

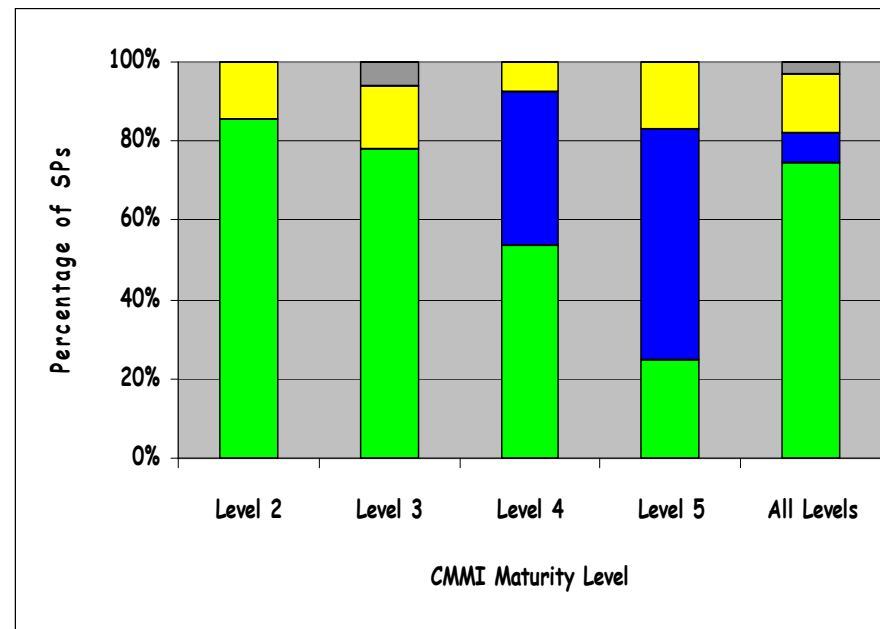
*Who You Going to Call TSP

Dan Wall
The Wall Group
TSP Symposium 2010

Once upon a time ...

* Why call TSP ...

- * Attended TSP Executive Seminar and TSP for Managers training
- * Reviewed SEI publications
 - Case studies on TSP to accelerating CMMI adoption
 - TSP to CMMI Mapping
- * Meeting with company CEO
 - * Measureable results
 - * Fast start out of the box
 - * Liked the company launch
 - * Cover timeline and costs



*so we started

- * Scampi-C to assess the current state
- * TSP launch of the initiative for the entire company
 - * Uncovered other issues
 - * Uncontrolled support noise
 - * Constantly changing priorities
 - * No documented processes
 - * Tasks being lost
 - * Unbalanced workload
- * Process Dashboard for planning and tracking
- * PSP training for developers
- * Introduction to CMMI training for entire company

*and in the early days

- * Monthly Launches to plan work

Start gathering historical data

Included tasks to close gaps

- * Analysis to understand Support Noise

- * Closing Gaps

- * Struggled to apply model to their work

Support work vs. Development issues, SAM

- * Perception that CMMI was “heavy”

- * Resistance to more processes

*Radical Change

Stepping softly

- * No process for process stake
- * Involve everyone
- * Practical not perfect
- * Keep it Simple
- * Continuously improve
- * Use own tool

*the saga continues

- * Continued monthly Launches to plan work
 - Using gathered historical data
 - More development work - less support noise
 - * Other process improvement activities
 - Management incentives
-

- * Continued Closing Gaps
 - * Realized that the processes were helping
 - * Bumpers
 - * Mini scampi's

*and in the end

- * Scampi A was conducted

They attained maturity level 2 and several PA's for level 3. The company was saved and the people cheered.

They loved their processes and the improvements and management was happy.

- * But, they didn't live happily ever after

After several months the practices slipped ...

- * People recognized the problem, and they are revamping their processes and starting to use the CMMI-SVC

*Major Takeaways

- *The TSP can be used to accelerate the implementation of the CMMI.
- *The CMMI does apply for very small companies.
 - *Scampi-A is time consuming and costly.



Dan Wall
The Wall Group

Email: DWall27@nycap.rr.com

Phone: 518.488.7507