships with the sponsor organizations.
2. Continued elaboration of the value added of GL-SPIN membership.
3. Solicit organizations to become sponsors of the GL-SPIN.

D. MEASURES OF SUCCESS

Continued support of the GL-SPIN by the sponsor organizations.