International Workshop on Processes for Software Evolution and Maintenance (WoPSEM 2010)

www.dsv.su.se/~mira/wopsem.htm

Submission Date: September 30
Notification: October 4
Camera ready submission: October 7

All submissions will be via EasyChair at http://www.easychair.org/conferences/?conf=wcre2010

WoPSEM accepted papers will appear in the IEEE Digital Library.
Papers must be written in English and must adhere to the IEEE style: maximum 5000 words / 10 pages in length.
You can find details about the IEEE style, as well as Latex Macros and MSWord format, in the IEEE CS Press ftp site.
ftp://pubftp.computer.org/press/outgoing/proceedings/8.5x11%20-%20Formatting%20files

I. INTRODUCTION

Software companies encounter many challenges when evolving and maintaining their software systems. To stay in business and to reap its harvest, they have to keep their systems healthy during their whole lifecycles. This is, however, easier said than done. Still, many organizations lack guidelines for how to effectively evolve and maintain their systems.

Software evolution and maintenance processes have been and continue to be an unexplored domain. They are not only neglected by research but also by the mainstream best practice reference models such as ITIL, CMMI and CobIT. Current process models and standards do not cover the whole evolution and maintenance domain. As a result, the software community still possesses a blurred understanding of its scope and an unclear picture of how various processes are interrelated and how they impact each other and the software product.

Many of its inherent processes are an uncharted area. To those belong predelivery maintenance, software handover, retirement and many other processes. As a consequence, we can hardly predict the change effects on the product quality and productivity, we have difficulties to anticipate problems and challenges when adopting new methods and technologies, and we feel insecure when globalizing our software businesses.

Understanding the intricacies of the complex area of evolution and maintenance is critical in framing future research directions. Today, there is a need for enhanced standards, methods, tools and techniques that not only impact software production processes but also address organizational, governance, human and globalization issues in the industrial software maintenance and evolution.

II. GOAL

This workshop aims at discussing the challenges of identifying, defining, scoping, implementing and improving industrial software evolution and maintenance processes. Its goal is to create a forum for sharing knowledge and expertise of and for exchanging innovative concepts about software evolution and maintenance processes, their role within and relationship with software lifecycle and the impact of a rapidly changing methodological, technological, economic, and social environment. Its target group are researchers and practitioners, educators, standards development organizations (SDO), and regulatory organizations.

The workshop invites papers presenting recent experience, research, position statements and innovative ideas on topics that include, but are not limited to:

- Industrial lifecycle process models:
  - Enhancing software systems with new functionality.
  - Managing both scheduled and unscheduled (emergency) corrective changes in the product.
  - Improving product quality (reengineering, restructuring, refactoring, and modernization processes).
  - Testing and quality assurance.
  - Preventive maintenance.
  - Measurement of software evolution and maintenance.
  - Pre-delivery maintenance process.
  - Transition (handover) process.
  - Migration processes.
• Customer support:
  o Front-end support processes covering Support Line 1 and Support Line 2.
  o Customer satisfaction.
  o Customer Profiles.
• Education and training:
  o Effective ways of educating and training software engineers.
  o Human resource management, job definition, and performance evaluation.
• Evaluation and measurement processes:
  o Evolution and maintenance dashboard.
  o Productivity and benchmarking.
  o Billing evolution and maintenance services.
• Planning activities and their effects.
• Management process:
  o Production surveillance processes.
  o Governance and contracts.
  o Globalization aspects.
  o SLA Management.
• eMaintenance.
• Evolution and maintenance of SOA-based systems.

III. EXPECTED OUTCOME

Given that software evolution and maintenance processes are continuously impacted by new methodologies and technologies, we expect the workshop to identify recent process trends within process management. The feedback from researchers and practitioners will provide a basis for identifying current needs in software lifecycle management, business, operations, as well as various crosscutting areas.

IV. FORMAT

WoPSEM is going to be a full-day working session. It will be run in an interactive manner. This means that it will include invited talks, position statements and research and experience results. To promote an open working environment, the sessions will be designed according to the related topics. Each session will result in a common discussion on its findings and in an identification of the research needs.

V. ORGANIZERS

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