



COACHING | IN-HOUSE | CONSULTING | SOFTWARE

Coaching

Having attended the course and understood the theory, its time to put the training into practice and realize the value of Method Park's "hand-holding" coaching. Provided as either an in-house workshop or individual coaching, we will localize the learning so that participants are able to fully realize the transition and integration of methods into their daily practices. Coaching and workshops place our knowledge at the center of your enterprise providing your team members with first class support for the most effective implementation of methods and practices.

In-house Training

Any existing course may be presented individually to your staff on either your premises or the organizer's location. Course contents can then be customized to your needs. In-house courses offer the flexibility your business operations call for. Keep your employees on site so you can respond to emergencies with minimal delay. Schedule your course between projects or during the slower months and save on travel and accommodation expenses. To take advantage of this additional flexibility, simply give us a call and ask for your individual quote!

Consulting Services

Having access to an expert with topic, method, and strategy specific knowledge can be critical to the successful employment of any new technology. Our collection of highly experienced industry experts can give you exactly that. The project team is supported directly in regular intervals during the project by an experienced Consultant. If difficulties arise, the project team members receive guidance for resolution or receive the further cooperation of Consultants. To secure the highest quality for your enterprise, the results are subject to reviews.

Software for Process Management

Stages is an integrated web-based process management software solution to define, manage, and enact your processes and implement them within your software & systems engineering projects. Processes are designed with flexibility to allow you to implement individual organizational process descriptions, procedures, guidelines, templates, and checklists, including best practices found in your process asset library. For use in real life projects and to meet project-specific conditions, processes can be instantiated and tailored. An integrated metric component allows you to measure your processes by collecting feedback from your projects and to carry out continuous process improvement. Supporting a variety of maturity models and industry specific quality standards, Stages enables organizations to easily ensure the compliance of their processes.

Key Advantages

- Optimal transition of training into the workplace
- Support the integration of learning into the wider organization
- Personal involvement with your company

Key Advantages

- Eliminate travel time
- Eliminate accommodation expenses
- Single price, no hidden costs, easy to account
- Individual course focused on the requirements of your organization

Key Advantages

- Highly experienced subject experts with both academic and industrial backgrounds
- Receive tailored advice with company specific problem definitions and solutions
- Support with the adoption of new methods and practices in your organization

Stages Solutions

- Process Architecture & Modeling
- Enactment & Process-oriented Document Management
- Compliance – Organization-wide Process Conformance
- Metrics – Quality Made Measurable
- User & Tool Acceptance
- Collaboration – Team Co-ordination in Practice

Your Tailored Needs All Under One Umbrella

Our approach places your business goals, front and center. The balance between time, cost and quality of development always needs to be aligned with your business goals. We integrate the best practices from multiple sources, CMMI®, ISO, RUP, Six Sigma, ITIL, LEAN, PMI, SCRUM, AGILE to provide the necessary focus your business currently requires.



Requirements Engineering

- Certified Professional for Requirements Engineering (IREB) 5

Project Management

- Professional Software Project Manager 6
- Risk Management Workshop 6
- Supplier Management 7

Process Management

- Introduction to SPICE (ISO/IEC 15504) 8
- iNTACS™ Certified Competent SPICE Assessor 8
- iNTACS™ Certified Provisional SPICE Assessor 9
- SEI Intro to CMMI®-DEV v1.2 With KI Added Value 10
- Systems Engineering Workshop 11
- Change Management Tool Kit 12

Quality Management

- Systems / Software Quality Engineering 13
- Quality Management Overview Sampler 13
- Configuration Management Workshop 14
- Peer Review Workshop 14

Testing

- ISTQB® Certified Tester, Foundation level 15

Method Park & Kasse Initiatives In Your Interest

Method Park America Inc. and Kasse Initiatives LLC have joined forces in a combined effort to serve the systems & software engineering community. The partnership provides you with a single organization providing a suite of process improvement tools and services to improve quality, efficiency, and productivity.



INSTRUCTORS

Prof. Dr. Bernd Hindel



Prof. Dr. Bernd Hindel CEO of Method Park Software AG is a well-known industry leader, author and keynote speaker throughout the field of Quality Assurance. He studied computer science at the University of Erlangen, Germany and University of Wisconsin-Green Bay. After completing his doctorate in 1991, Prof. Dr. Hindel worked for the Central Research and Development Department of Siemens. He is an honorary professor at the University of Erlangen-Nuremberg and a lecturer at the Volkswagen Auto University in Wolfsburg, Germany. Since 2004 he has been the German representative in the ISO JTC1 SC7 WG10 working group for the definition of the ISO/IEC 15504 (SPICE).

