

## Who Should Attend

### Topics

Assessment Methodologies  
 Learning Organizations  
 Measurement  
 Experience Reports  
 SPI in different Process Areas  
 Cultural Factors  
 SPI and Business Strategies  
 Improvement Planning  
 Innovation Management  
 Goal Analysis and Improvement  
 SPI in different Industry Branches  
 SPI Networks and Systems  
 Research in SPI  
 Capability Models

### Target

Quality Manager  
 Project Manager  
 Business Manager  
 Improvement Manager  
 Innovation Manager  
 Researcher  
 Experienced Practitioner

## Why You Should Attend



**EuroSPI represents a European experience forum collaborating with nearly all SPINs in Europe**



... the quality of the papers is high and we are available as members of the programme committee (T. Hind, Axa, L. Tipping, QinetiQ, UK)

**EuroSPI offers experiences which can be re-used creating benefits in your own organisation**



... EuroSPI is unique in the way it brings industry and research together (political and industry representatives at the social event in Austria in 2003)

**EuroSPI is more than just a conference, it's a European mission and includes a growing experience library**



... a very interesting conference which I will recommend to our partners in the Netherlands (A. Smeitz, TNO)

# EuroSPI'2004

## European Software Process Improvement

10.-12. November 2004, Trondheim, Radisson SAS Hotel, Norway

Conference Theme 2004: Process Improvement Research and Industrial Experiences



### KEY NOTES:

Scott Ambler, Ronin International Inc, Canada  
 Alec Dorling, ISOSPICE, UK



[2004.eurospi.net](http://2004.eurospi.net) (EuroSPI 2004 Conference)  
[www.eurospi.net](http://www.eurospi.net) (Initiative)  
[library.eurospi.net](http://library.eurospi.net) (Online Proceedings)

## Final Conference Programme

*... A Centre for commerce and administration*

*... A major high technology centre for research and education*



**Trondheim Represents ...**

## Conference Program 11. November 2004

08.00-09.00	Registration				<b>4 Parallel Tracks</b>  <i>A good mixture of research and industry</i>  <b>OPEN SPACE</b> to discuss, present, and meet, in parallel to the conference
09.00-10.00	Key Note 1 : Scott Ambler				
10.00-10.30	Break				
10.30-12.00	Research Session 1A	Research Session 1B	Research Session 1C		
12.00-13.00	Lunch				
13.00-14.30	Industry Session 1A	Industry Session 1B	Industry Session 1C	Industry Session 1D	
14.30-15.00	Break				
15.00-16.30	Industry Session 2A	Industry Session 2B	Industry Session 2C		
19.00-21.00	Conference Dinner				

## Key Notes



### SPI and Agile Model Driven Development Scott Ambler, Ronin International Inc, CA

Scott Ambler is a Senior Consultant with Ronin International, Inc. since its inception in 1999. He actively works with Ronin clients on large-scale software development projects and on software process improvement (SPI) efforts around the world. Scott is Canadian and still lives in Canada although he spends a large portion of his time consulting in the United States and Europe. He has worked in the IT industry since the mid 1980s and with object technology since the early 1990s. He has written several books and white papers on object-oriented software development, software process, Agile Model Driven Development (AMDD), Agile Database Techniques, and the Enterprise Unified Process (EUP).



### The ISO 15504 Standard and Current Initiatives Alec Dorling, ISOSPICE, UK

Alec Dorling is an internationally recognized expert in the field of Software Quality Management, Process Assessment and Improvement. He has held key posts at international research institutes that include the Centre for Software Engineering in Sweden, the European Software Institute in Spain and the National Computing Centre in the UK. He is a chartered engineer with over 30 years experience in the IT industry gained both in real-time and commercial systems environments. He has been involved with most of the key UK government's initiatives in software engineering and software quality.

Alec Dorling is the international project leader of the SPICE (Software Process Improvement and Capability dEtermination) project and convener of the ISO group developing ISO/IEC 15504. He is currently actively involved in leading world-wide assessments of suppliers in the Space and Automotive sectors.

Alec is also a Director of The Procurement Forum and is involved in key European projects in IT procurement process assessment, best practice, benchmarking and improvement. During the last four years Alec has been the project leader of the European PULSE and PROBE IT procurement process assessment, benchmarking and improvement projects and has participated in the procurement best practice projects ASSIST and VALIDATE.

