

CAI'S IT METRICS & PRODUCTIVITY INSTITUTE

# THE SOFTWARE BEST PRACTICES 2012 WEBINAR SCHEDULE



**Your Journey to  
World Class IT**

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## Exploring the Outer Reaches of IT Excellence



Tony Salvaggio,  
President of CAI and  
Founder of CAI's IT Metrics &  
Productivity Institute

Dear IT Professional,

I would like to welcome you to the 2012 Software Best Practices Webinar program.

The Software Best Practices Webinars are a series of weekly webinars, hosted by CAI's IT Metrics and Productivity Institute, that will show CIOs and senior IT practitioners how to leverage

software and IT best practices to compete in the global marketplace.

I am delighted to announce that CAI's IT Metrics and Productivity Institute will be coordinating over 100 of these educational, best practices webinars in 2012. All live webinars are **FREE** and have been accredited by the PMI with one PDU credit each. Best of all, you are now able to view archived webinars that you might have missed or that you would like to study more closely. These archived webinars are complete audio-visual recordings and are now available online. To browse our archive of recordings, please visit our online library at **[www.itmpi.org/library](http://www.itmpi.org/library)**.

The 2012 Software Best Practices Webinars will include lectures by leading industry experts from around the world. Specific topics covered in 2012 include: global IT management, enterprise architecture, cloud computing, public sector IT, risk management, benchmarking, IT governance, legacy systems modernization, software measurement, software project estimation, software testing and quality assurance, project management and the PMO, agile methodologies, application support and much more!

For detailed information on each webinar, including registration information, please take some time to read through our brochure or visit us online at **[www.itmpi.org/webinars](http://www.itmpi.org/webinars)**.

I sincerely hope you will get value out of this exciting new program. Good luck and best wishes for your continued success!

*Tony*



## JANUARY 2012

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## FEB 2012

Wed, February, 01, 2012  
11:00 AM - 12:30 PM  
**CHARLES SYMONS**

### Making Sense of Software Industry Performance

This webinar educates software customers on the levers that are available to obtain better performance from their suppliers.

Thu, February, 02, 2012  
11:00 AM - 12:30 PM  
**NEIL POTTER**

### Doing Scrum - The Pitfalls, and How it Relates to Critical Software

In this webinar, we will explain how Scrum can be used in any organization, and additions that can make it more robust for critical systems.

Tue, February, 07, 2012  
11:00 AM - 12:30 PM  
**CHRIS ARMSTRONG**

### Agile Enterprise Architecture

In this webinar, you will learn how traditional enterprise architecture (EA)

practices can be augmented with agile project management and development best practices.

Wed, February, 08, 2012  
11:00 AM - 12:30 PM  
**ALAN SHARK**

### The Seven Trends that will Transform Local Government Through Technology

This webinar explores the new technology trends that will transform the future of local government.

Thu, February, 09, 2012  
11:00 AM - 12:30 PM  
**CARL PRITCHARD**

### The First Five Traits of Risk Management Excellence

In this webinar, we examine the first five critical traits possessed by those who are truly organizationally ready and effective as risk managers.

Tue, February, 14, 2012  
11:00 AM - 12:30 PM  
**BETH LAYMAN**

### Improving Performance in IT Service Delivery

This webinar explores how the new CMMI for Services model can be applied beyond IT and to the broader business.

Wed, February, 15, 2012  
11:00 AM - 12:30 PM  
**NICK SPANOS**

### Why Outsource Application Support?

This webinar discusses benefits from application support outsourcing and outlines a framework for getting started.

Thu, February, 16, 2012  
11:00 AM - 12:30 PM  
**JACK FERRARO**

### Three Leadership Competencies Every Project Manager Needs

In this webinar, you will learn about the three leadership competencies that project managers need to manage complex projects.

Tue, February, 21, 2012  
11:00 AM - 12:30 PM  
**CHARLES BABCOCK**

### Monitoring the Cloud

In this webinar, we will examine several different forms of monitoring that are currently available to help you independently check how well your cloud service is performing.

Wed, February, 22, 2012  
11:00 AM - 12:30 PM  
**DAVE SMITH**

### Building an IT Command and Control Center

In this webinar, we will explore a new method for automating the flow of IT information so that data can be made available across the enterprise.

Thu, February, 23, 2012  
11:00 AM - 12:30 PM  
**LEON KAPPELMAN**

### 21st Century IT Trends

In this webinar, you will learn about an approaching paradigm shift that will radically change the future of IT.