Tim Kasse



Tim Kasse's 38 years of experience in the computer industry has included tasks that range from computer operations to managing an open systems development group to process improvement consulting. He has worked as a software developer, a manager of software development, a manager of hardware and systems development, a software quality assurance engineer, and a manager of quality management including software, hardware, systems, and manufacturing. Mr. Kasse is viewed as a world citizen having worked in 25 countries on three continents with multiple cultures and in three languages. He is also an author of several books including Practical Insight into CMMI and Action Focused Assessment for Software process improvement.

Dr. Patricia McQuaid



Dr. Patricia McQuaid is a Professor of information systems and has taught courses in both the colleges of business and engineering. Her Research interests include software testing, software quality management, project management, software process improvement, and metrics. Dr. McQuaid is a senior member of the American Society for Quality (ASQ), a member of the editorial board for the Software Quality Professional journal, and also participates on the Software Division Council of ASQ. She is one of the authors of the forthcoming ASQ Software Quality Engineering Handbook (ASQ Quality Press). She was a contributing author to the recently published 'Fundamental Concepts for the Software Quality Engineer' (ASQ Quality Press).

Filippo Vitiello



Filippo Vitiello experience includes supporting and leading several CMM/CMMI related consulting initiatives for different clients mostly in IT organizations. He gained industry experience by working on several CMMI based process improvement projects for IBM (Italy). The focus of these projects was the improvement of Software Application Development and Maintenance Processes performed in IT organizations of various sizes. As a CMMI consultant he typically helps the clients by performing CMMI process gap analysis, planning and managing process improvement projects, and by supporting the definition and deployment of the processes.

Paul-Roux Wentzel



Paul-Roux Wentzel studied Computer Science at the University of Erlangen-Nuremberg, Germany, where he was also a training coordinator and honorary tutor for theoretical computer science. After his exam in 2002, Mr. Wentzel joined Method Park Software AG as a software engineer. He has gained experience in several client embedded development and test projects. Since 2005 he has been a consultant focusing on Requirements and Systems Engineering. He is also co-author of the book "Improving processes with CMMI!".

Dr. Klaudia Dussa-Zieger



Dr. Klaudia Dussa-Zieger studied computer science at the University of Erlangen-Nuremberg. Following her masters degree at the University of Maryland, USA, she gained a PhD in computer science at the University of Erlangen-Nuremberg, Germany, in 1998. She worked for several years as a consultant for software testing and quality assurance as well as software process improvement. In 2006 she began working for Method Park Software AG where she is head of the Content Development Department which focuses on the practical implementation of relevant industrial norms.



"... it is important to ensure that process information is accessible quickly and clearly to all project members at anytime. In order to meet these requirements Continental Temic and Continental Teves began to define and live our software development processes across projects and over different locations. This was only achieved with the professional support of the process management tool Stages and the Consultants from Method Park."

Bernhard Sechser, Executive Manager SW-QA
Continental Temic



Certified Professional for Requirements Engineering (IREB)

Prerequisites

Analytic thinking and experience with requirements issues within software development

Target Audience

Requirements Analysts, Project Managers, Quality Managers, Software Testers

Price \$ 1999

Duration 3 Days

The roots of most fatal problems in software development originate at the requirements level. Requirements engineering is a relatively new term, recognized as critical to ensuring that the right software is developed correctly. Good requirements engineering and requirements management is indispensable for successful projects. Participation in this interactive course provides a comprehensive background to the practical application of effective requirements engineering. Learn techniques, methods and tools to elicit, document, validate and manage your requirements in the IREB Certified Professional for Requirements Engineering Course. Do you develop systems using modern technology? How can you be sure that you are developing the right system, the system your customer wants? In this course learn how to perform a successful project by handling your requirements in a systematic way. After you have visited this course you will be able to establish and perform requirements engineering successfully in your own projects. The content of this training is Automotive SPICE compliant.

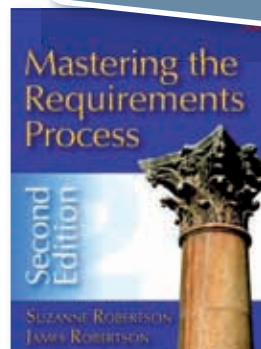
Objectives

- Learn the role requirements engineering plays in software projects
- Understand how requirements are raised, documented and examined
- Learn which measures are necessary for successful requirements engineering
- Understand the important methods and techniques of requirement engineers

Course Content

- Motivation for Requirements Engineering
- Factors Influencing Requirements Engineering
- Profile of a Requirements Engineer
- Requirements Engineering in Development Processes
- Goals, Scope, Context and Interfaces
 - Goals and their definition
 - Information flows und context diagrams
- Requirement Types and Description
 - Functional requirements
 - Use Case Diagrams und Activity Diagrams
 - Data and information requirements
 - Non-functional requirements
 - Interface requirements
- Requirements Elicitation
 - Sources and stakeholder
 - Elicitation techniques, e.g. Snowcards, Interviews, Workshops
 - Prototypes and scenarios
 - Creativity techniques
- Requirements Specification
 - Structure and content of requirements specifications
 - Glossary
 - Documentation with natural language and graphical and formal methods
- Domain Model
- Validation of Requirements
 - Fit criteria
 - Quality criteria
 - Reviews
- Requirements Management
 - Requirements traceability
 - Requirements metrics and status
 - Priorities of requirements
 - Risk Management
 - Change Management
- Best Practices and Tools

