

The Network of Centers for Very Small Entities (VSEs) First e-meeting

Niigata, Japan

May 27th, 2010

ISO/IEC JTC 1/SC 7- Working Group 24



Agenda

- Introduction of participants (name, affiliation) (5 m.)
- Presentation of the Entry Profile (15 m.)
- Presentation of the Intermediate, Advanced Profiles (15 m.)
- Deployment Packages (3 m.)
- Pilot Projects (5 m.)
- Public Web Site (2 m.)
- ISO 29110 Thai Implementation (2 m.)
- Publications and Communications about 29110 (2 m.)
- Varia (2 m.)
- Discussion about the e-meeting (5 m.)
- Closing (1 m.)

Presentation of Participants

- **Participants on SKYPE** (Alphabetical order of country)
 - Canada
 - Peru
 - Spain
 - Others ?
- **Participants in Niigata (Japan)**
 - Belgium
 - Brazil
 - Canada
 - Czech Republic
 - Ireland
 - Japan
 - Mexico
 - South-Africa
 - Thailand
 - IEEE
 - INCOSE

(5 m)

Entry Profile

- **Process Followed**

- Used the NII-006 Entry Profile documents - Monday
 - Added/Deleted/Modified Activities/Tasks/Products
 - WG24 produced the NII-013 document
 - Issue discussed
 - » Statement of work: should we keep the same name of develop another document targeted for the Entry Profile, e.g. Customer Agreement document
- WG24 Reviewed NII-013 –Tuesday
 - Produced revised version of NII-013
- WG24 Used NII-013:
 - To modify Part 5 of Basic Profile to produce Part 5 for the Entry Profile
 - To modify Part 4 of Basic Profile to produce Part 4 for the Entry Profile
 - To check if Part 1 has to be modified

- **Next Steps**

- Complete Part 4 and 5
- Develop Deployment Packages(s) for the Entry Profile
- Conduct Pilot Projects

(15 m)