Tue, February, 28, 2012  
11:00 AM - 12:30 PM  
**BARBARA VON HALLE**

### The Decision Model in 2012

This webinar examines Decision Model projects across industries, analyzes productivity numbers and looks at business performance impact.

Wed, February, 29, 2012  
11:00 AM - 12:30 PM  
**GAD SELIG**

### Implementing a Winning IT Governance Strategy and Action Program

In this webinar, you will learn how to plan, deploy and sustain a successful IT governance environment.

**JANUARY 2012**

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**JUNE 2012**

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## MAR 2012

Thu, March, 01, 2012  
11:00 AM - 12:30 PM  
**ROBIN GOLDSMITH**

### BaseBOK— Business Analysis should employ (this) Body of Knowledge

In this webinar, Robin Goldsmith introduces a new approach to business analysis that offers greater value.

Tue, March, 06, 2012  
11:00 AM - 12:30 PM  
**JUTTA ECKSTEIN**

### Overcoming Cultural Differences by Focusing on Similarities

This webinar explores proven techniques for creating a common culture on global projects.

Thu, March, 08, 2012  
11:00 AM - 12:30 PM  
**JORGE BORJA**

### Three Myths that Kill Projects

In this webinar, you will learn about the three myths that kill projects and how to avoid them.

Tue, March, 13, 2012  
11:00 AM - 12:30 PM  
**TANDY GOLD**

### Ethics in IT Offshore Outsourcing

In this webinar, we will explore the ethics of outsourcing within the context of current and historical research and events.

Wed, March, 14, 2012  
11:00 AM - 12:30 PM  
**DAVE BRODERICK**

### How to Effectively Lead a Global Team

In this webinar, you will learn proven techniques for leading IT teams that are distributed across many countries.

Tue, March, 20, 2012  
11:00 AM - 12:30 PM  
**ELLEN  
GOTTESDIENER**

### Agile Business Analysis

In this webinar, the myths of agile analysis will be debunked and you will learn what agile analysis really consists of.

Wed, March, 21, 2012  
11:00 AM - 12:30 PM  
**THOMAS ERL**

### The Four Pillars of Service- Orientation

In this webinar, we discuss the four pillars that need to be in place to successfully introduce service-orientation principles.

Thu, March, 22, 2012  
12:00 PM - 1:30 PM  
**RILEY RICE**

### The High Probability of Extremely Low-Probability Events

This webinar explains the management significance of low probability events and presents the mathematical realities behind them.

Tue, March, 27, 2012  
11:00 AM - 12:30 PM  
**MARK PERRY**

### The Top 10 Risks that Threaten Project Portfolio Management Success

This webinar discusses the top 10 risks that threaten implementation and adoption of project portfolio management.

Wed, March, 28, 2012  
11:00 AM - 12:30 PM  
**PETER DEYOE**

### Managing Risk in Agile Development Projects

In this webinar, we will present a risk management framework that accommodates the unique characteristics of agile development projects.

Thu, March, 29, 2012  
11:00 AM - 12:30 PM  
**CHRISTOF EBERT**

### Lean Development

This webinar introduces lean principles and provides step-by-step guidelines to making the transition as well as a case study.

## APR 2012

Tue, April, 03, 2012  
11:00 AM - 12:30 PM  
**JANET RUSSAC**

### Taking the Creep out of Scope Creep: Managing Project Scope

This webinar will assist participants in learning how better to determine the scope of a project and to identify and manage changes to the scope.

Wed, April, 04, 2012  
11:00 AM - 12:30 PM  
**SCOTT FABEL**

### Earning IIBA's Certified Business Analysis Professional (CBAP) Certification

This webinar explores the process of becoming a Certified Business Analyst and introduces you to the Business Analysis Body of Knowledge.

## JULY 2012

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**Thu, April, 05, 2012**  
11:00 AM - 12:30 PM  
**ALAN SHALLOWAY**

## The Four Reasons 68% of Development Projects Will Not Succeed This Year

In this webinar you will learn the four reasons that software development projects do not succeed and the agile methods that can address the problem.

**Tue, April, 10, 2012**  
11:00 AM - 12:30 PM  
**BRIAN CAMERON**

## Value Measurement for Enterprise Architecture (EA)

This webinar will present recent research on the current state of EA value measurement and discuss best practices for communicating EA value.

