ISO/IEC 29110 Serie

Helping SME in Becoming more Competitive

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Who am I?

- 18 years' experience in Computer Science and IT Management
- actively involved since 2003 in CMMI and MPS.BR (Brazilian Software Process Improvement Model)
- Leading implementation projects and software processes assessment

- Coordinator for Quality and Competitiveness for Latin America and Caribbean in RELAIS INTERNACIONAL

IT Industry

IBSS

Software Market

97,3% are SME and have up to 19 people

> **8.500 companies**
> U$ 21 bilhões
> **94% of SME**

More than 60000 in LAC

Our challenge

- How to be competitive (to internal and internacional market)?
- How achieve market's confidence (assure that SME can produce products and services with quality)
- How communicate to the market's client confidence (How many "better" is this level than the other?)

Quality!

Competitiveness!

Market's confidence!

Very Small Entities

ISO/IEC 29110 Serie

ISO/IEC 29110 Series

provide to VSE’s the opportunity to achieve market recognition as producers of products and services with quality

29110 IS ALREADY A BRAZILIAN STANDARD...

GUIA DE IMPLEMENTAÇÃO

DESENVOLVIMENTO DE *SOFTWARES* PARA PEQUENAS ORGANIZAÇÕES

SEBRAE

ABNT ASSOCIAÇÃO BRASILEIRA DE NORMAS TÉCNICAS

NBR ISO/IEC 29110-2

First edition 2011-01-15

Engenharia de Software — Perfis de Ciclo de Vida Para Micro-organizações (MOs) — Parte 2: Estrutura e taxonomia

Software engineering — Lifecycle profiles for Very Small Entities (VSEs) — Part 2: Framework and taxonomy

Ingénierie du logiciel — Profils de cycle de vie pour très petits organismes (TPO) — Partie 2: Cadre général et taxinomie

Normas e certificações em software

- qual serve melhor para mim?

ISO/IEC 29110 / ISO 9000 / CMMI / MPS-BR

SEBRAE

NBR ISO/IEC 29110-4-1

First edition 2011-01-15

Engenharia de Software — Perfis de Ciclo de Vida Para Micro-organizações (MOs) — Parte 4-1: Especificações de perfil: Grupo Perfil Genérico

Software engineering — Lifecycle profiles for Very Small Entities (VSEs) — Part 4-1: Profile specifications: Generic profile group

Ingénierie du logiciel — Profils de cycle de vie pour très petits organismes (TPO) — Partie 4-1: Spécification de profil: Groupe de profil générique

ISO/IEC TR 29110-5-1-2

ISO/IEC TR

29110-5-1-2

Primeira edição

2011-05-15

Engenharia de Software – Perfil de Ciclo de Vida para Micro-Organizações (VSEs)

Parte 5-1-2
Guia de Engenharia e Gestão
Grupo Perfil Genérico: Perfil Básico

What we are doing?

- Dissemination
- Collaboration
- Training
- Implementation
- Certification

International Recognition

The secret…

- Partnership and Collaboration
  - Certification bodies
  - Accreditation body
  - Government
  - Support Agencies
  - Industry (SME and “big players”)
  - …

Collaboration

- **Support from Microsoft**

"A strong small IT ecosystem is fundamental for the long term success and growth of the local IT industry"

LATAM Regional Standards Officer at Microsoft

- Microsoft Visual Studio Process Template for ISO/IEC 29110 is already freely available
- MSVS Process Template for ISO/IEC 29110 Agile is coming…

ABNT/Sebrae Project

- How to engage all the stakeholders?
- How to develop standards for SME has been developed by SME?

ABNT/Sebrae Project
ISO Prize - 2013

- “The first ISO Prize, which rewards individuals outside the ISO community for their contribution to standards, went to Hulda Oliveira for her extraordinary work.”

- http://www.iso.org/iso/home/news_index/news_archive/news.htm?Refid=Ref1795

What we are doing in Brasil?...

- Implementation
  - Basic Profile
    - ‘Traditional’ perspective
    - Agile perspective
    - ISO 9001 Integration Approach
    - System Engineering Approach
- Certification for Software Development

  (ISO/IEC 29110-4-1 Basic Profile)

Engagement

- Latin Central America & Caribe (RELAIS)
  - Argentina, Brazil, Colombia, Chile, Mexico, Peru, Uruguay
- Other countries
  - Belgium, France, Portugal, USA, UE
  - Expecting achieve 500 VSE Certified in 2-4 years

* Very Small Entity

RELAIS

RELAIS USA
ENG ESP
HOME
WHO WE ARE
SERVICES
PARTNERS
CONTACT
WHO WE ARE
RELAIS USA provides high quality professional services to enterprises, multinationals, SMEs, investors and International organizations from public and private sectors, who turn to us for insights and solutions in LATAM and USA.
Relais international is an enriched precedent and a strategic ally to RELAIS USA which generates a broad spectrum of opportunities for latinamerican companies wishing to enter the US market.
Relais international was born from a vast experience of more than 60 projects and programs financed by the IDB / MIF.
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Some projects related

QualyTIC

(ISO 29110 – ISO 9001 – ISO 20000 – CMMI – MoProsof)

SME

Some projects related

ASOCIACIÓN MERCOSUR DE NORMALIZACIÓN

The Asociación Mercosur de Normalización (AMN) is a civil association without aims of profit, nongovernmental, recognized by the Group Common Market - GMC. It is the only organism responsible by the management for voluntary normalization in the scope of the Mercosur.

AMN - Asociación Mercosur de Normalización

full members: Argentina, Bolivia, Brazil, Paraguay, Uruguay
associate countries: Chile, Peru, Colombia and Ecuador
observer countries: New Zealand and Mexico

International Legislation? Standards?

What about Sustainable Procurement?

Sustainable Procurement

Increase SME competitiveness in the Supply Chain (including Big Byers)

Cons[illegible] **[illegible]uirements** in general te[illegible] [illegible]aking sure that the products an[illegible]rvices that an organization **buys are as [illegible]ustainable as possible** – with the low[illegible]est environmental and most positive social and economic impacts.

- Evolution in several countries
- Europe is leader of this issu
- Eletronic procurement and
- Standards, certification an but still with low adoption
- Politics are fine... Implementatio chalenges

IT can helps, IT SME also...

Good practices and relationship with SME

- Identification of critical suppliers
- From price to cost-benefits
- Tools and suppliers qualification
- Certification on Technical Standards use **(i.e. ISO/IEC 29110?)**
- Inclusion of small and medium business

Consortium for VSE

- General information
- Forum for technical discussions
- Implementation Projects
- Certification Bodies
- Certified Companies
- Publications
- …

VSEHAPPENS

Portuguese – English - Spanish

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