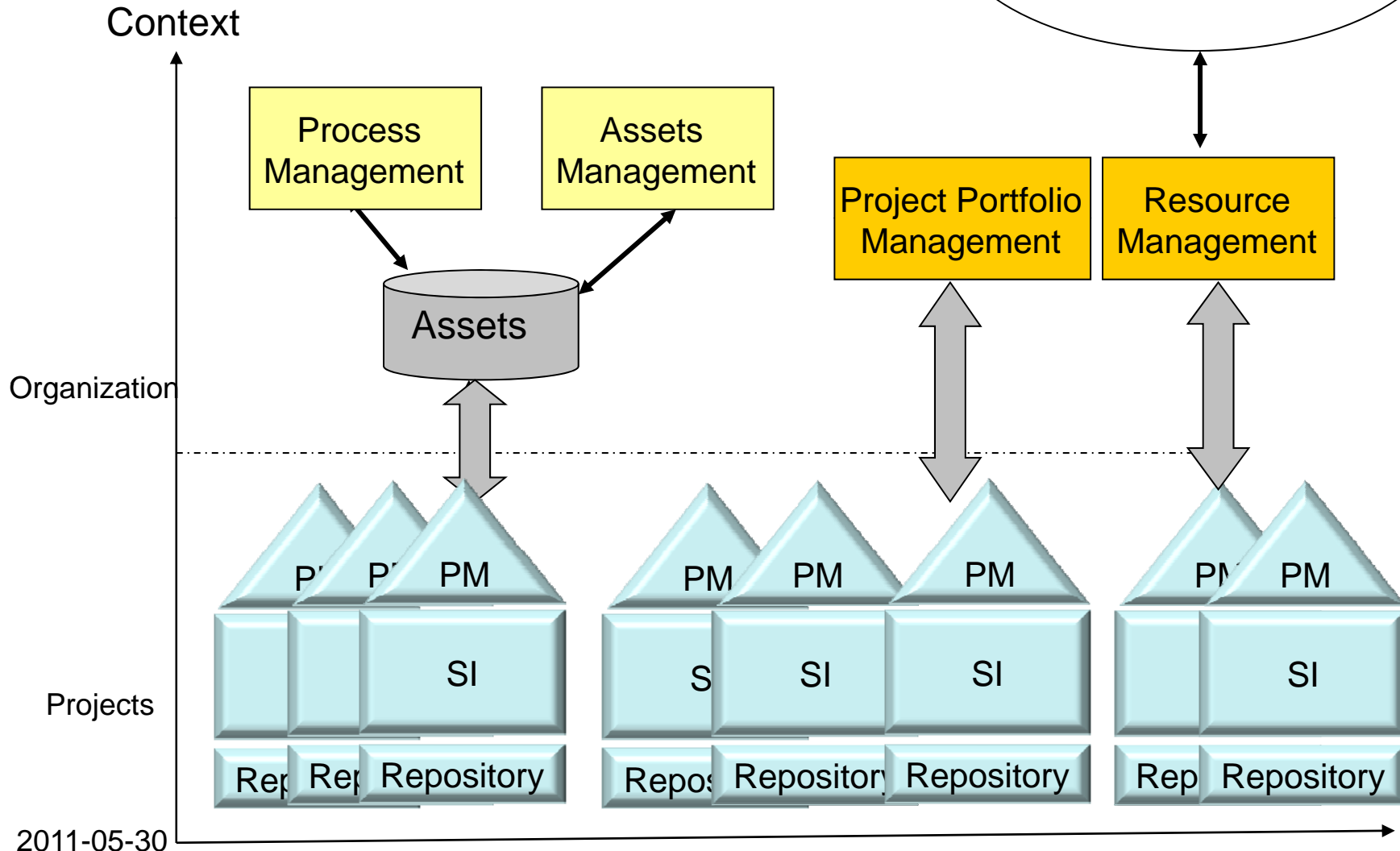
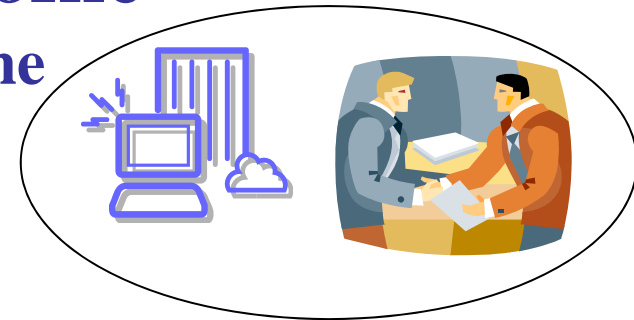
Intermediate, Advanced Profiles

- **Process followed**
 - Presentation made by Mexican National Body on Wednesday
 - Sub-group discussed Mexican Proposal
 - Sub-group made recommendations to Mexican National Body
- **Results so far**
- **Next steps**
 - Mexican National Body to present Intermediate and Advanced Profiles at next meeting in Washington (USA)

(15 m)