**Wed, April, 11, 2012**  
11:00 AM - 12:30 PM  
**GARY COKINS**

## Implementing Enterprise Performance Management Methodologies – Pitfalls and Speed-Bumps

This webinar presents an overview of Enterprise Performance Management (EPM) methodologies and how they can easily be integrated.

**Thu, April, 12, 2012**  
4:00 PM - 5:30 PM  
**PETER HILL**

## “Are We There Yet?” A Look at Software Development Performance over 20 Years

This webinar examines and interprets the data that currently exists on software development performance over the past twenty years.

**Thu, April, 19, 2012**  
11:00 AM - 12:30 PM  
**KERRY WILLS**

## Summitting Mt. Kilimanjaro: A Project Management Case Study

In this webinar, Kerry Wills will compare his recent ascent of Mt. Kilimanjaro to the adventure of managing a typical project.

**Tue, April, 24, 2012**  
11:00 AM - 12:30 PM  
**MARY GORMAN**

## Do the Right Things: Practical Guidance for Adapting Your Requirements Practices

In this webinar, you will learn how to adapt requirements practices to fit various situations so you can do the right things for your project.

**Wed, April, 25, 2012**  
11:00 AM - 12:30 PM  
**LOUIS POULIN**

## The Next Software Process Improvement Frontier: People

In this webinar you will gain insight into how people issues are related to successful IT projects.

**Thu, April, 26, 2012**  
11:00 AM - 12:30 PM  
**PAT O'TOOLE**

## Eat Your Own Dog Food – Applying the CMMI to Your Process Improvement Project

This webinar explains why improvement programs should be using the CMMI to improve their own internal practices and outlines a path forward.

# MAY 2012

**Wed, May, 02, 2012**  
11:00 AM - 12:30 PM  
**CLAY NICKELS**

## Defining Meaningful Service Level Agreements (SLAs) for Application Support

In this webinar, we will review how ITIL's service level management practices can be used to develop SLAs that are meaningful to application support.

**Thu, May, 03, 2012**  
11:00 AM - 12:30 PM  
**ELLI BENNATAN**

## Catastrophe Disentanglement: Getting Projects Back on Track

This webinar presents a ten-step process to disentangle a software project catastrophe and get it back on track.

## JANUARY 2012

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**Tue, May, 08, 2012**  
11:00 AM - 12:30 PM  
**DON MARTIN**

## Winning and Keeping the Seat at the Table

This webinar with Don Martin, former CIO of Armstrong Industries, will provide tips aimed at helping CIOs gain a seat at the executive leadership table.

**Wed, May, 09, 2012**  
11:00 AM - 12:30 PM  
**FIONA CHARLES**

## That's an Elephant Over There (and Other Uncomfortable Project Truths)

In this webinar, you will learn practical strategies for delivering important, yet unwelcome, messages successfully.

**Thu, May, 10, 2012**  
11:00 AM - 12:30 PM  
**RANDY ENGLUND**

## Creating an Environment for Successful Projects

In this webinar, we explore the role your project environment

plays in supporting or thwarting your projects and will show you how to make positive changes.

**Tue, May, 15, 2012**  
11:00 AM - 12:30 PM  
**TED THEODOROPOLOUS**

## Managing the Technical Debt Lifecycle

In this webinar, you will learn what technical debt is and how it can be measured, remediated, and governed.

**Wed, May, 16, 2012**  
11:00 AM - 12:30 PM  
**MIKAEL LINDVALL**

## Automatic Generation of Test Cases

In this webinar, we introduce a new state-of-the-art testing method that can immediately be used to make testing more fun, efficient and effective.

**Thu, May, 17, 2012**  
11:00 AM - 12:30 PM  
**GRANT RULE**

## Enterprise Agility: Targeting End-to-End Value for Money

This webinar discusses how market leaders can develop a systemic agile capability throughout the end-to-end value stream.

**Tue, May, 22, 2012**  
11:00 AM - 12:30 PM  
**SHAWN HAYASHI**

## Conversations for Creating Star Performers

This webinar will reveal the conversations you can have that will bring star performance alive, in individuals and in teams.

**Wed, May, 23, 2012**  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

## Business Pipeline Management: Leveraging Capability Modeling to Drive Strategic Agility

In this webinar, you will learn about the power of capability modeling and how it can drive positive results on both sides of the balance sheet.

