



**Computer Society of India - Division II on Software & CSI Chennai Chapter**

## **Workshop on Software Maintenance**

20<sup>th</sup> Jan 2007 :: Chennai

### **Programme Details**

**09.15: Inauguration. Address by Prof. C.R. Muthukrishan, Past President, CSI & former Deputy Director, IIT Madras**

### **Session 1: Product Maintenance**

**09.30 – 10.30 : Experiences in setting up geographically distributed software product maintenance teams by Mr. Ramesh Bhattiprolu, Director, Diagnostics and Defect Resolution Group, Oracle India Development Center, Bangalore**

*This session discusses the experiences of setting up and running distributed product maintenance teams. Product organizations are well suited to exploit geographical time difference and global talent to provide better maintenance support to their global customer base. This presentation highlights the processes and technologies required to build and sustain a world-class maintenance organization; it also brings out some of the key people issues to watch out for.*

**10.30 – 11.00 : Organization structures for product maintenance by Mr. Gopalaswamy Ramesh, Consultant and Adjunct Professor, Anna University & IIT Bangalore**

*A good organization and management structure is essential for the success of a global product maintenance team. The organization structure should foster team work while not imposing undue communication overheads. It should also ensure that customer response does not get compromised because of internal distribution of work. This presentation addresses the factors to be considered while choosing the distribution of maintenance work across different locations and how to organize the teams to effectively handle the workload.*

### **11.00 – 11.15: Tea Break**

**11.15– 12.15 : HR issues in setting up maintenance teams by Mr. Satish Venkatachaliah, Vice President, Human Resources, SAP Labs, Bangalore**

*Hiring and retaining people in maintenance present a great challenge, perhaps exceeded only by the challenges of hiring and retaining testing professionals! This presentation addresses the HR issues associated with hiring, motivating and retaining professionals for maintenance.*

**12.15 – 13.15 : Customer perspective of maintenance by Mr. Malladi Chandra Mohan, Consultant, TCS, Chennai**

*Maintenance is one of the most customer-facing activities of a software product's life cycle. This also entails tremendous amount of co-ordination within an organization to present a unified face to the customer. This presentation discusses the perceptions customer have about maintenance and support, some of the challenges that these perceptions pose to the job function and how to address them.*

**13.15 – 14.15 : Lunch Break**

## **Session 2 : Turnkey Maintenance Services**

**14.15 – 15.15 : Estimation of resources for offshore maintenance by Mr. K. Senthil Nayagam, Vice President, Hexaware Technologies Ltd, Chennai**

*A software services organization will necessarily work with multiple customers and multiple products. When bidding for a maintenance project, such a services organization will necessarily have access to less information than say a product organization setting up an offshore maintenance group. Also, the services organization should be able to make projections on the turnaround time and such Service Level Agreements, without necessarily having complete information. Some of the questions that this presentation addresses include: How does an organization make such estimations? How does it institutionalize the knowledge gained in the "Maintenance Business Unit" without sacrificing confidentiality issues?*

**15.15 – 15.45 : Presentation by Borland**

**15.45 – 16.00 : Tea Break**

**15.15 – 15.45 : Presentation by IBM**

**16.30 – 17.30 : Use of processes and process models in a maintenance service organization – Hariharan Mathrubhutham, Director Quality, and Dharmendraraj G N, Manager, Quality, Cognizant Technology Solutions, Chennai**

*In this presentation, the focus will be on use of process models for providing predictability and consistency in application service maintenance functions. This will provide a link between models like CMMI/Lean/Six Sigma, etc and how they can be applied to maintenance functions*

**17.30 – 18.00 : Summary, wind-up, discussions and open issues like applications to ITES, customer support, mass audience products, etc.**