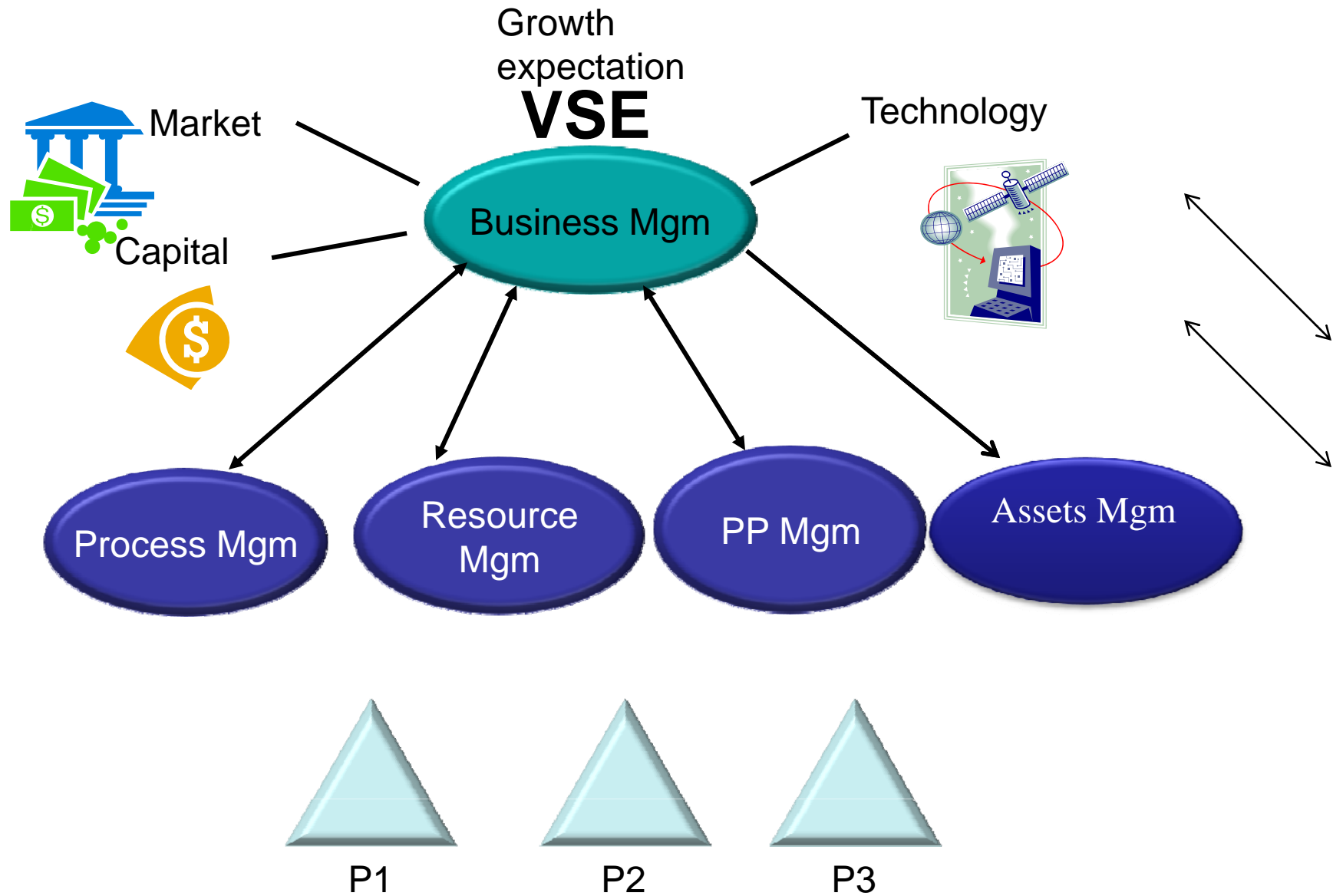
Intermediate VSE Profile

Several projects at a time



2011-05-30

Advanced Profile



Pilot Projects Underway

- **Belgium (CETIC)**
 - VSE of 25 people have developed a solution for managing Tram / Bus / Subway tickets in Brussels.
 - Pilot project started in June with a process assessment phase aiming to identify strengths and weaknesses in development related processes.
 - CETIC is preparing, with this VSE, the improvement actions mainly based on the following Deployment Packages:
 - Requirement Analysis, Version Control, Project Management
- **France (UBO)**
 - VSE of 14 people (EcoCounter)
 - Builds systems to count people frequenting natural spaces (e.g. parks)
 - 3 IT staff
- **Ireland (LERO)**
 - VSE of 12 people developing custom solutions for range of public and private sector organisations
 - Pilot just started, focussing on Project Management DP initially
 - Mini assessment completed

Pilot Projects Completed in Canada in 2010

- **Acme Software for Building Maintenance**
 - VSE of 8 in Canada and 3 in France.
 - Will pilot verification practices : code review and requirements inspection
- **Acme Insurance**
 - About 300 staffs.
 - QA department of 20
 - Will pilot configuration management practices
- **Acme Security**
 - Develop security platforms
 - VSE of 29 employees
 - Will pilot requirements practices in the R&D group of 9 software developers
- **Acme Web Site Development**
 - Develop internet sites
 - VSE of 25 employees
 - Will pilot test practices
- **Acme Communications**
 - VSE of 25 employees spread in 2 cities
 - IT staff of 2
 - Will pilot requirements practices