**Thu, May, 24, 2012**  
12:00 PM - 1:30 PM  
**DAN GALORATH**

## Estimation, Planning & Control Can Make the Difference Between Project Success and Failure

This webinar discusses the ROI of estimation best practices and provides examples of estimation, planning and control done right.

**Wed, May, 30, 2012**  
11:00 AM - 12:30 PM  
**NAOMI KARTEN**

## Developing Career Enhancing Presentation Skills

In this webinar, we examine the basic elements of good presentations as well as strategies for overcoming presentation anxiety.

**Thu, May, 31, 2012**  
11:00 AM - 12:30 PM  
**DON ESTES**

## Why Legacy Modernization Projects Fail, and How to Ensure Success

This webinar explores the root causes of legacy modernization failures, and how to overcome them with technology and methodology.

## JULY 2012

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## OCTOBER 2012

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## JUN 2012

Wed, June, 06, 2012  
11:00 AM - 12:30 PM  
**VIC BASILI**

### Measuring Process Risk for Early Insights into Software Safety

In this webinar, we will examine how process risk can be measured to glean early insights into software safety risks.

Thu, June, 07, 2012  
11:00 AM - 12:30 PM  
**ALFRED ALLIK**

### How to Roll Out the CMMI and Reach Level 5

This webinar provides a case study in how the CMMI was rolled out within a very complex development environment and how level 5 was reached.

Wed, June, 13, 2012  
11:00 AM - 12:30 PM  
**SCOTT STRIBRNY**

### Right Requirements, Right Now: Strategies For Successful Software Projects

This webinar provides an overview of a requirements definition process that allows you to build a completely unambiguous specification.

Thu, June, 14, 2012  
11:00 AM - 12:30 PM  
**MICHAEL BRAGEN**

### Nailing Jello to the Wall: Managing the Business Side of Development Contracts that use Agile/Scrum

In this webinar, you will learn how to get the benefits of Agile/Scrum without sacrificing a useful flow of information for management.

Wed, June, 20, 2012  
11:00 AM - 12:30 PM  
**DAVE SMITH**

### Building an IT Command and Control Center

In this webinar, we will explore a new method for automating the flow of IT information so that data can be made available across the enterprise.

Thu, June, 21, 2012  
11:00 AM - 12:30 PM  
**PAUL GLEN**

### Building a Powerful Project Leadership Team

This webinar will explore why technical and business groups have such tense relationships and what, as a project manager, you can do about it.

Tue, June, 26, 2012  
11:00 AM - 12:30 PM  
**MICHAEL WEST**

### Return on Process (ROP): Getting Real Performance Results from Process Improvement

In this webinar, you will learn how to measure return on process (ROP) so that process improvement efforts remain viable business pursuits.

Wed, June, 27, 2012  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

### Human Capital Architecture: Why Talent Consistently Underwhelms Us

In this webinar, you will learn how to attract, retain and motivate all of your employees by leveraging a human capital architecture framework.

Thu, June, 28, 2012  
11:00 AM - 12:30 PM  
**JOE SCHOFIELD**

### The ROI of Defect Reduction (Pay Now AND Pay Later)

This webinar examines the cost of defects on the product development lifecycle and explains how defect reduction is your best investment.

## SEP 2012

Wed, September, 05, 2012  
11:00 AM - 12:30 PM  
**DON MARTIN**

### The CIO and Their Role with the Customer

This webinar with Don Martin, former CIO of Armstrong Industries, covers the why, what, and how of the CIO's direct role with their customers and offers insights on how CIOs can drive value.

## JANUARY 2012

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**Thu, September, 06, 2012**  
11:00 AM - 12:30 PM  
**GARY GACK**

## Software Metrics: the State of the Art

In this webinar, we will compare and contrast the advantages and limitations of a broad range of software metrics.

**Fri, September, 07, 2012**  
11:00 AM - 12:30 PM  
**BILL BENTLEY**

## Axiomatic Design Applied to IT Process Development

In this webinar you will learn how a highly structured framework of requirements modeling can be applied to the design of IT processes to create nearly perfect systems.

**Tue, September, 11, 2012**  
11:00 AM - 12:30 PM  
**DICK FAIRLEY**

## Seven Integrated Mechanisms for Measuring and Controlling IT Projects

This webinar presents seven mechanisms that can provide accurate project status information and early warnings for developing project problems.