Added Bonus: every attendee takes home a copy of *Mastering the Requirements Process (2nd Edition) (Hardcover)* by Suzanne Robertson (Author), James C. Robertson



PROJECT MANAGEMENT



Professional Software Project Manager

Prerequisites

Experience with project work and knowledge of the software development

Target Audience

Project Managers, Project Engineers, Project Leaders of Systems, Subsystems, Requirements, Design or Test Teams, Quality Management Representatives

Price \$ 2199

Duration 4 Days

A large number of software development projects end with substantial deficits, many completely failing. The focus of this course is the basics of project management in software development projects. This course covers classical project management activities as well as quality and risk management for software projects and emphasizing the critical success factor in project execution of "Human Resource Management". This course combines specific characteristics adapted to the requirements and conditions of the modern and innovative software industry. Certified Software Project Managers create the conditions for professionally completed software projects. This course brings together the critical aspects of other general project management certifications tailored specifically for requirements of software projects.

Objectives

- Provide a basis of knowledge required for successful initiation and execution of projects
- Understand project planning and the components of a project plan
- Know how to steer projects and secure quality
- Learn the definition of Human Resource Management as a component of project management
- Understand how to oversee projects by analyzing risk
- Structured preparation for the examination of the "ISQI Certified Project Manager"

Course Content

- Overview, Bases, Terms
- Project Organizational Types
- Process and Procedural Models
- Project Initiation and Aims of the Project
- Project Planning
- Project Steering and Control
- Requirements Management
- Human Resource Management
- Project Acceptance and Conclusion
- Risk Management; Project Management from another Perspective
- Overview of Software Quality Management
- Software Development with CMMI and SPICE



Risk Management Workshop

Prerequisites

Awareness of the CMMI-DEV v1.2 or SPICE

Experience in delivering products / systems containing software, hardware, electronics, mechanics, hydraulics, plastics, etc.

An understanding of various project and product development lifecycles

Target Audience

Project Managers, Project Engineers, Project Leaders of Systems, Subsystems, Requirements, Design or Test Teams, Quality Management Representatives

Price \$ 1999

Duration 3 Days

This workshop covers the various aspects of Risk Management as required for project leaders. The main part of the workshop focuses on how to identify and manage project management risks. These are the risks that could severely impact the successful outcome of the project in terms of cost, schedule, quality, functionality, performance and customer satisfaction. Key concepts, activities and techniques for identifying and analyzing risks, mitigation planning, setting thresholds and contingency plans are presented. The basic requirements for tracking the risks throughout the product development lifecycle and keeping an up-to-date Top 10 risk list are presented to complete the needed views of risk management.

Objectives

- Understand the importance of risk management
- Apply techniques to identify potential risks at the beginning of a project
- Assess, analyze, and prioritize risks
- Develop a project level and organizational level Top 10 Risks List
- Develop risk mitigation strategies
- Identify data to collect and triggers for successful implementation of risk contingency plans
- Control risks through planning, monitoring, controlling and acting
- Implement a continuous risk identification process
- Understand how to be a risk entrepreneur
- Understand the roles and responsibilities to be implemented when getting started with risk management

Course Content

- Introduction to Risk Management
- Attitude to Risk
- Six Discipline Model
- The SEI Risk Management Paradigm
- Principles of Risk Identification
- Risk Assessment
- Risk Analysis
- Risk Mitigation
- Planning, Monitoring, Controlling and Acting on Risks
- Routine Risk Identification
- Risk Entrepreneurialism



Supplier Management

Prerequisites

Experience in Requirements Management, Project Planning and Tracking, Quality Assurance, and Configuration Management

Experience in Integration and Systems Testing

Desire to improve the process and working relationship between supplier and buyer

Target Audience

Project Leaders, Project Managers, Contract Managers, Project Managers and Specialists with responsibilities in the domain Contract Management

Legal & Financial Representatives

Quality, Configuration Management, and Test Managers

Price \$ 1999

Duration 3 Days

Subcontracting or using suppliers has become a way of life. Companies that insisted they would not use suppliers only a few years ago are suddenly finding themselves in a position of trying to decide how to select and manage qualified subcontractors or suppliers. Companies who would like to be suppliers also benefit and gain an advantage when they learn how to manage their buyers. KI conducts workshops where buyer and supplier representatives can be participants together to achieve the highest level of understanding and cooperation.