Pilot Projects Underway in Canada

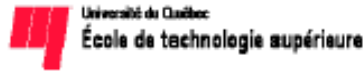
- **Imagery and Orthopaedics Research Laboratory (ETS)**
 - Research and development associated with medical imagery and with computational and experimental modelling of the locomotion and the endovascular systems.
 - Using 29110 with ISO 13485-Medical devices - Quality management systems - Requirements for regulatory purposes
- **Telecommunication Research Chair (ETS)**
 - Research laboratory at ETS working with Vantrix Company
 - Leader of mobile video optimization and delivery solutions for streaming, browsing, and messaging.
 - <http://www.vantrix.com/>
- **Oralys Inc**
 - VSE Specializing in the research and development of software solutions for people with speech impairments, learning difficulties, or who have lost the ability to communicate.
 - VSE of 2 full time and 3-6 part-time developers
 - <http://www.oralys.ca/en/home.htm>

Public Web Site – Additions/modifications

- **Deployment Packages**
 - Addition of 4 types of Reviews and Checklists (to the V&V DP section)
 - Light methods: Personal Review, Desk-Check,
 - More rigorous (IEEE 1028): Walk-Through, Inspection
 - Plug-ins (e.g. Eclipse) are being developed and will added soon
- **Pilot Projects Short Descriptions (will be posted soon)**
 - **Objective**
 - Provide a short description (e.g. about 3 to 4 pages) of the pilot project to promote the adoption of 29110.
 - **Content (Format of the SPIRE Project)**
 - Overview,
 - The Organisation and its Environment,
 - Starting Point,
 - The improvement Project,
 - Outcome,
 - Lessons,
 - Future Plans,
 - Acknowledgements

(2 m.)

Pilot Projects – Case Studies



Une démarche d'amélioration
dans un très petit organisme



Étude de cas

Canada - Numéro 001 (Français)

Avril 2010

AMÉLIORATION AU PROCESSUS DE CONTRÔLE DES CHANGEMENTS CHEZ ACME ASSURANCE

Abrégé

Acme Assurance, filiale du Groupe Financier Banque Acme, œuvre dans le secteur des assurances, aussi bien de l'automobile et des motos (VTT et motoneige), que de l'habitation et de l'assurance médicale voyage. Depuis quelques temps, l'entreprise a décidé de se lancer dans le développement de logiciel en ligne pour faciliter l'interaction avec ses clients et rendre plus disponibles ses services. Le bureau de Montréal compte un département spécial de technologie de l'information appelé Programme de Transformation des Technologies (PTT) qui est chargé de la mise en place de nouvelles méthodologies de travail, de nouveaux processus et de nouveaux produits visant à améliorer la rentabilité de la compagnie toute entière en matière d'assurance. Notre travail consiste à aider le PTT à atteindre son but en apportant des idées d'amélioration dans la gestion et le contrôle des demandes de changements.

L'organisation et son environnement

Le siège social se trouve à Toronto. Au Québec, la filiale Acme Assurance est répartie sur deux bureaux, un à Laval et l'autre à Montréal. Elle compte également plusieurs départements répartis sur les deux villes. Le département de technologie de l'information à Montréal, a mis sur pieds un sous-département appelé le Programme de Transformation des Technologies (PTT), et qui est

Point de départ

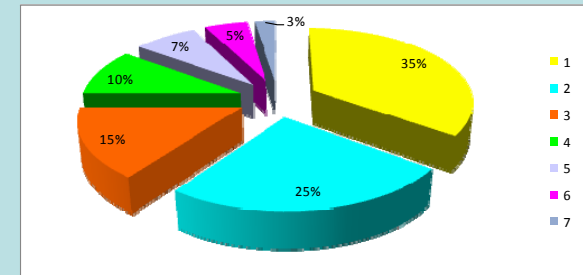
Le PTT, qui a pour mission de faire adopter les meilleures pratiques en matière de développement logiciels, ne prêche pas tout à fait par l'exemple et présente quelques lacunes au sein du département. La méthodologie de travail Agile fonctionne très bien comme procédé de développement, puisque les artefacts planifiés sont généralement livrés dans les délais.