**Do not miss your chance and ...**

**... Meet one of the leading persons in agile methods .**

**... Meet the leading person concerning ISO 15504 .**

## Conference Program 12. November 2004

09.00-10.00	Key Note 2 : Alec Dorling				<b>4 Parallel Tracks</b>  <i>A good mixture of research and industry</i>  <b>OPEN SPACE</b> to discuss, present, and meet, in parallel to the conference
10.00-10.30	Break				
10.30-12.00	Research Session 2A	Research Session 2B	Research Session 2C		
12.00-13.00	Lunch				
13.00-14.30	Industry Session 3A	Industry Session 3B	Industry Session 3C	Industry Session 3D	
14.30-15.00	Break				
15.00-15.30	Conference Closure				



# Conference Tutorials and Certificates

Attendees will only be allowed to attend the tutorials which they have selected in the registration form. The tutorial fee includes participation, handouts, coffee breaks and lunch. Only a morning and an afternoon tutorial or a full day workshop can be selected.

Half Day Tutorials, 9 - 13 , 10. November 2004

Quick Certification

**T1**  
Agile  
Develop-  
ment



Scott Ambler  
is a leading  
figure in  
Agile  
Development  
Methods

Scott  
Ambler

**T2**  
Function  
Points,  
Use Cases  
and  
SW Quality

Carol  
Dekkers

**T8**  
Crash Courses and  
Certificates

09.00-11.00  
Improving Project  
Management in SW  
Projects  
11.00-13.00  
Improving Software  
Testing  
14.00-16.00  
Improving Requirements  
Engineering

16.30-18.30  
Written Examination  
  
ISQI Certification Fees  
Apply After Successful Exam

Half Day Tutorials, 14 - 18 , 10. November 2004

**T4**  
Using Agile  
Approaches  
to Develop  
Mobile  
Applications

P. Abrahamsson  
T. Ihme

**T5**  
SPI and  
Innovation  
Management  
- How Does  
this  
Work

Richard  
Messnarz

**T7**  
Knowledge  
Based SPI -  
Practical  
Cases and  
Experiences

Risto  
Nevalainen



## Associated Training Courses & Certificates

**CMMI**  
Introduction  
Course

7.-9.11.2004  
SAS Radisson  
Trondheim  
3 days course

Trainer  
K. Johnson  
C. T. Nielsen

Registration  
with EuroSPI  
2700 Euro

**Certified**  
**ISO 15504**  
**Assessor**  
**Course**

6.11. / 14.00 -10.11. / 14.00  
SAS Radisson  
Trondheim  
5 days course

Trainer  
R. Messnarz  
R. Nevalainen

Registration  
with EuroSPI  
2500 Euro

**Quick**  
**Certification**

10.11.2004  
SAS Radisson  
Trondheim

Crash Course  
and  
Certificate  
Exam

Registration  
with EuroSPI  
(part of Tut

### T1 : Agile Development by Scott Ambler

Scott is Canadian and still lives in Canada although he spends a large portion of his time consulting in the United States and Europe. He has worked in the IT industry since the mid 1980s and with object technology since the early 1990s. He has written several books and white papers on object-oriented software development, software process, Agile Model Driven Development (AMDD), Agile Database Techniques, and the Enterprise Unified Process (EUP). In his tutorial Scott will outline how to practically apply AMDD in industry.

### T2 : Function Points , UseCases, and SW Quality

Despite the advances in technology and the increased access to data with data warehouses , one fundamental element of system development continues to elude us: the logical user requirements. Done properly, Use Cases clearly document requirements in user terms in a more complete and articulated manner than other methods. From these use cases FP (Function Points) can be utilized to quantify the size of software based on a structured evaluation of the logical user requirements. This tutorial will outline how practitioners can use Use Cases and Function Points to quantify and control software requirements. This tutorial is held by Carol Dekkers from Quality Plus Technologies, U.S.

### T3 : Introduction to the Team SW Process

Cancel l ed

### T4 : Using Agile Approaches to Develop Mobile Applications

Mobile phone terminals have been closed environments until recent years. The change brought by open platform technologies such as Symbian operating system and java-technologies have opened up a significant business opportunity for anyone to develop application software such as games for the mobile terminals. Agile development solutions can be seen to provide a good fit for mobile application development environment. This tutorial seeks to provide an overview on the special characteristics of mobile software development and introduce a development approach called MobileD. The tutorial is held by Pekka Abrahamsson from VTT, Finland.