“You Want Your Suppliers to Succeed” but under the terms and conditions you are willing to work with and you need to maintain control.

Objectives

- Be able to produce a sufficient WBS and project plan for the SOW in the RFP
- Establish a Contract Management Team including legal and financial representatives
- Develop an Acquisition Strategy and choose the appropriate acquisition contract
- Learn how to develop a Contract Management Plan and what its typical contents are
- Be able to generate a Statement of Work (SOW) and Request for Proposal (RFP)
- Establish useful supplier selection criteria
- Gain a know-how to evaluate submitted proposals for supplier contracts
- Establish binding and useful supplier agreements
- Monitor and control the supplier’s project performance and progress
- Establish acceptance criteria and a User Acceptance Test process
- Transition the supplier’s product deliverables to the Acquirer’s environment

Course Content

- Introduction to Supplier Management
- Requirements Engineering
- Preparing the Contract Management Plan (Includes Developing the Acquisition Strategy)
- Prepare the Statement of Work (SOW) and the Request for Proposal (RFP)
- Select the Supplier – Establish the Supplier Agreement
- Contract Performance and Progress Monitoring
- Including Risk Management
- Monitoring the Supplier’s QA and CM and Testing Activities
- Transition to Operations and Support
- Acceptance Testing – Contract Completion



“The class discussions with both Bernd and Patricia, made it extremely obvious that both are extremely knowledgeable about all aspects of software testing and are dedicated to making the course informative, interesting and enjoyable experience for the students.”

Janet Lamb, Test Engineer
Schindler Elevator Corp, USA

PROCESS MANAGEMENT



Introduction to SPICE (ISO/IEC 15504)

Prerequisites

Experience in the process orientated software development

Target Audience

Process Specialists,
Project Managers,
Decision Makers

Price \$ 1399

Duration 2 Days

This course imparts a managerial overview of SPICE (ISO/IEC 15504). ISO/IEC 15504 is the international standard on software process assessment, first published in 1998. Since this time an estimated 4000 assessments have been performed worldwide. Attending this course will provide an understanding of how your organization will benefit from ISO/IEC 15504 and what is required to accomplish the Process Improvement measures and assessments. The course is available based on the ISO/IEC 15504 and Automotive SPICE.

Objectives

- Understand the classification of SPICE
- Learn about processes and assessment models
- Understand the organizational impact of SPICE
- Receive an overview of the execution of SPICE assessments

Course Content

- Presentation of the SPICE Model (ISO/IEC 15504)
- Overview of the Latest SPICE Version (ISO/IEC 15504)
- The Capability Dimension: Capability Levels and Process Attributes
- The Measurement Framework: Process Profiles and Capability Level Ratings
- The Process Dimension
- The Assessment Model
 - Basic Practices
- Managerial Practices
 - Products and product characteristics
 - Overview of the execution of assessments



iNTACS™ Certified Competent SPICE Assessor

Prerequisites

iNTACS Certified Provisional SPICE Assessor

Target Audience

iNTACS Certified Provisional SPICE Assessor with first assessment experience

Price \$ 2999*

Duration 4 Days

*Inclusive iNTACS Exam Fee

As an iNTACS Certified Provisional Assessor with assessment experience, this course provides the opportunity to distinguishing your knowledge and experience as a Competent Assessor through the preparation and successful completion of the iNTACS Certified Competent Assessor examination. This course delves deep into theoretical and practical knowledge of completing compliant assessments by evaluating processes according to the iNTACS standard. This intensive course includes preparation exercises. The course is available based on the ISO/IEC 15504 and Automotive SPICE.

Objectives

- Understand the expected contents of an assessment plan and its inputs
- Be able to generate an assessment plan
- Learn how to perform document reviews and especially how to search for specific generic indicators.
- Learn how to lead an assessment
- Prepare for the iNTACS Certified Competent SPICE Assessor

Course Content

- Advanced Process Dimension and Critical Contents of Each Process Categories
- Advanced Compability Dimension
- Advanced Assessment Process
 - Typical pitfalls
 - Interview techniques
 - Assessment team leading
 - Document reviews
- Multi-site and Multinational Assessments
- Examination





iNTACS™ Certified Provisional SPICE Assessor

Prerequisites

Experience with process orientated software development

Target Audience

Process Specialists,
Quality Managers,
Process Directors

Price \$ 3999*

Duration 5 Days

*Inclusive iNTACS Exam Fee



The iNTACS Certified Provisional SPICE (Software Process Improvement and Capability dEtermination) Assessor Course provides the guidelines and techniques for the appraisal and improvement of software development processes, in accordance with ISO/IEC 15504. Participants will receive the knowledge and skills to plan, prepare and conduct ISO/IEC 15504 compliant assessments. The course is based on the "International Assessor Certification Scheme", preparing participants for the Provisional SPICE Assessor certification. The course is available based on the ISO/IEC 15504 and Automotive SPICE.