ISO 29110 Thai Implementation

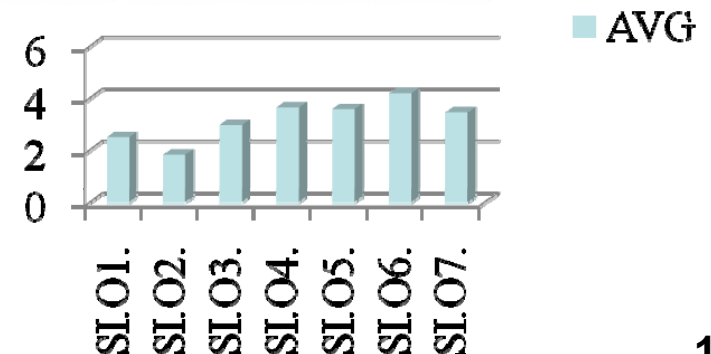
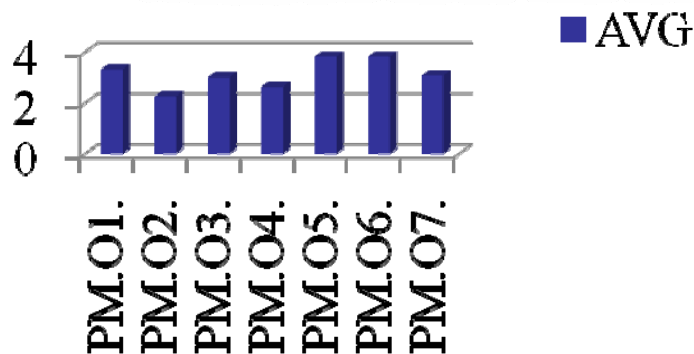
- Now there are 66 Thai software entrepreneurs implementing ISO 29110.
- 80% having 10-25 persons
- 20% having more than 50 persons
- Categorization of VSEs in the project
- Survey on implementation

Cluster

1. ERP targeted for large Enterprises
2. Customized Software
3. On-shelf software package
4. Consultancy and Services
5. Animation and Multimedia
6. Embedded Software
7. Mobile Application Software



COMMENTS FROM THAI VSES : SOFTWARE IMPLEMENTATION



ISO 29110 Thai Implementation

Assessor Training

- TARGETED FOR 10 QUALIFIED PERSONS.

Education

- SPI Courses for bachelor degree
- Software Engineering workshops in 4 regions of Thailand.
- Research Article

Marketing in 2010

- TARGETED FOR 10 QUALIFIED PERSONS.



**Plan for setting up
Supporting data center
in Thailand.**

ISO 29110 Thai Implementation

VSE website www.center4vse.net

All data about VSE are provided as following.

- History of ISO 29110
- VSE Resources (Consultant, Assessor, VSE profile, Information)
- List of supporting Organizations
- etc.

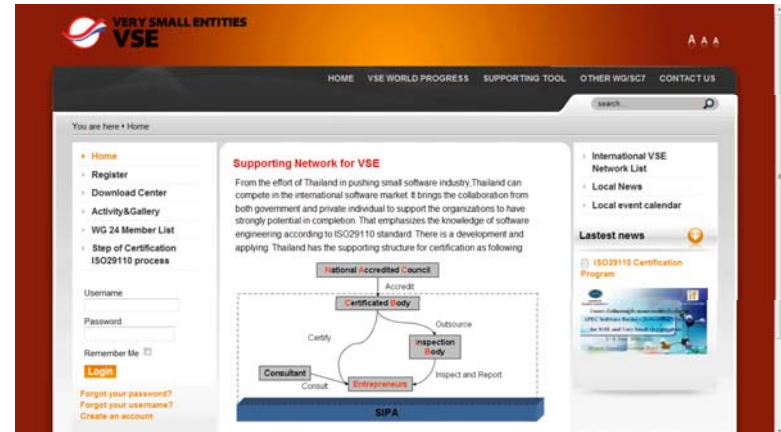
Interesting things in the website

- Download Center
- Activity & Gallery
- News
- Calendar
- VSE Assessment
- Individual CMS page

What can you do about **CMS**?