**Wed, September, 12, 2012**  
11:00 AM - 12:30 PM  
**DAVE SMITH**

## Building an IT Command and Control Center

In this webinar, we will explore a new method for automating the flow of IT information so that data can be made available across the enterprise.

**Thu, September, 13, 2012**  
11:00 AM - 12:30 PM  
**BOB GALEN**

## The Essential Product Owner: Partnering with the Team

In this webinar, we will understand how product owners deliver truly balanced value for their business stakeholders.

**Wed, September, 19, 2012**  
11:00 AM - 12:30 PM  
**SCOTT FABEL**

## Using Decision Tables and Decision Trees for Quantitative Risk Analysis

In this webinar, you will learn how to create Decision Tables and Trees to assess the true impact of risks on your projects.

**Thu, September, 20, 2012**  
11:00 AM - 12:30 PM  
**PAYSON HALL**

## Better Problem Solving in One Hour

In this webinar, you will learn how you can regain the skills necessary to become a better problem solver.

**Wed, September, 26, 2012**  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

## Do The Right Things/Do Things Right

In this webinar, we will explore a proven IT Management approach that integrates business prioritization with IT delivery and execution.

**Thu, September, 27, 2012**  
11:00 AM - 12:30 PM  
**MICHAEL EVANOO**

## Scrum for All Seasons

In this webinar, we'll explore how Scrum and Agile can be used for any type of project to obtain rapid results and excellent visibility.

## OCT 2012

**Tue, October, 02, 2012**  
11:00 AM - 12:30 PM  
**DON SHAFER**

## A Case Study in Software Malpractice

In this webinar, we will examine what went wrong in a \$238 million software fraud case and will outline lessons learned.

**Wed, October, 03, 2012**  
11:00 AM - 12:30 PM  
**PETER DEYOE**

## Managing Risk in Agile Development Projects

In this webinar, we will present a risk management framework that accommodates the unique characteristics of agile development projects.

**Thu, October, 04, 2012**  
11:00 AM - 12:30 PM  
**STEPHEN COHEN**

## Assessing the Viability of Projects Before You Commit

In this webinar, we discuss the project indicators that can be used to determine a project's viability before you commit.

**Tue, October, 09, 2012**  
11:00 AM - 12:30 PM  
**GAD SELIG**

## Best Practices for Governance, Execution, and Business/IT Alignment: Why, What and How?

In this webinar you will learn how to implement projects on time

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and on budget, how to utilize IT services effectively, and how to keep IT aligned with the business.

**Wed, October, 10, 2012**  
11:00 AM - 12:30 PM  
**DAVE BRODERICK**

## How to Effectively Lead a Global Team

In this webinar, you will learn proven techniques for leading IT teams that are distributed across many countries.

**Tue, October, 16, 2012**  
11:00 AM - 12:30 PM  
**THOMAS ERL**

## SOA, Service-Oriented and Cloud Computing: The Connection Points

In this webinar, we map the links between Service-Oriented and Cloud Computing Goals, SOA and Cloud Characteristics, SOA Types and Cloud Deployment Models.

**Wed, October, 17, 2012**  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

## Business Pipeline Management: Leveraging Capability Modeling to Drive Strategic Agility

In this webinar, you will learn about the power of capability modeling and how it can drive positive results on both sides of the balance sheet.

**Tue, October, 23, 2012**  
11:00 AM - 12:30 PM  
**DON ESTES**

## Why Legacy Modernization Projects Fail, and How to Ensure Success

This webinar explores the root causes of legacy modernization failures, and how to overcome them with technology and methodology.

**Wed, October, 24, 2012**  
11:00 AM - 12:30 PM  
**DAVE SMITH**

## Building an IT Command and Control Center

In this webinar, we will explore a new method for automating the flow of IT information so that data can be made available across the enterprise.

**Tue, October, 30, 2012**  
4:00 PM - 5:30 PM  
**PAM MORRIS**

## A Guide to Effective Benchmarking of Applications Development

In this webinar you will learn what needs to be established for a benchmarking activity to ensure that the results are valid and fit for purpose.

**Wed, October, 31, 2012**  
11:00 AM - 12:30 PM  
**NICK SPANOS**

## How to Identify Obsolete Applications and Plan for Application Retirement

This webinar will help you identify candidate applications that should be retired while providing a framework for managing that retirement.

