

### 3. “STATISTICAL METHODS TO MANAGE SOFTWARE PROJECTS”

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*USA*

*This presentation will describe the use of statistics and other quantitative techniques to manage software projects in a successful organization. Concepts from the Capability Maturity Model Integration (CMMI®) will be explained using practical examples and illustrations. Important principles and common misunderstandings will be discussed. The audience will be provided with advice to help them interpret the advanced concepts in CMMI and to apply those concepts in practical settings. The presenter will describe the work being done in this area at the Software Engineering Institute at Carnegie Mellon University.*



**Will Hayes** has been with the Software Engineering Institute (SEI) for 15 years, where he has held a number of positions focused on measurement, process improvement, and process appraisals. He is currently serving as the Quality Manager for the SEI Appraisal Program, a position he helped define, and has responsibilities for auditing and monitoring the conduct of appraisals led by nearly 500 SEI-Authorized Lead Appraisers.

Over the years, Will has played key roles in the development and delivery of appraisal methods, and is also considered an expert in measurement. Will has extensive experience in process improvement consulting, process appraisals, and professional training.

He has trained hundreds of lead appraisers and process improvement professionals, supporting the creation and/or delivery of courses focused on maturity models, measurement, statistical process control, and process appraisals. Will was a member of the Appraisal Method Integrated Team, which developed the SCAMPI V1.1 method, where he served as the primary author of the Method Definition Document.

He is an instructor of the SEI course on Statistical Process Control, Goal Driven Software Measurement, and a number of other courses relating to CMM®, CMMI<sup>SM</sup>, and Process Appraisals. Hayes received a BA in Psychology from Washington College and an MA in Research Methodology from the University of Pittsburgh.

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