You can create your VSE national page, news , calendar, web board, chat room, gallery etc.

Now we propose Phuket as a place for 2012 Interim meeting !!



Communications and Publications about 29110

- **Presented**

- Varkoi, T., Mäkinen, T., A Process Assessment Model for Very Small Software Entities, SPICE 2010.
- Laporte, C.Y., O'Connor, R.V., *The Development and Experimentation of an International Standard for Very Small Entities Involved in Software Development*, Computing Professionals (CP) 2010, April 21-23, 2010, Montréal, Canada.
- Laporte, C.Y., *The Development and Experimentation of an International Standard for Very Small Entities Involved in Software Development*, International Council on Systems Engineering (INCOSE) Montreal and INCOSE Finger Lakes Chapter (www.incose.org/flc), Concordia University, February 18th, 2010.
- Laporte, C.Y., *Le développement de normes internationales de génie logiciel pour les très petites organisations*, Montréal SPIN (Software Process Improvement Network), École de technologie supérieure, February 15th, 2010.
- Laporte, C.Y., *The Development of International Standards Tailored to the Needs of Very Small Entities*, College of Arts Media and Technology (CAMT), Chiang Mai University, December 9th, 2009.


- **Accepted**

- O'Connor, R.V., Laporte, C.Y., *Towards the Provision of Assistance for Very Small Entities in Deploying Software Lifecycle Standards*, 11th International Conference on Product Focused Software Development and Process Improvement (Profes2010), Hosted by LERO, Ireland, June 21-23, 2010.
- Ribaud, V., Saliou, P., O'Connor, R.V., Laporte, C.Y., *Software Engineering Support Activities for Very Small Entities*, 17th EuroSPI (European Systems & Software Process Improvement and Innovation), September 1-3, 2010, Grenoble (France) (<http://2010.eurospi.net/>)
- Ribaud, V., Saliou, P., Laporte, C.Y., *Experience Management for Very Small Entities : improving the copy-paste model*, Fifth International Conference on Software Engineering Advances, ICSEA 2010, August 22-27, 2010 - Nice (France) (<http://www.iaaria.org/conferences2010/ICSEA10.html>)

- **Submitted**

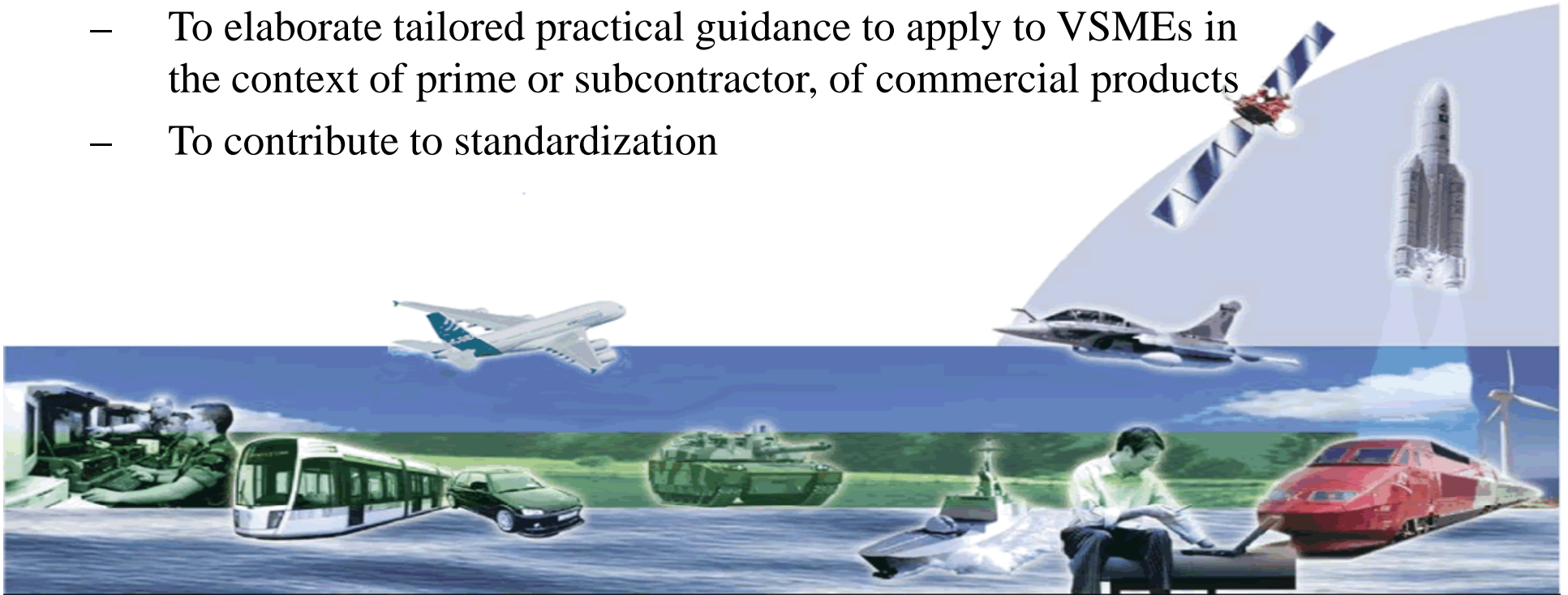
- Varkoi, T. & Mäkinen, T.: Process Assessment Method for Very Small Entities, 2010.

