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Title of the presentation /Tutorial

Managing Change: the Human Factor in Process Improvement Initiatives

Speaker(s)

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Category

Getting Started Intermediate High Maturity
 Presentation Tutorial

Target Audience

Senior Management IT Managers
 Project Leaders SEPG Leaders
 Practitioners Others:

Key Words

Process Improvement, change Management,

Abstract (maximum 250 Words)

This presentation focuses on change management in the context of a software quality or process improvement initiative. Changes from applying a new testing tool to a complete reorganization of the company do not happen overnight. Since this has to do with changing people's ways of doing things (as they have been doing them for many years), this is a very painful process. In fact, 70% of such improvement initiatives are failing because they lack the basic understanding of how to manage changes – with a vision, commitment, incentives, resources, good communication etc., being usually managed just “technically” (We are engineers, not change managers!). The presentation will focus on the foundations for a successful change program. A special focus will thereby be given to the management of barriers and resistance. Different strategies will be presented to address management (economic rationale to invest, ROI etc) or practitioners (What are the benefits for me on a daily basis?). The “theory” of change management will be illustrated by real-life examples of how to approach those typical “human” issues in the context of process improvement initiatives

CV (200 words)

Photo

Christophe Debou is a SEI Certified Instructor for CMMI for Development and CMMI for Services V1.2.

He has over 20 years of experience in the IT world. From 1990 to 1997, he worked for Alcatel in different technical and managerial positions.

Among other things, he was managing Alcatel corporate-wide initiative for Software Process Improvement.

From 1997 to 2001 he was manager at Q-Labs, a consulting company in software engineering.

From 2001 to 2006, Debou was Vice-president of ComArch SA. Currently Debou is Director for the Central and Eastern Europe Market at KUGLER MAAG CIE, a leading consulting company in process improvement



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