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