Objectives

- Understand the detailed goals, contents and structure of ISO/IEC 15504
- Be able to prepare and conduct a SPICE Assessment
- Be able to evaluate assessment results and determine capability
- Understand the important skills that an assessor must have
- Complete the examination to the iNTACS Certified Provisional SPICE Assessor

Course Content

- ISO/IEC 15504 Architecture: Components and Relationships
- The Capability Dimension: Capability Levels and Process Attributes
- The Measurement Framework: Process Profiles and Capability Level Ratings
- The Process Dimension
- Models and Indicators
- Performing an Assessment: Meeting the Requirements
- The Assessment Model
- Initiating an Assessment: Assembling the Inputs
- Performing an Assessment: Planning
- Assessor Competence: Establishing and Verifying Competence
- The International Assessor Certification Scheme
- Data Collection: Document Reviews
- Data Collection: Interviews
- Examination Briefing
- Organizing the Data: Instruments and Tools
- Performing an Assessment: Validation and Rating
- Applying Assessment Results: Contexts of Use
- Case study feedback
- Verifying Conformance
- Examination



Siemens **Medical**
Solutions that help

"Method Park consultants and engineers played an important role improving the administrative functionality of the image data management component within "SIENET Cosmos". Our cooperation on clarifying requirements, implementation and testing has led to an enormous success."

Michael Reindl, Director R&D Image Management, PACS,
Siemens Medical Solutions

PROCESS MANAGEMENT



SEI Intro to CMMI®-DEV v1.2 With KI Added Value

Prerequisites

Awareness of the CMM for Software, the Systems Engineering CMM (EIA 731), Processes for Engineering a System (EIA-632), SPICE, BOOTSTRAP, ISO 9001:2000, IEEE Standards, DoD Standards, etc.

Experience in delivering products containing software and/or hardware components

An understanding of one or more product development lifecycles

Target Audience

Project Managers with multi-disciplined responsibilities

Internal and External Process Improvement Consultants or Process Group Members

Lead Appraisers who have experience with assessments, evaluations, or audits or wish to update their knowledge with the CMMI-DEV v1.2

Individuals who wish to become a Lead Appraisers

Members of an organization that will participate in SCAMPI Class B or Class A

Price \$ 1500

Duration 4 Days



SEI Intro to CMMI-DEV v1.2 Workshop - Individuals who wish to become Lead Assessors or CMMI trainers or individuals from organizations who wish to participate in SCAMPI Class B or Class A appraisals must participate in an official SEI Intro to CMMI-DEV v1.2 Workshop. Kasse Initiatives is a SEI Partner that is authorized to offer the SEI Intro to CMMI -DEV v1.2. KI's value-added approach includes additional slides to give a more detailed description of selected process areas such as Measurement and Analysis, Configuration Management and the Engineering Process Areas. Examples are provided to bring the CMMI concepts into the participant's everyday life!

Objectives

- Understand the business relevance of CMMI-based Process Improvement
- Understand the fundamentals of model-based Process Improvement
- Understand the link between Process Improvement and change
- Understand the component structure of the CMMI and the difference among "required", "expected", and "informative" components
- Learn about the CMMI Architecture and the "constellations" that are being built upon it
- Learn which subpractices are significant and others are "only" informative
- Get an idea of how the Continuous Representation works
- Combine the Staged and Continuous Representations into a "Constagedeous" Process Improvement approach
- Understand what is meant by institutionalization through a detailed examination of the CMMI's "Generic Practices"
- Understand the details of each Process Area as they are presented in a "Constagedeous" order

Course Content

- Process Improvement Concepts and CMMI
- Overview of CMMI-DEV v1.2 Model Components
- Model Representations and Institutionalization Practices
- Project Management Concepts (PP, PMC, RSKM, SAM)
- Support Process Area Concepts (PPQA, CM, MA)
- Engineering Concepts (RD, TS, DAR, REQ, PT, VER, VAL)
- Process Management Concepts (OPF, OPD, OT, IPM)
- Quantitative Management Concepts (OPP, QPM)
- Optimizing Concepts (CAR, OID)
- Integrated Teaming Concepts (OPD + IPPD, IPM + IPPD)
- Tying It All Together
- Next Steps

"The atmosphere was especially great because of the great organization of the course."