### T5 : SPI and Innovation Management - How Does This Work

SPI (Software process Improvement) is a structured approach to increase the capability of processes . In the German automotive industry, for instance, the target capability level is 3 . However, the innovation cycles in industry get faster and faster, so that from a business viewpoint continuous product innovation is needed leading to a continuous change o requirements for the established processes. The tutorial illustrates case studies where this relationship between product innovation and process improvement has been managed and provides a list of success criteria. It will demonstrate how a group of German companies were able to establish mutual beneficial task forces to manage such situations. The tutorial is held by Richard Messnarz from ISCN, Ireland and Austria.

### T6 : How to Make Your Complex Distributed Projects a Success

Cancel l ed

### T7 : Knowledge Based SPI

This tutorial "Knowledge Based SPI" is based on several years research and development in Finland among FiSMA companies. FiSMA (Finnish Software Measurement Association) consists of appr. 40 members, and they have used SPICE, CMMI and related models for years for their own improvement purposes. FiSMA has developed a system called GNOSIS to support internal assessments and SPI planning. This tutorial is partially based on practical cases using GNOSIS system. Participants will learn how a well defined and tool-supported SPI can be implemented easily. This tutorial is held by Risto Nevalainen from STTF, Finland.

### T8: Crash Courses and Internationally Recognised Certificates

The certification crash courses address all those who have already gained extensive experiences and would like to receive an internationally recognised certificate for one of the three professions : ISTQB Certified Tester, Foundation Level ,iSQI Certified Professional for Project Management, iSQI Certified Professional for Requirements Engineering accomplished by the International Software Quality Institute ([www.isqi.org](http://www.isqi.org)).

Bernd Hindel, scientific director of the International Software Quality Institute, is holding the 90 minutes crash courses himself . Contents of the project management course are principles of project management, forms of project start and project goals, risk management, project planning and estimation, software quality management and team leadership including team meetings, motivation, criticism, controlling and steering of projects, project inspection and project conclusion. Contents of the tester course are principles of software testing, testing terminology, fundamental test process, testing throughout the software lifecycle, static testing, dynamic testing techniques, test management, tool support for testing (CAST) and test tool selection and implementation. Contents of the requirements engineering course are principles of requirements engineering, requirements engineering process, requirements documents, requirements elicitation, requirements analysis and negotiation, describing requirements, requirements validation domain models, requirements management and tools.

## Associated Training Courses

### Certified ISO 15504 Assessor Course

R. Messnarz , ISCN, IRL and R. Nevalainen, STTF,FIN  
6.11.2004 14.00 to 10.11.2004 14.00



The 5-day SPICE Assessor Training Course is designed specifically for providing IT professionals with the knowledge and skills needed to conduct software process assessments according to ISO 15504 - Process Assessment.

The course is INTACS (International Assessor Certification Scheme) certified. Delegates who demonstrate satisfactory performance throughout the course and pass the final examination are awarded a Certificate of a Provisional Assessor .

The course already bases on the new ISO 15504 standard (not the TR 15504) which recently came out in 2004.

As a result of attending the course, delegates will be able to navigate the five parts of ISO 15504, understand and explain the use of software process assessment, develop a procedure for conduction 15504-conformant assessments, assemble and brief an assessment team, plan and conduct assessments using the assessment model in ISO 15504-5 (based on ISO 12207), and present the results of assessment to the assessed organisation.

Dr Richard Messnarz has more than 14 years of experience in assessments in the embedded and automotive sector. He has published a book with IEEE in 1999, he has been a lead consultant and assessor for major German firms, he is the chairman of EuroSPI, he is a principle/lead assessor in ISO 15504, and he is the managing director of ISCN.

Dr Risto Nevalainen has more than 20 years experiences with IT management, he is an experienced assessor, he coordinates the FisMA initiative in Finland, and he is a board member of the EuroSPI initiative.



.. the certified ISO 15504 Assessor Course participation fee is 2500 Euro, and if you register for this course you will receive a price reduction of 200 Euro for the EuroSPI conference.

