

HKSPIN e-Newsletter

Issue 3, March 2008

Dear Members and Friends,

Many of you may have received notices on Quality Assurance Manager (QAM) last year. For those who don't fully understand what QAM is, please refer to the article by Mr. Daniel Wong. I would like to encourage all veterans in quality management to apply for this privileged credential. The QAM designation distinguishes you from other QA professionals.

HKSPIN is looking for members to join our executive committee. If you are interested, please drop me a note at cshleung@comp.polyu.edu.hk



Dr. Hareton Leung
Chair, HKSPIN

I. Useful Web Site

a. Java.net

www.java.net

Java.net provides a common area for interesting conversations and innovative development projects related to Java technology from a group at Sun Microsystems, Inc. The community continues to grow with industry associations, software vendors, universities, and individual developers and hobbyists joining every day. This community helps to create new solutions that render Java technology even more valuable.

b. Service Oriented Enterprise (SOE)

www.serviceoriented.org

ServiceOriented.org was developed to educate readers about the benefits and attributes of an SOE. This web-site is part glossary, and part educational story. Readers can link to many related topics as desired.

II. Articles

a. Certified Professional for IT (Quality Assurance Manager)

Read more about the objectives and benefits of achieving the Certified Professional for IT QAM (Quality Assurance Manager).

Mr. Daniel Wong is the Director of Software Quality Management Co. Ltd. (SQM) and a consultant of quality improvement and SW-CMM/ CMMI.

http://www.hkcs.org.hk/en_hk/sg/hkspin/enewsletter/danielwongarticle2.pdf

b. Low-Overhead REAL Software Process Improvement

Low-overhead software process improvement initiatives can offer attractive benefits compared with the more formal branded initiatives. In this article, Mr. Robin F. Goldsmith reveals the key to identifying the 'low hanging fruit' improvement issues. Short cut approaches offer benefits by bypassing analysis and effectively and efficiently implementing 'good' practices.

Mr. Goldsmith is the President of Go Pro Management, Inc. Author of numerous articles and the recent Artech House book Discovering REAL Business Requirements for Software Project Success and a frequent speaker at leading professional conferences, he chaired BOSCON 2000 and 2001, ASQ Boston Section's Annual Quality Conference.

<http://www.compaid.com/caiinternet/ezone/goldsmith-overhead.pdf>

c. Defining Effective ITIL Key Performance Indicators

This paper presents an approach to defining effective key performance indicators (KPI) in support of the Information Technology Infrastructure Library (ITIL). KPIs need to be aligned with service and business measures and the process used for establishing these measures.

Diane Bloodworth, David Herron

<http://www.compaid.com/caiinternet/ezone/bloodworth-ITIL.pdf>

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