Michael Waechter, Siemens AG





Systems Engineering Workshop

Prerequisites

Awareness of the CMMI-DEV v1.2 or SPICE or ISO 9001:2000

An understanding of product development lifecycles

Awareness of Project Management functions

Awareness of the principles Quality Assurance and Configuration Management

Awareness of the principles of Risk Management

Target Audience

Project Leads, Systems and Software Engineers responsible for major phases of product and service development of system

Process Improvement Groups related to systems engineering

Roles supporting product development e.g. Quality Engineers, and Configuration Management Representatives

Members of mechanical engineering, electrical engineering, hardware engineering, or manufacturing

Price \$ 2999

Duration 4 Days

This 4-Day Workshop provides a basic understanding of Systems Engineering Concepts. It is appropriate for Software Engineers who seek to gain a better understanding of the product development context from the systems point of view. It is equally appropriate for the beginning or intermediate systems engineer who needs to understand the standard processes for engineering a system. It is oriented towards product development. This Systems Engineering Workshop provides an excellent first step toward a longterm journey into the art and science of developing multi-disciplined products and services.

Objectives

- Be exposed to Systems Engineering Thinking
- Have a better understanding of Systems Engineering and Systems Management
- Understand the roles and responsibilities of Systems Engineers
- Be able to choose an appropriate product lifecycle to guide systems development on a project
- Realize the strategic importance of concurrent engineering
- Understand the recursive nature of requirements development
- Be able to develop a concept of operation
- Build in quality factors such as reliability, maintainability, and expandability
- Develop functional, physical and technical systems architecture
- Understand the importance of managing interfaces throughout the product lifecycle
- Iteratively integrate and evaluate product components
- Apply appropriate techniques for requirements verification and validation
- Understand the project and systems support from QA and CM

Course Content

- Systems Engineering Thinking
- What is Project Management?
- What is Systems Engineering?
- Project Manager vs. Systems Engineer
- Processes for Engineering a System
- Product Lifecycles
- Concurrent Engineering
- Requirements Engineering
- Operational Concepts
- Quality Factors
- Systems Architectures
- Managing Interfaces
- Alternative Solutions
- Product Integration
- Testing
- Risk Management for Systems Engineering
- Quality Engineering
- Configuration Management



“The course gave me valuable and practical support for my work, also the facilities, organization and support were all exemplary.”

Stefan Nikprelaj, DaimlerChrysler AG

PROCESS MANAGEMENT



Change Management Tool Kit

Prerequisites

Involvement with a Process Improvement Initiative from the technical or people point of view

Target Audience

Project Managers, Change Agents, Process Group Representatives, Human Resources

Price \$ 2999

Duration 4 Days

Process Improvement means change! We may not think it does or we may want to ignore that aspect of Process Improvement but it is there and is not going away. You may only need to change a little. You may need to change a lot! But change is an unavoidable component of Process Improvement. This 4-Day Workshop is titled Change Management Tool Kit. However, it is meant to reintroduce the great importance of integrating the concepts of organizational change into each and every Process Improvement initiative that an organization engages in. And it provides the participants a “tool kit” to help them guide their organization’s Process Improvement and subsequently, change efforts.

Objectives

- Get exposure to the laws of organizational change
- Understand the principles of managing process change
- Learn the importance of getting the right mix of people to effect change
- Realize the importance of organizational culture to support change
- Discuss how knowledge of personality types can help in facilitating Process Improvement
- Incorporate people’s attitude to risk in your change initiatives
- Learn how to build teams, the attributes of successful teams and common team problems
- Learn how to deal with resistance and how to use constructive feedback
- Provide a sample Process Improvement Infrastructure
- Discuss the SEPG as “Internal Consultants” and review the Six (6) Step Consulting Model proposed for internal consultants
- Review a Process Improvement Model patterned after Deming’s Plan-Do-Check-Act
- Learn how to get Process Improvement support from above and below
- Understand the critical importance of “Hand-holding” Support
- Learn about the KI “Guidance for Action Planning” to bridge the gap between assessments and action planning

Course Content

- Organizational Change
- Team Skills
- Process Improvement
- Causal Analysis Techniques for Process Improvement
- Guidance for Action Planning



“Prof. Dr. Hindel was consistently impressive in both the effectiveness of his style and in his ability to hold attendee interest throughout the course. I’d also like to comment that everything else about the course contributed to the overall effectiveness, including the professional and comprehensive training material and lab exercises. This was a thoroughly positive experience and I’m definitely looking forward to taking additional training from you.”

Dr. Richard Bechtold, President
Abridge Technology



Systems / Software Quality Engineering

Prerequisites

Awareness of CMMI-DEV v1.2 or SPICE

Awareness of ISO 9001:2000 or ISO 9001:2008

Experience in delivering products containing software

An understanding of the software development lifecycle

Target Audience

Technical Managers with responsibilities in software development

Managers responsible for Software Quality Assurance

Managers and Developers who are involved with Testing, Reviews, Audits, Software Configuration Management, or Process Improvement

Price \$ 1999

Duration 3 Days

This course will describe how projects will concretely benefit from focusing on quality assurance and quality control activities throughout the project lifecycle. It will also describe the expected role, organization, and activities of a Quality Group including what support Project Managers can expect from a Quality Group to help them manage and control their projects better.

