



## Chicago Software Process Improvement Network (C-SPIN) Meeting <http://www.c-spin.net/>

AT&T Center Campus  
AT&T Institute 2501 W. Eagle Way at  
Lakewood Blvd and Eagle Way, Hoffman Estates, IL 60196

Be sure to check the C-SPIN website (<http://www.c-spin.net/>) to confirm details.

### **Wednesday, May 7, 2008**

6:00 - 7:00 PM – Atrium: Registration, Networking, & Light Refreshments

6:20 - 6:40 PM – Birds-of-a-Feather Topic [See sign-in table for details.]

7:00 - 8:30 PM – Auditorium: Program

8:30 - 9:00 -PM – Auditorium: additional Q&A and discussion

ALSO: Special Raffle of Books provided by Auerbach Publications:

Building Software - A Practitioner's Guide

The Business Value of IT - Managing Risks, Optimizing Performance, and Measuring Results

Interpreting the CMMI - A Process Improvement Approach - 2nd Edition

### **Program: Improving the Effectiveness of IT Service Delivery**

**Presenter: Bob Lawhorn, Chief Technology Officer, Computer Aid, Inc.**

#### **Abstract**

IT Organizations face a variety of challenges. They must balance the completion of scheduled requests such as Enhancements and Projects while responding to a wide variety of unscheduled requests to solve problems or provide consultation services. The combination of scheduled and unscheduled service requests, changing business priorities, inadequate documentation, and the lack of IT service management processes and tools makes it difficult to manage commitments and deliver value to the business. This presentation discusses the challenges that impact the effectiveness of IT organizations and presents solutions to address common issues.

#### **About the Presenter**

Bob Lawhorn has over 40 years of experience in software development, software measurement, and software project estimation. He spent his first twenty years at Bethlehem Steel working on applications related to steel, mining, and ship building and his next twenty years at CAI, where he is credited with the invention of CAI's application development methodologies and fixed price estimating matrices. Bob is currently CTO of CAI where he spends most of time consulting with companies and government agencies on how to implement application development best practices within their own organizations.

#### **Driving and Parking Directions**

From I-90 Northwest Tollway, exit North on Barrington Road. Take Barrington Road to Lakewood Blvd (2nd light) and turn East (right) onto Lakewood Blvd. Turn right into the AT&T Campus Center's West Employee Entrance (the first entrance past Eagle Way) and follow the signs to the West Parking Structures.

Parking is available in covered lots W2 or W3 as well as upper level parking lot W1. Look for parking spaces towards the west end of the parking structures. The Institute Building, located across the road (west of the parking structures), is approximately a 3-5 minute walk from the parking structure. Visit <http://www.c-spin.net> for a map of the AT&T Campus Center.

#### **About C-SPIN**

C-SPIN is made possible through the efforts of its Steering Committee. The Steering Committee is composed of Alan Berow, Kathy Brown, Steve Coffman, Steve Huck, Nan Krull, Karen Mermel, Donna Miller, Sara Reif and Robert Stalzer.

C-SPIN is a leadership forum for the free and open exchange of software process improvement experiences and practical ideas. We promote achieving higher levels of process maturity, software quality, and mutual respect. Companies, academic institutions, government organizations, and individuals are invited. For more information regarding this meeting, contact Kathy Brown at [klbrown@mosaicinc.com](mailto:klbrown@mosaicinc.com). For information about C-SPIN or the steering committee, contact Robert Stalzer at [cspin@coderelay.com](mailto:cspin@coderelay.com).

To receive future announcements electronically, register your e-mail address (include name, personal email address, company, and phone number) <http://c-spin.net/newsletter/>.