### CMMI Introduction Course

K. Johnson, TeraQuest, U.S., C.T. Nielsen, DELTA, DK  
7.11.2004 to 9.11.2004



This 3-day course introduces systems and software engineering managers, practitioners, appraisal team members, and engineering process group (e.g., SEPG, EPG) members to the fundamental concepts of Capability Maturity Model ® Integration (CMMI ®). The course is composed of lectures and class exercises and provides ample opportunity for participant questions and discussions. After attending the course, participants will be able to understand how CMMI models can apply to their organization's process improvement program. Additionally, successful completion of this course is a prerequisite for Intermediate Concepts of CMMI, SCAMPI Lead Appraiser Training, and CMMI Instructor Training.

Kent A. Johnson is the Director of Systems Engineering for TeraQuest as well as an SEI-certified Lead Assessor for SW-CMM and a certified SCAMPI Lead Appraiser for CMMI. Kent's background includes over 25 years experience .

Claus Trebbien Nielsen is the CMMI Programme Manager at DELTA, he is a member of the CMMI stakeholder group, and he has extensive assessment experience as BOOTSTRAP and CMMI assessor.

... the CMMI Introduction Course participation fee is 2700 Euro, and if you register for this course you will receive a price reduction of 200 Euro for the EuroSPI conference.

## Research Related Sessions

### Research Session 1A Global SW Development

#### On-Site Customer in an XP Project: Empirical Results from a Case Study

J. Koskela, P. Abrahamsson, VTT, FIN

#### Extreme Programming: Reassessing the Requirements Management Process for an Offsite Customer

M. Korkala, Univ. of Oulu, P. Abrahamsson,  
VTT, FIN

#### Global Software Development Project Management – Distance Overcoming

D. Smite, Riga IT Institute, LV

### Research Session 1B R-1 SPI Techniques I

#### Towards Comprehensive Experience- based Decision Support

A. Jedlitschka, D. Pfahl, Fraunhofer IESE, D

#### Discovering Information in Post-Mortem Project Reviews

J. Schalken, H. v. Vliet, Vrije Univ., S.  
Brinkkemper, Univ. of Utrecht, NL

#### Serious Insights through Playful Software-Projects

D. Lübke, T. Flohr, K. Schneider, University  
of Hannover, D

### Research Session 1C Studies of SPI

#### SPI in SME Sized Software Enterprises in Eastern Finland: A State-of-the-Practice Study

I. Saastamoinen, M. Tukiainen, Univ. of  
Joensuu, FIN

#### An Experimental Replica to Validate a set of Metrics for Software Process Models

F. García, F. Ruiz, M. Piattini, ESI, E

#### Using Measurement Data in a TSP Process- Project

N. Davis, J. Mullaney, CMU, U.S., D.  
Carrington, Univ. of Queensland, AUS

### Research Session 2A Knowledge Management

#### Software Thinking Improvement: Learning Performance Improving Lessons

K. Pedersen, Aalborg Univ., DK

#### The Adoption of an Electronic Process Guide in a Company with Voluntary Use

N. Brede Moe, T. Dybå, SINTEF, NO

#### Knowlede Mapping: A Technique for Identifying Knowledge Flows in Software Organisations

B. Hansen Hansen, K. Kautz,  
Copenhagen Business School, DK

### Research Session 2B SPI Techniques II

#### Determining the Improvement Potential of a Software Development Organization through Fault Analysis: Method and Case Study