Objectives

- Describe Software Quality Engineering and why it is necessary
- Examine the 14 Quality Points from Deming and compare to those from Juran and Kasse
- Define and apply a Project Quality Plan for individual projects
- Apply quality functions and SQA activities throughout the software lifecycle
- Understand the quality control functions of Testing and Reviews
- Use quality metrics or quality indicators to track both process and product quality
- Establish a Quality Group
- Effectively utilize the results of software quality audits
- Put together a quality policy that reflects the expected behaviour of the organization toward quality

Course Content

- CMMI-DEV v1.2 Process and Product Quality Assurance
- What is Software Quality Engineering?
- Deming's 14 Points for Quality
- The Software Quality Plan
- Software Quality Assurance Throughout the Software Lifecycle
- Testing
- Reviews
- Quality Factors and Quality Criteria
- Establishing the Quality Group
- Software Quality Assurance Audits
- Software Quality Assurance Reporting
- Software Quality Policy



Quality Management Overview Sampler

Prerequisites

Knowledge of project lifecycles

Basic knowledge of Project Management

Basic understanding of the Concepts of Quality Assurance and Configuration Management

Concepts of identifying risks

Knowledge of basic measures in Project Management

Target Audience

Project Managers, Quality Responsibles, Configuration Management Personnel, Testers

Price \$ 1399

Duration 2 Days

The Kasse Initiatives Quality Management Overview Sampler provides an overview of many of the "enabling" process areas described in the CMMI and SPICE that are required for basic project management and quality management. These include:

- Software / Systems Quality Engineering
- Software / Systems Configuration Management
- Peer Reviews
- Testing
- Risk Management
- Measurement

Objectives

- Understand what the quality functions are that must be handled throughout the project lifecycle
- Ensure the Project Manager is in control of the evolving product at all times
- Identify the basic configuration management functions of identification, baselining, change control and release, status accounting, and configuration management
- Utilize the various forms of Peer Reviews including Inspections, Structured Walkthroughs, Walkthroughs, Circulation Reviews, and Buddy Checks

- Learn about key testing principles
- Review the different levels of testing including Module or Unit Testing, Integration Testing, Systems Testing and Acceptance Testing
- Learn what Testing coverage really represents
- Understand the basic Risk Management concepts
- Learn how to establish and evolve a measurement program

Course Content

- Systems / Software Quality Engineering
- Configuration Management
- Peer Reviews
- Testing
- Risk Management
- Measurement

QUALITY MANAGEMENT



Configuration Management Workshop

Prerequisites

Awareness of the CMMI-DEV v1.2 or SPICE. Awareness of IEEE Standard for Configuration Management

Awareness of IEEE Guidelines for Configuration Management

Experience in Product Configuration Management

An understanding of a product development lifecycle

Target Audience

Project Managers, Technical Leads, CM Managers and CM Responsibles, Quality Assurance Group Members, Integration and System Testers, SEPG Members

Price \$ 1999

Duration 3 Days

This workshop focuses on the Configuration Management (CM) functions necessary to support the control of product and product components that are being developed and maintained. It describes the various CM functions necessary to establish and maintain the integrity of the project's lifecycle work products as well as the final delivered system. It includes a thorough description of the basic CM activities such as:

- Identifying and baselining the configuration items in a product
- Controlling the release and changes to these items throughout the product lifecycle
- Recording and reporting the status of configuration items and change requests
- Verifying the completeness and correctness of configuration items and the final system configuration.

Objectives

- Establish a Configuration Identification Scheme
- Set up a Configuration Management System
- Set up multiple levels of Change Control including the organization's Configuration Control Board (CCB)
- Implement Change Control procedures along with appropriate approval authority
- Establish Configuration Baselines at appropriate times
- Describe the value of CM status accounting to help project leaders better manage and control their projects
- Establish Product Build and Release Procedures
- Perform Configuration Baseline Audits and Traceability Audits
- Ensure successful Configuration Control of a Supplier's lifecycle work product

Course Content

- What is Configuration Management?
- Configuration Identification
- Baselining
- Configuration Management Throughout the Product Lifecycle
- Configuration Change Control / Configuration Control Boards
- Configuration Management System
- Configuration Management Status Accounting
- Interface Control
- Supplier Control
- Configuration Audits



Peer Review Workshop

Prerequisites

Experience in developing and delivering software / systems products

An understanding of common product development lifecycles

Target Audience

Technical leads with responsibilities in planning, software / systems development, product quality, team member guidance, and mentoring and coaching responsibilities

Project members who will be asked to participate in any form of review

Quality Assurance, Configuration Management, and Testing Project Leaders

Price \$ 1399

Duration 2 Days

This workshop is intended to help organizations establish an effective peer review culture or build on a review culture that already exists but is not yet taking full advantage of the potential benefits of more formal reviews such as Inspections and Structured Walkthroughs.

