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## About HKSPIN

*The HKSPIN group aims to provide a leading forum for open and free exchange of software process improvement experiences and practical ideas. It focuses on promoting disciplined software engineering practices, software process improvement proceedings, software quality, and achieving higher levels of process quality and professional understanding through skills training and information exchange.*

## HKSPIN Website:

[http://www.hkcs.org.hk/en\\_hk/sg/hkspin/index.asp](http://www.hkcs.org.hk/en_hk/sg/hkspin/index.asp)

Dear Members and Friends,

I would like to share with you some interesting information from Software Engineering Institute (SEI) Process Maturity Profile for Capability Maturity Model<sup>®</sup> Integration (CMMI<sup>®</sup>) for Development published in March 2009. It covers all the Standard CMMI<sup>®</sup> Appraisal Method for Process Improvement (SCAMPI<sup>SM</sup>) Class A appraisals between April 2002 and December 2008.

In the span of 7 years, SEI recorded 4,134 SCAMPI Class A appraisals in 3,446 organisations. It indicates that CMMI<sup>®</sup> is well accepted by organizations worldwide. When we look at the geographical distribution, 71.4% were non-USA organizations. This is very interesting because non-USA organizations had completed the majority of the appraisals rather than the USA, where SEI is based. Drilling down further, we found that Asia had 1,901 appraisals whereas North America had 1,328. It indicates that many Asian organizations showed greater appreciation on the need of process improvement and appraisals.

With financial support from the government, organizations in China had registered 745 appraisals, which is significant when compared with only 409 from India. Taiwan had also gained momentum on process improvement in the past few years and registered 117. Hong Kong registered 18 and was close to Singapore which registered 19.

Changing the perspective to the nature of appraisals, we found that 74% were commercial/in-house organizations. While SEI was originally established to support the US defence contractors and is still under the sponsorship by US defence department, more and more commercial organizations found that CMMI<sup>®</sup> was useful and did really help in supporting and achieving their business goals.

It is logical to find that 48.3% achieved Level 3 and 30.2% achieved Level 2. When we add up the 2 levels, it is a big vote of 78.5%, meaning that 8 out of 10 organisations were focused on lower levels.

When the old version of CMMI<sup>®</sup> (which is called Software CMM<sup>®</sup>) started in the early 1990s, most organizations were large, defence-oriented, and had projects with hundreds of developers. However, this had changed in CMMI<sup>®</sup> recently. The staff profile showed that 14.1% of the appraised organizations had staff size 25 or fewer; 18.3% had 26-50 employees; while 21.2% had 50-100 staff. It means that over 50% were small to medium organizations.

For more details, please go to the following web site:

<http://www.sei.cmu.edu/appraisal-program/profile/pdf/CMMI/2009MarCMMI.pdf>

*Daniel Wong*

## Event Calendar

**18-20.05.09**

*World Conf. Quality & Improvement*  
Minneapolis, USA  
<http://wcai.asq.org/>

**8-12.06.09**

*Better Software Conference & EXPO*  
LA, NV  
[www.sqe.com/bettersoftwareconf](http://www.sqe.com/bettersoftwareconf)

**16-18.09.09**

*SEPG Asia-Pacific 2009*  
Osaka, Japan  
<http://www.sei.cmu.edu/sepgap/2009/>

Please submit coming events that are of interest to our readers to [hkspin@hkcs.org.hk](mailto:hkspin@hkcs.org.hk)

## Executive Committee

Hareton Leung (Chair)  
Yvette Lui (Secretary)  
Benedict Lam (Programme)  
Daniel Wong (Editor)  
William Kwan  
Roy Ko  
George Leung  
K. H. Li  
Lawrence Lo  
Andrew Tang

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## Articles

### Introduction to ISO 20000

To deliver quality IT services, some may adopt a tool-first approach. Experience tells us that it is the organizational maturity (the people and processes) that is attributable to the success of IT service improvement initiatives, rather than the selection and purchase of some tools. ISO/IEC 20000 standard sets out an integrated process approach to deliver managed services to meet business and customer requirements. Tools simply support the Plan-Do-Check-Act activities when implementing the processes to deliver quality IT services.

K. H. Li has served on HKSPIN executive committee since early 2000. With nearly 15 years of QA experience, he tries to interpret the key elements embedded in the first international standard for IT Service Management – the ISO/IEC 20000 standard.  
[http://www.hkcs.org.hk/en\\_hk/sg/qmsid/hkspin/eNewsletter/iso20000-2.pdf](http://www.hkcs.org.hk/en_hk/sg/qmsid/hkspin/eNewsletter/iso20000-2.pdf)

### See You in Court!

Too many outsourced software development projects wind up in litigation. The root causes of the project failure and resulting legal conflict are often related to the project's requirements, to communication issues, or to the project management approaches used (or not used). The author presents 15 recommendations for keeping your outsourced project on track and out of court. A checklist helps you perform a health check on your project.

Karl E. Wiegers is the Principal Consultant with Process Impact. He has provided training and consulting services worldwide on many aspects of software development management and process improvement. He has served on the Editorial Board of *IEEE Software* and as a Contributing Editor for *Software Development Magazine*.  
<http://www.processimpact.com/articles/court.pdf>

## Useful Web Sites

### Software Test and Performance Magazine

[www.stpmag.com](http://www.stpmag.com)

*Software Test & Performance* is written for software and application development managers, project managers, team leaders, and test and quality assurance managers. Articles in the magazine help readers understand trends and emerging technologies, come to grip with new and timeless challenges, and adopt new best practices.

### Handbook of Software Quality Assurance

[www.amazon.com/handbook-software-quality-assurance-3rd/dp/0130104701](http://www.amazon.com/handbook-software-quality-assurance-3rd/dp/0130104701)  
The software industry has witnessed a dramatic rise in the impact and effectiveness of software quality assurance. Now, SQA has become integrated into all phases of software development. This handbook capitalizes on the talents and skills of the experts who deal with the implementation of software quality assurance on a Measuring Defect Potentials and Defect Removal Efficiency<sup>©</sup>.