L. O. Damm, Ericsson, L. Lundberg,  
C. Wohlin, Blekinge Institute of IT, S

#### RCA and Gap Analysis – A Tale of Two Methods

T. Stålhane, NTNU, NO

#### Empirical Evaluation of Two Requirements Prioritization Methods in Product Development Projects

L. Lehtola, M.  
Kauppinen, Helsinki Univ. of Technology, FIN

### Research Session 2C Effort Estimation

#### Project Effort Estimation: Or, When Size Makes a Difference

O. Benediktsson, Univ. of  
Iceland, IS, D. Dalcher, Middlesex Univ. , UK

#### A Comparison of Size Estimation Techniques Applied Early in the Life Cycle

- O. Demirörs, Ç. Gencel, Middle East Techn.  
University, TR

#### Development of Model and Process for Timely Progress Reporting in Component- Based Development

S. Moon, ComponentBasis, J. Lim, S. Lee,  
Sangmzung University, Korea

# Industry Related Tracks

## **11-A 13.00 - 14.30** **SPI and Management**

### **Project manager's guide to the Galaxy**

N. J. Villmones, Kongsberg Spacetec, NO

### **ManagEUr - Success Criteria for Distributed Projects**

Miklos Biro, BUESPA, HU

### **Experiences in the Assessment of the Requirement Management Process**

J.A. Calvo-Manzano, A. Serrano, Univ. of Madrid, M. Arcilla, UNED, E

## **11-B 13.00 - 14.30** **SPI and Management**

### **SPI Managers' Experiences and Opinions on SPI in practice**

N. Baddoo, Univ. of Hertfordshire, UK

### **Evolutionary Project Management: Implementation and experiences**

Trond Johansen, FIRM, NO

### **AXA IT Organisation & Process Maturity Assessment Framework**

T. Hind, Axa-Sunlife, UK

## **11-C 13.00 - 14.30** **SPI and RUP**

### **Improving The OO Design Process**

Javier Garzás, ALTRAN SDB, M. Piattini, Univ. of Castilla La Mancha, E

### **Specializing RUP to defined project types**

G. Nordseth, Kantega AS, NO

### **Tailoring the Unified Process**

C. Stensholt, ErgoSolutions, NO

## **11-D 13.00 - 14.30** **SPI Case Studies**

### **Beyond Software Process Improvement: A Case Study on Change and Knowledge Management**

J.Pries-Heje, ITU, DK, P. Pourkomeylian, Astrazeneca, DK

### **The Software Development Culture of Northern Ireland**

F. McCaffery, Univ. of Ulster, UK

## **12-A 15.00 - 16.30** **SPI and Engineering**

### **Proposal for an Integrated Advanced Engineering Process**

U. Hehn, Mmethodpark, D

### **Continuous tailoring activities in software engineering**

P. Saliou, Univ. Brest, FR

### **Merging Agile Development Methodologies - The Case for DSDM and XP**

R. OConnor, DCU, IE

## **12-B 15.00 - 16.30** **SPI Case Studies**

### **User Expectations for an SPI Knowledge Management System**

I. Saastamoinen, M. Tukiainen, Univ. of Joensuu, T.Makinen, T. Varkoi, Tampere University of Technology, FI

### **Stages of Software Process Improvement Derived from 10 Year Case Studies**

K. Balla, IQSYS, HU

### **Evaluation of using a UML methodology in a large embedded development project**

K.Hansen, B. Anda, I. Gullesen, H. K. Thorsen, ABB, S

## **12-C 15.00 - 16.30** **SPI and Organisational Strategies**

### **Building a learning organisation: experience with establishing communities of practice**

H. Dreiem, Objectnet, NO

### **Process Improvement is Not Enough - Do not Forget Innovation Processes**

R. Messnarz, ISCN GesmbH, A

### **Prioritizing SPI actions based on business needs and impacts**

M. Haavikko, M. Johansson, R. Nevalainen, STTF, FI

## **13-A 13.00 - 14.30** **SPI and Estimation**

### **Software Productivity Estimation Based on Association Rules**

B. Stamatia, Aristotle Univ. of Thessaloniki, GR

### **Navigating the Minefield: Estimating BEFORE Requirements**

C. A. Dekkers, Quality Plus Technologies, U.S.

### **Quantitative Project Management: Integration of Balanced Scorecard and CMMI maturity level 4**

P. V. Petersen, Systematic, DK

## **13-B 13.00 - 14.30** **SPI and Requirements Management**

### **Developing a RE Process Improvement Model**

S. Beecham, T. Hall, A. Rainer, University of Hertfordshire, UK

### **How Evaluation Techniques Influence the RE-tool Evaluation: An Experiment**

Raimundas Matulevicius, NTNU, NO

### **A Business-Driven Requirement Process**

Rolf Nergaard, Consult IT, NO

## **13-C 13.00 - 14.30** **SPI and Risk Management**

### **Risk-driven Software Process Improvement**

J. Miller, J. Gorski, Univ. of Technology, PL

### **Increased Value through Reduced Risk in joint industry /external researcher projects – towards guidelines**

L. Bratthall, E. Mikkelsen, DNV, NO

### **Developing a customer driven decision-making tool for the selection of software quality models and frameworks**

B. Keane, Univ. of Limerick, IE

## **13-D 13.00 - 14.30** **SPI and Systems**

### **Collaborative management for ICT process improvement in SME**

B. Direnzo, CPRHT, LU

### **Patrical Experience of Virtual Team Software Development**

V. Casey, Univ. of Limerick, IE

### **Process improvement through development of an extended electronic process guide**

K. R. Nilsen, Kongsberg Spacetec, NO

## Conference Hotel



### SAS Royal Garden Hotel

Kjopmannsgt. 73  
Trondheim, Norway 7410  
Phone: 47-73-80-30-00  
FAX: 47-73-80-30-50



