



# Process Modelling and Definition

January 26<sup>th</sup> 2006 Bredbury Hall, Stockport

## Summary

This one day seminar will investigate how software and IT processes can be modelled and defined, to enable software development teams and IT groups to have the most relevant and effective processes in place for their needs. Specific issues to be addressed include:

- do processes have first to be modelled before being defined?
- what makes a process effective?
- the process definition needs of recognised standards, including ITIL, CMMi , ISO15288
- do process definition needs change as capability improves?
- can process modelling tools help?
- what are the costs and benefits of better processes?

## Speakers

**Jon Holt (Brass Bullet Ltd)** will examine the importance of processes for maintaining quality and delivering successful software and IT projects. He will examine what makes processes effective, and how to ensuring that the various interests of stakeholders are incorporated. He will also examine the contribution of modelling to effective software and IT processes.

Jon Holt is the founder-director of Brass Bullet Ltd, a software and systems engineering consultancy company. Jon works in the field of process modelling, in particular using the Unified Modelling Language (UML) and has applied these techniques to many organizations ranging from small to medium sized enterprises (SME's) to large multinationals in many different sectors

**Robert Humphrey (CSC Ltd)** will describe his experiences of process definition within a large software/IT organisation and the benefits achieved. In particular he will examine the needs of service delivery processes (eg based on ITIL and BS15000).

Robert Humphrey is a Business Process Manager for Computer Sciences Corporation (CSC) in the UK, who provide services from consulting and planning to systems integration and outsourcing. He is a specialist in service delivery processes based on ITIL practices.

**Clifford Shelley (Oxford Software Engineering Ltd)** will explain how effective process structure and content assists process improvement; also how the Capability Maturity Model (CMMi) can be used to ensure processes have appropriate structure and content for their intended capability level.

Clifford Shelley is one of the key organisers of the UK SPIN (Software Process Improvement Network) as well as being an experienced CMMi and process improvement consultant.

**Panel Discussion.** Speakers will be available for your questions and to discuss issues arising from their presentations.



### Timetable

0930	Registration
0945	Welcome and Introduction
1000	<b>Speaker 1</b>
1130	<b>Speaker 2</b>
1245	Lunch
1400	<b>Speaker 3</b>
1545	Panel Discussion
1630	Finish

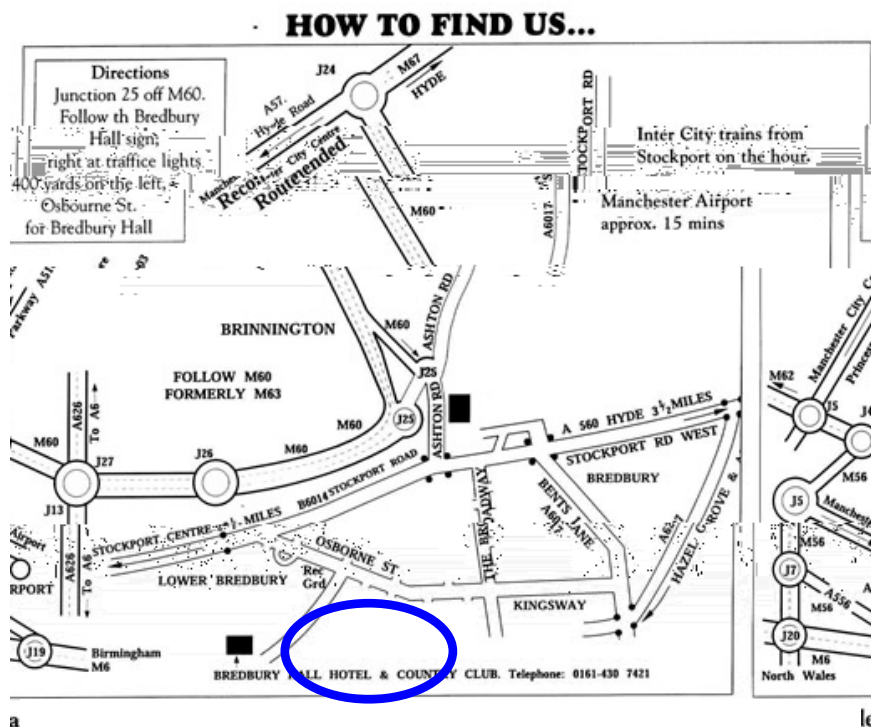
### Cost

**Seminar Fee:** £130 +VAT, £110 +VAT for BCS and/or QSG members

**Reductions:** £15 per head for bookings received before 16 January  
or £15 per head reduction for multiple bookings

(to book, please see separate Booking Form)

### Venue



**BCS CPD Scheme:** This is a qualifying event for attendees. A certificate can be collected on the day  
To book your place, post or fax the Booking Form to the address below. Places can be reserved  
by email to [qsg@improveqpi.com](mailto:qsg@improveqpi.com)

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