



A cooperation of



Process Improvement in Information Technology and Services

A half-day workshop for quality-conscious and ambitious IT Professionals

Fact Sheet

Purpose:

- To get an overview of the five most used quality models: ISO 9000, CMMI, SPICE, ITIL, eSCM¹
- To learn and discuss Best Practices
- To pick up some reliable decision criteria

Contents:

- An overview of various quality models
 - Explain the models background, structure and applicability to Information Technology and Services
 - Spread/pervasiveness of the models – results of the Europe-wide survey on QM-models
- Experiences with the models
- How to start - best practices for the way to better quality
- Things to avoid
- Questions and answers - discussion

Date and time:

- Duration: App. 4 hours
- Date: 26.3.2009
- Location: Freiburg, Kaiser Josef Str. 274, 1. OG, im SPIQ JF Raum.

Cost

- Not for free – but at a reasonable cost: 180 EUR plus MwSt. (Coffee break and Apéro inclusive)
- And: early birds pay only 150 EUR plus MwSt. - deadline 13.11.2008
- Students tariff: 60 EUR plus MwSt. (= 71,40 EUR)
- 10 % reduction for SPIQ or mff members
- Ask for reductions for mutiple registration of enterprises

Workshop speakers:

- Anantara
 - Bennet Kumar, Principal Consultant; Anantara Solutions
- SPIQ
 - Michael Flötotto, Flötotto Software Engineering;
 - Volkhart Schönberg, büro für neue systeme gmbh

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1 eSCM: eSourcing Capability Model



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Leveraging Best Practices and Quality Models

Description

This workshop provides the participants with an appreciation of different quality models and best practices frameworks, their features, benefits and applicability in IT and Information Services. It provides decision making criteria for management to implement the appropriate quality models relevant to the organization's business context.

Agenda

- A brief discussion of the results of a Europe-wide survey on QM Models
- An overview of various quality models (ISO 9000, CMMI, SPICE, ITIL, eSCM): background, structure and applicability to Information Technology and Services
- How to start an integrated process improvement journey
- Preconditions and things to avoid
- Wrap-up and summary

Who should attend

- CxOs
- Operations Heads
- IT Leaders
- Quality/Continuous Improvement Leaders
- Project Managers

What's behind

Quality models and best practice frameworks have become indispensable for IT and Information Services organizations to drive internal process improvement and to evaluate external service providers. Besides enhancing process effectiveness, process improvement also focuses on mitigation of business and environmental risks and consistently meeting customer expectations and helps to derive maximum business value.

A variety of QM and best practices models and frameworks exist (ISO 9000, CMMI, ITIL and eSCM) which address different areas of focus and have varying degrees of awareness, maturity levels and extent of adoption.

This workshop will discuss survey results and will demystify various best practices and quality frameworks and standards. It will also provide a guideline for embarking on an improvement journey where organizations can leverage a variety of best practices and weave them into a cohesive organization-wide initiative.

Anantara, an Indian company with many European and German partners, and SPIQ, a network for IT Professionals, both have widespread and long lasting experience in the field of process improvement and quality effort for better software. Together, they will bring the latest insight and best practices to you.