## NOV 2012

**Thu, November, 01, 2012**  
11:00 AM - 12:30 PM  
**RANDY ENGLUND**

## The Complete Project Manager

In this webinar, you will learn how to develop a complete and correct set of project management skills for excelling in today's environment.

**Tue, November, 06, 2012**  
11:00 AM - 12:30 PM  
**ARLENE MINKIEWICZ**

## Clarifying The Cloud

This webinar discusses the benefits of cloud computing as well as barriers to adoption. Examples of successful implementations are presented.

**Wed, November, 07, 2012**  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

## Human Capital Architecture: Why Talent Consistently Underwhelm Us

In this webinar, you will learn how to attract, retain and motivate all of your employees by leveraging a human capital architecture framework.

**Thu, November, 08, 2012**  
11:00 AM - 12:30 PM  
**DON SHAFER**

## Taking Responsibility for Technology

This webinar presents lessons learned from real world hardware and software technology disasters.

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**Tue, November, 27, 2012**  
11:00 AM - 12:30 PM  
**NEIL POTTER**

## Simplifying IT Process Implementation

This webinar examines the use of checklists used in surgical care as a way to concisely document best practices and to find mistakes in an IT organization's work.

**Wed, November, 28, 2012**  
11:00 AM - 12:30 PM  
**SCOTT STRIBRNY**

## The Future of Risk Management in an Uncertain World

This webinar seeks to educate project and program managers on the basics of effective risk management. A case study will be provided.

**Thu, November, 29, 2012**  
11:00 AM - 12:30 PM  
**TOM CAGLEY**

## Top 11 "Bonkers" Things About Software Development

This webinar will explore and debunk the top 11 "bonkers" myths about software maintenance and development.

## DEC 2012

**Tue, December, 04, 2012**  
11:00 AM - 12:30 PM  
**GRANT RULE**

## Transforming IT: From Cost Center to Engine for Growth

In this webinar, you will learn the secrets to maximizing IT and software value for any organization.

**Wed, December, 05, 2012**  
11:00 AM - 12:30 PM  
**CLAY NICKELS**

## Reducing Application Incidents with ITIL's Service Operations Processes

In this webinar we will review how ITIL's Incident Management and Problem Management processes can be used to meet application support challenges.

**Thu, December, 06, 2012**  
11:00 AM - 12:30 PM  
**JORGE BORJA**

## Evolution of Software Development Lifecycles: Waterfallacies and Agile Methods

This webinar explores the history and evolution of the software lifecycle. It explores the waterfall model, agile, scrum and the CMMI.

**Tue, December, 11, 2012**  
11:00 AM - 12:30 PM  
**DAVID HERRON**

## Identifying Your Organization's Best Software Practices

This webinar sheds light on how we should be defining software development best practices and helps organizations identify their own.

**Wed, December, 12, 2012**  
11:00 AM - 12:30 PM  
**NAT BOUGHTON**

## Do The Right Things/Do Things Right

In this webinar, we will explore a proven IT Management approach that integrates business prioritization with IT delivery and execution.