The hotel is centrally located with respect to shopping areas, entertainment and transport. The airport bus stops right outside the hotel on its way to and from the airport. Prices negotiated for EuroSPI are 895 Kroner/105 Euro for a single room and 117 Euro for a double room. Hotel rooms need to be booked by the attendees themselves using the key word EuroSPI. In case you do not book your hotel before 24.10.2004, we do not guarantee that free spaces will still be available in the above hotel.

## Other Recommended Hotels

**P-HOTELS**  
Nordregate 24  
7010 TRONDHEIM  
Phone: +47 73 80 23 50  
Fax: +47 73 80 23 51  
Mail: post@p-hotels.no

A more moderate price option with less facilities is the P- hotel at 495,- NOK pr. night. See: [www.p-hotel.no/english/](http://www.p-hotel.no/english/) This hotel is located a 5-minute walk from the conference hotel.

Other options can be found here:  
[www.trondheim.com/engelsk/tourist\\_info/index2.asp?thisId=953557171&sid=936265982&kid=936265976](http://www.trondheim.com/engelsk/tourist_info/index2.asp?thisId=953557171&sid=936265982&kid=936265976)

## Trondheim as a Place to Meet

Trondheim's well-established and internationally renowned university and research community provides resources for many types of business and industry. The university, colleges and Scandinavia's largest independent research institute the SINTEF Group make The university community in Trondheim has always been strong on technology and natural science. The Norwegian University of Science and Technology (NTNU) is Norway's second largest university with a staff of 2,650 and more than 20,000 students.

## Social Event - A taste of life in old Trondheim

You enter the old town via the gate at the main entrance. We light torches, gaslights and candles in the windows around the old market square. A warm "bisp" (punch) made from an old recipe is served, and you will be able to feel a bit of the life in the old city on a late autumn evening around the 18/19 turn of century. Kids will play in the streets, a young girl sells candies from a basket and a saleswoman will be in the grocer's store. There will be a dramatization on the square. A storyteller will describe the life at that time (in English) and there will also be some music/song. After this event you will be followed back to modern time and served a dinner. The social event is included in the registration fee. Any accompanying person will be charged 100 Euro extra. Please notify the registration desk about accompanying persons.



The dinner will be held at the Trondelag Folk Museum ([www.sverresborg.no/english/](http://www.sverresborg.no/english/)). Before the dinner you will travel a 100 years back in time and experience life in the old city.

## How to Come to Trondheim

If you come by plane, there are flights from nearly every capital to Oslo and from there you can take a connecting flight. There are direct flights to Trondheim from Amsterdam, and Copenhagen.

For a pretty cheap connection use AirBerlin ([www.airberlin.com](http://www.airberlin.com)) or RyanAir ([www.ryanair.com](http://www.ryanair.com)) and fly to London Stansted. From there the Norwegian airlines ([www.norwegian.no](http://www.norwegian.no)) offer good and cheap connections to Oslo, and Bergen.

Also RyanAir ([www.ryanair.com](http://www.ryanair.com)) directly fly from London Stansted to Oslo. However, the Oslo airport is different from the one used by the connecting flight. Thus we recommend Norwegian air from London Stansted.

More cheap options you find at:

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

[www.getmore4less.co.uk/results.php?keyword=flight%20to%20norway](http://www.getmore4less.co.uk/results.php?keyword=flight%20to%20norway)

The average cost of a flight from Oslo to Trondheim is 50 Euro. For a connecting flight in Norway please follow the link: [www.norwegian.no](http://www.norwegian.no)

If you come by train, there is good railway connection with sleeping cars from Oslo to Trondheim. The link for booking a train is:

[www.norwaydirect.co.uk/discover/getting-around-trains.asp](http://www.norwaydirect.co.uk/discover/getting-around-trains.asp)

Train rate is 748 Kroner/88 Euro. Train takes approx. 6 hours. Reservations should be made in advance.

