Mrs. Doubtfire Answers Your Questions about Process Improvement

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Background

• Is your organization acting “childish” about process improvements?

• Do they whine and cry when they have to learn new practices?

• Are you at your wits end?
You’re Pregnant – Now What?

• For better or worse, you’ve been given the responsibility to guide your projects to CMMI Level X

• Parenting your projects will be the most rewarding (and most frustrating) thing you will ever do

• Starting talking to successful parents about what they did
Sibling Rivalry – Introducing the New Baby

- Baby CMMI will compete for favor among other work on your projects
- Talk to your significant other (the sponsor) about their expectations
  - Discipline, sharing duties, etc.
- Plan a date night (about once a month) to review status against expectations
The Terrible Two's

- New babies are cute, but there are lots of diapers to change

- As your CMMI initiative matures, expect some pushback
  - “No!” can be a way of testing limits

- Set firm groundrules
  - Destructive behavior (biting, hitting, refusing to share artifacts and measures) must be stopped
Establishing a Bed-Time Routine

• **Children need routine to feel safe**
  - Rules on acceptable and unacceptable behavior

• **Establish a routine for working together**
  - What is the improvement approach and timeline?
  - What is expected of the projects? By when?
  - How will progress be measured and reported?
  - What are the consequences?

• **A daily nap often improves the attitude**
Corporal Punishment: Pros and Cons

- You can catch more flies with honey than you can with vinegar

- Firm expectations and a regular routine will often eliminate the need for punishment

- If you must spank, you and your sponsor should agree on the time and place
Temper Tantrums

• Losing their temper is your child’s way of dealing with the loss of control

• Remember to stay calm, and act like the adult

• Do not tolerate physical and verbal abuse
  – Use time-out when needed
Sharing with Others

• With multiple siblings, there is often a issue with sharing (artifacts, measures, progress, etc.)

• Remind the projects that good families (organizations) share assets for the benefit of all
  - Giving up something now means getting something else when you need it

• Maintain diligence to block access to dangerous items (e.g., non-compliant assets)
Potty-Training Made Easy

• Projects sometime grow dependent on your help for cleaning up the “dirty stuff”

• Help projects understand that maturing is about taking responsibility for your own needs, and only asking when you need help

• Reward them when you observe the desired behavior

• Let them know “mistakes” are OK
Separation Anxiety

• As we approach the “big day” (appraisal), expect some clinging behaviors
  - What questions will they ask?
  - What should I say?
  - Can I just stay home?

• Help them look forward to the experience
  - This is a chance to show what you can do

• A dry-run may help relieve the anxiety
Your Child May Never Become a Doctor

• If you follow this advise, your projects may grow up to be healthy and happy

• Remember that all projects are different, and each are special in their own way

• Learn to love yours unconditionally, no matter how they turn out
Contact Info

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