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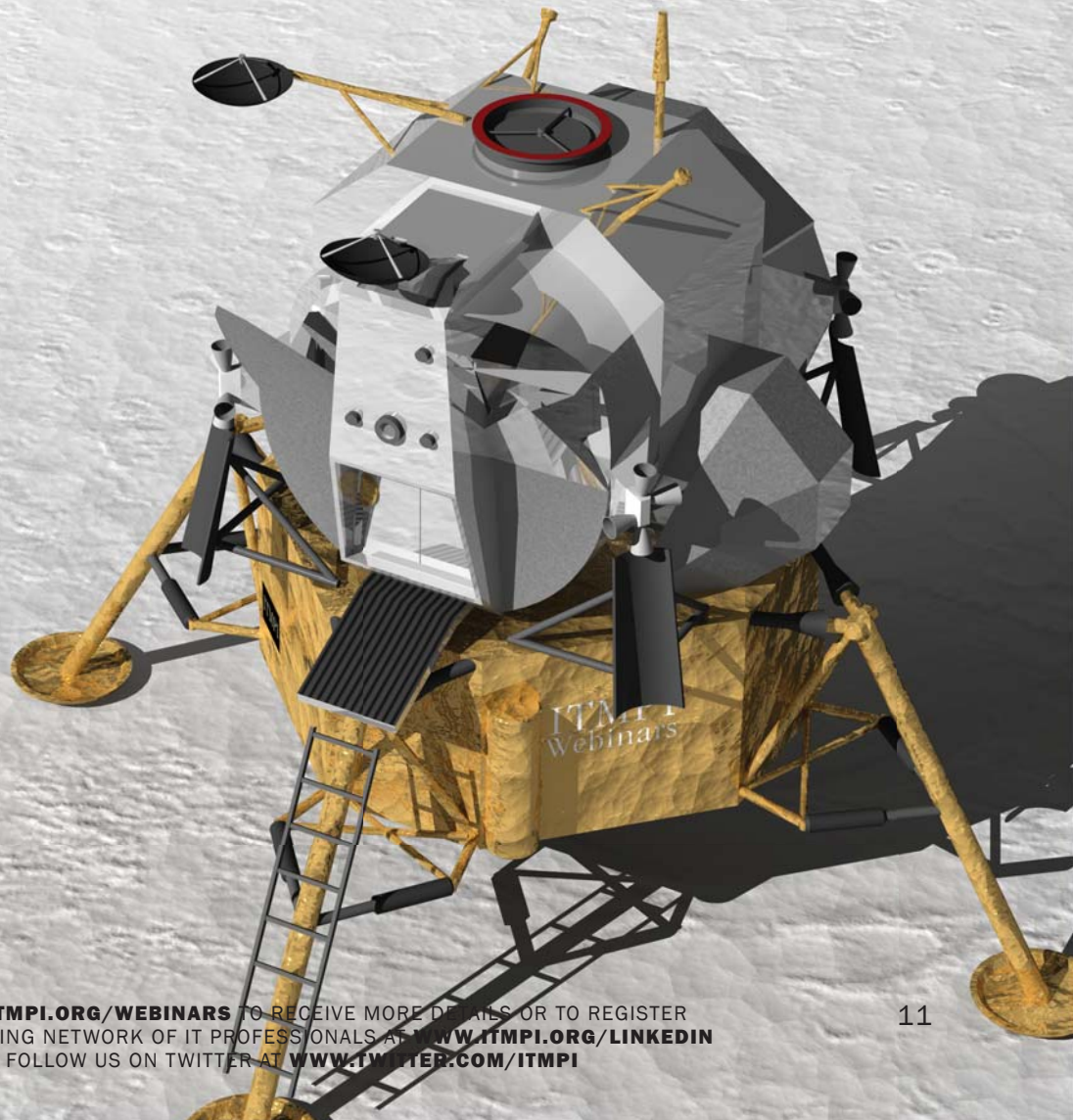
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## About CAI and the IT Metrics & Productivity Institute


### About CAI

CAI is a full service Information Technology outsourcing firm with over 25 years of experience and a world leader in IT measurement and IT productivity. CAI solutions include application support, application development, application knowledge capture, business consulting, desktop services, managed staffing services, and staff augmentation. A unique set of metrics based processes and proprietary toolsets enables CAI to deliver support and development solutions with the highest degree of efficiency. Employing over 2500 associates worldwide, the company has provided services and solutions to over 600 Fortune 1000 customers as well as federal, state, and local government agencies. CAI has offices throughout the US, Canada, Latin America, Europe, the Middle East, the Philippines, China, and Australia. To learn more, please visit CAI at [www.compaid.com](http://www.compaid.com).

### About CAI's IT Metrics & Productivity Institute

The IT Metrics & Productivity Institute is an organization created, funded and supported by CAI. The Institute was created to promote and disseminate best practices education in the IT industry. To this end, the Institute maintains a clearinghouse repository of best practices research on the internet. The site, [www.itmpi.org](http://www.itmpi.org), contains hundreds of free access articles on every aspect of the software development lifecycle, on IT management related topics, and on various process improvement initiatives. The site also contains book recommendations, interviews with authors and CIOs from around the world, and links to other websites with valuable information. You can receive bi-monthly research updates from the site by subscribing to the Institute's free electronic newsletter at [www.itmpi.org/subscribe](http://www.itmpi.org/subscribe). The Institute also conducts conferences and educational seminars around the world each year. You can find out more about our 2012 conference program by visiting our main conference site at [www.itmpi.org/events](http://www.itmpi.org/events).

If you would like more information about the Institute, or are interested in sponsorship opportunities, please contact Michael Milutis, the IT Metrics and Productivity Institute's Executive Director, at 610-530-5141 or [michael\\_milutis@compaid.com](mailto:michael_milutis@compaid.com).



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