Varia

- **Training Package (TP)** (analogous to the DP). 
 - To provide self-training on Software Engineering activities, with the supplementary goal of initiating and developing a strategy of capitalizing on this knowledge and transferring it to the personal of a VSE
- **29110 on Wikipedia**
 - Once the standards get published by ISO
- **29110 on Second Life**

Systems Engineering for VSMEs

- Project done under sponsorship of INCOSE/AFIS
 - INCOSE: International Council on Systems Engineering
- Goals
 - To improve or make product development efficient by using Systems Engineering methodology
 - To elaborate tailored practical guidance to apply to VSMEs in the context of prime or subcontractor, of commercial products
 - To contribute to standardization



Discussion about the e-meeting

- Feedback from Skype participants
- Feedback from participants in Niigata
- Suggestions for future meetings
 - Improving the meeting

(5 m.)

Closing

- Thank you all
- Next e-meeting in November

Back-up Material

Deployment Packages

Three Target Audiences ?

- **Different users need different levels of detail**
 - Not a “one size fits all” description
 - **Expert Mode**
 - Short and concise documentation for someone who uses the process frequently
 - Only needs a checklist to make sure nothing important is forgotten
 - e.g., a pilot only needs a pre-flight checklist- not a training manual
 - Use process diagram or checklist.
 - **Intermediate Mode**
 - For someone who uses the process infrequently
 - Use decision table or step/action table
 - Separate required/auditable actions from support/non-auditable guidance/lessons learned
 - **Beginner Mode**
 - For someone who hasn't used the process before.
 - Needs training or reference to training

Three Target Audiences ?

	<u>Expert Level</u>
Purpose	(Why is the activity performed?)
Entry Criteria	(When does the activity begin?)
Inputs	(What resources are used?)
Graphic (Process Flow)	(What is the sequence of activities?)
Outputs	(What work products are produced?)
Exit Criteria	(When does the activity end?)
	<u>Intermediate Level</u>
Step-Role-Action Table	(Step # corresponding to graphic Who performs the action? What action is performed?)
	<u>Entry Level</u>
External Interfaces Customers Other Processes Process-Related Assets Reference Assets Implementation Assets	Process context (what does the process interface with? Where does it fit in the larger picture?) (People) (Processes - preceding and next) (Referenced polices, standards, procedures) (Tools - to implement the process)
Measures	(Measure process performance/effectiveness)
Training	(Identify training courses, training materials training not included in process description)
Process Owner	(Needed because different processes have different process owners)