The question of why an organization would choose a particular category of review is answered from multiple points of view related to business objectives. The process of conducting a formal peer review or inspection is provided in detail to allow the participants to further understand the rigor with which peer reviews can and should be carried out for critical life-cycle work products.

Objectives

- Identify the purpose and benefits of peer reviews
- Understand the various types of peer reviews and in what situations they would serve the organization or project the best
- Understand the importance of rules, source documents, and checklists as crucial aids to success of the peer review process
- Understand the inspection process
- Perform all major roles in a peer review
- Evaluate defect types and classifications
- Utilize peer review efficiency and effectiveness measures
- Perform causal analysis to determine where defects are being injected into the life-cycle work products

Course Content

- Introduction to Peer Reviews
- Peer Review Overview
- Peer Review Rules, Source Documents and "Kin" Documents
- Inspection Process
- Inspection Roles and Responsibilities
- Inspection Defects
- CASE Study where teams review a Configuration Management Plan together with the IEEE Guide for Configuration Management and a Checklist to find Major and Minor defects



ISTQB® Certified Tester, Foundation level



Prerequisites

Basic understanding in information systems is recommended but not necessary

Target Audience

Test Specialists, Test Engineers, Test Managers, Developers, Quality Managers

Price \$ 1999*

Duration 3 Days

*Inclusive of \$ 250
ISTQB Certification Fee



Learn the basic needs required to become a software test professional and enhance your career with an internationally recognized test certification. This intensive workshop style class provides industry best practices, methods, techniques and standardized internationally developed test terminology. Testing can help you detect defects, saving costly and embarrassing field failures.

This program provides testers with the ability to implement and communicate more effectively with engineers and developers resulting in greater test presence throughout the software lifecycle. This course is based on the curriculum of the "ISTQB Certified Tester, Foundation level", which covers the topics, tasks, methods and techniques of software testing. Participants will become familiar with all steps of the software testing process, planning to specification, up to the execution of tests. This course is in preparation for the examination of the "ISTQB Certified Tester, Foundation level" certificate.

Objectives

- Learn the basics of software testing and how to apply software testing techniques
- Encourage greater test presence within your organization
- Have the opportunity to take the ISTQB Certified Tester, Foundation Level Examination

Course Content

- Basics of Software Testing
 - What is Testing?
 - Motivation for Testing
 - Costs of Quality
 - Quality Assurance
 - Difference in Testing vs. Debugging
 - Limits of Testing
 - Test Process Phases
 - Test Oracle
 - Prioritization of Test Cases
 - Psychology of Testing
- Testing in the Software Lifecycle
 - Test Process and Development Process
 - Distinction: Testing – Checking, Verification – Validation
 - Testing within various Development Lifecycles
 - Verification vs. Validation
 - Test Processes
 - Module Tests
 - Integration Test Strategies
 - System Tests
 - Acceptance Tests
 - Regression Tests
 - Benefits of Early Tests
 - Test Planning
 - Test Environment, Documentation, and Test Data Source Requirements
- Static Testing
 - Walkthroughs, Reviews, Inspections
 - Review Process
 - Roles of Participants
 - Advantages of Static Analysis
 - Limitations of Static Analysis
 - Control Flow Analysis
 - Data Flow Analysis
 - Software Complexit
- Dynamic Testing
 - Black Box vs. White Box
 - Equivalence Class Partitioning
 - Boundary Value Analysis
 - State-based Testing
 - Statement Coverage
 - Branch Coverage
 - Condition Coverage
 - Path Coverage
 - Instrumentation
- Test Management
 - Organization – Roles and Responsibilities
 - Tasks of the Test Manager
 - Test Planning
 - Reporting
 - Economics of Testing
 - Incident Management
 - Configuration Management
 - Norms and Standards
- Test Tools
 - Categories of Test Tools
 - Test Management Tools
 - Test Execution Tools
 - Selecting and Evaluating a Test Tools

Added Bonus: every attendee takes home a copy of "Foundations of Software Testing: ISTQB Certification" by Dorothy Graham, Erik van Veenendaal, Isabel Evans, and Rex Black

About Us

Method Park America is a service and product provider for software and systems engineering.

Our service portfolio includes training and consulting for Process Improvement (CMMI & SPICE), Quality Management, Requirements Engineering, Project Management and Testing. Supporting this know-how in development projects is the leading web-based process management solution "Stages".

Method Park is continually evaluating the latest technologies in software and systems engineering for their practical implementation and strategic benefits. As a technology provider we make sure that new developments are available to you at the right time. Results from research projects not only flow into our software solutions, but are also precursors to the design and implementation of Method Park's products and services.

More information: www.methodpark.com

Method Park America
Suite 600
39555 Orchard Hill Place
Novi, MI 48375
USA

Phone +1 248 605 1419

Fax +1 248 630 2611

info@methodpark.com

