

SPI MEETS IN SOFIA
Joint Conference: EuroMed SPI & CEE SPI
18th - 19th October 2010
Sofia, Bulgaria

Title of the presentation /Tutorial

Measurement and Analysis, where do I start?

Speaker(s)

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Category

- Getting Started Intermediate High Maturity
 Presentation Tutorial
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Target Audience

- Senior Management IT Managers
 Project Leaders SEPG Leaders
 Practitioners Others:
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Key Words

Measurement, Metrics, CMMI, MA

Abstract (maximum 250 Words)

Measurement and Analysis is a process that supports the information needs of all organizational levels. Proper data collection, information analysis and dissemination of results, enables the organization to have a more accurate picture of processes' performance and the achievement of the business objectives.

The importance of this process, however, is underestimated within an initial program of process improvement. Many organizations, either by ignorance or by the "difficulty" of technical solution, leave its implementation at the end of the project and they lose initial data that could demonstrate the immediate impact of process improvement in the organization in a future.

Each organization is independent from one another and it has its own goals and process definitions from their specific business objectives; but it is likely that all share the same expectations: to be profitable, that is, to have more revenue with less expense, and to satisfy their customers.

From this premise, it is possible to determine a hierarchy of objectives and indicators that allow us to define basic metrics that could be developed with the possibility of their accountability since beginning.

This presentation shows five metrics that may be sufficient, initially at least, to measure the impact and the benefit which can provide a program of process improvement. These metrics are related to defects in post-production, deviation of time and effort, change requests during project and nonconformities detected during development. Also gives some recommendations on the process definition, responsibility and the consolidation of results.

CV (200 words)

Enrique Morey is Master in Business Administration by ESADE Business School (Barcelona, Spain) and Systems Engineer by Pontificia Universidad Catolica del Peru (PUCP). He is a Senior Consultant in the Services Area of European Software Institute (ESI) and Certified SCAMPI Lead Appraiser for CMMI DEV, ACQ & SVC by Software Engineering Institute (SEI).

Enrique Morey has led assessments for software development and maintenance processes in Spanish and Latin American companies. He has participated in Software Engineering Process Group Latin America Conferences (SEPG LA) as program committee member and speaker since 2005.

Before joining ESI, Enrique Morey worked as SEPG Leader of Systems Division of the Banco de Credito del Peru (BCP) and Project Manager of Implementation CMMI model, having achieved maturity level 3. Also part of the training staff in the PUCP and he has extensive training experience at universities and institutions.

Photo



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