# EuroSPI'2004

Please complete the registration form and return it either by post or fax to :

EuroSPI'2004 Registration Office,  
c/o ISCN Co-ordination Office,  
Florence House, 1 Florence Villas,  
Bray, Co. Wicklow,  
IRELAND

For Online Registration : [www.eurospi.net](http://www.eurospi.net)

Tel : + 353 1 205 0020

Fax : + 353 1 205 0021

E-mail : [aclarke@iscn.com](mailto:aclarke@iscn.com)

The registration fee includes documentation, lunch, refreshments, and conference dinner.  
After 1.10. no cancellation is possible, you may determine a substitute.

First name :  Surname :

Company :

Address :

Post Code / City / Country :

Telephone / Fax :

E-mail :

## Select Tutorials & Workshop

T1  T2  
 T4  T5  T7

	By 01.10.	From 02.10.
Certification (T8)	<input type="checkbox"/> 300 Euro	<input type="checkbox"/> 350 Euro
Tutorials	<input type="checkbox"/> 300 Euro	<input type="checkbox"/> 350 Euro
Conference	<input type="checkbox"/> 550 Euro	<input type="checkbox"/> 740 Euro
Combined	<input type="checkbox"/> 690 Euro	<input type="checkbox"/> 890 Euro

Payment can be made by credit card or bank transfers. If you pay by credit card, please supply your credit card details below. Bank transfer should be sent to :

Bank of Ireland, Churchstreet, Greystones, Co.Wicklow, Ireland : A/c Name ISCN Ltd. Conference,  
A/c No.16613282, Sorting code : 901132, Reference : EuroSPI'2004.

A bank transfer of Euro  has been made to ISCN A/c No : 16613282

I would like to pay Euro  by credit card (VISA, Access, Master-/Eurocard ONLY accepted)

Card No.  Expiry date

Date & Signature

## To register for ...

... the SEI approved CMMI Introduction Course please tick the option CMMI course and you will receive a 200 Euro reduction for the conference fee

2700 Euro - CMMI Introduction Course

... the certified ISO 15504 Assessor Course please tick the option SPICE course and and you will receive a 200 Euro reduction for the conference fee

2500 Euro - ISO 15504 Assessor Course

## 2004 Conference Sponsors



## Conference Supporters

SPINs (Software Process Improvement Network) are networks of companies and institutions committed to SPI (Software Process Improvement) and which share mutual experiences for the benefits of the partnership. EuroSPI jointly collaborates with the following SPI initiatives and SPINs in Europe.

SPIN Denmark [www.datatekniskforum.dk](http://www.datatekniskforum.dk)  
FiSMA Finland [www.fisma-network.org](http://www.fisma-network.org)  
ISQI Germany [www.asqf.de](http://www.asqf.de)  
MDISQ Germany [www.mdismq.de](http://www.mdismq.de)  
SPIN France [www.spin.eu.org](http://www.spin.eu.org)  
SPIN France MIDI [fr.groups.yahoo.com/group/SPIN-TOULOUSE](http://fr.groups.yahoo.com/group/SPIN-TOULOUSE)  
SPIN Spain [ww.bm30.es/misc/spin/home\\_eng.html](http://ww.bm30.es/misc/spin/home_eng.html)  
SPIRAL Luxembourg [www.spiral.lu](http://www.spiral.lu)  
NJSZT Hungary [www.njszt.hu](http://www.njszt.hu)  
Technology Network Ireland [www.tecnet.ie](http://www.tecnet.ie)  
SPIN Sweden [www.spin-sweden.org](http://www.spin-sweden.org)  
SPIN Rhein [www.wibas.de](http://www.wibas.de)  
SPIN Munich [www.ciboteam.de](http://www.ciboteam.de)

## EuroSPI Initiative Board Members

Board members represent companies who put up financial support, human resources and risk sharing strategies to manage EuroSPI. Board members have decision power over the initiative. For participating in this decision making group special rules apply. If you are a leading SPI organisation and want to join this high profile team, contact [aclarke@iscn.ie](mailto:aclarke@iscn.ie).

General Chair Dr Richard Messnarz, ISCN

Research Programme Committee Chairs Torgeir Dingsoyr, SINTEF , Co-Chair John Elliott, QinetiQ

Industrial Programme Committee Chairs Jørn Johansen & Mads Christiansen, DELTA, Co-Chair Risto Nevalainen, STTF

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