



CM Trends

News and Perspectives for CM Professionals



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Aug. 5-9 in Orlando, FL
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June 2013

ISSUE 13



CMTrends

2013 S.W.A.T.

Seminars, Workshops, And Training

Orlando, FL

August 5 - 7

This interactive event invites CM professionals from around the world to discuss topics and trends in configuration management. Attendees will be given ample time each day to network, view presentations from CM experts, participate in CM workshops, ask questions of the speakers, and visit with PLM tool vendors.

Learn more at: CMPIC.com/2013_CMTrends_SWAT.htm

**Experience the Full Spectrum
of CM!**



CM Trends

2013 S.W.A.T.

Why You Should Attend

- **Abundance of Networking Opportunities:** Already, dozens of experienced CM Professionals have registered for CM Trends 2013. Attendees from over 30 companies and 7 countries have already registered to attend this event. Companies include Lockheed Martin, GE Energy, Defense Acquisition University, Federal Reserve Board, US Army, BAE Systems, Northrop Grumman, Airbus, and more!
- **Beneficial & Informative Presentations:** This year's lineup of presentations will cover a variety of CM topics such as: new & updated CM standards; how to meet requirements; the future of CM practices; how to communicate, train, and teach CM; trends in sharing, securing, and disposing of data; how CM can help determine ROI; CM in product development and testing; CM during audits; enterprise-wide joining of CM elements; information, data, and asset management; and more!
- **Interactive Education:** This year, we will have workshops that will encourage you to collaborate with other CM Professionals to solve problems and learn from each others' experiences. You will also be given the opportunity to ask speakers and the audience any questions you may have during our twice-daily Q&A sessions.
- **Great CM/PLM Tool Vendors:** We will have representatives from Aras, Bentley, CMStat, Intergraph, MEARS, and PSA exhibiting at this event. They will be available to demonstrate their latest tool capabilities, provide resources, and answer questions.
- **Discounted Training Courses:** Save hundreds of dollars on training and travel costs by adding on one of CMPIC's post-event courses. You can learn about ANSI/EIA-649B, CM assessments, or the latest CM standards & practices.

Exhibitors



CMTrends

2013 S.W.A.T.

Tentative Agenda: Monday

August 5th, 2013

- 7:00 - 8:00 Registration & Full Breakfast
- 8:00 - 8:10 Opening Remarks
- 8:10 - 8:40 “Can We Collaborate? What the US and NATO are Doing for CM Requirements Setting” by Mitch Kaarlela, Lockheed Martin
- 8:40 - 9:10 “End-to-End CM, with Full Visibility on the Journey” by Phil Ellwood, Airbus
- 9:10 - 9:40 “Speaking CM to Non-CM People” by Ken Wallace, DRS-C3 & Aviation
- 9:40 - 9:55 Networking Break & Visit with the Exhibitors
- 9:55 - 10:25 “Challenges in Configuration Management of a Generic/Core Product” by Miriam Altshuler, Elbit Systems LTD
- 10:25 - 10:55 “Building a CM Community: Culture Change or Culture Shock? You Decide” by Carolyn Johnson, Protingent Inc
- 10:55 - 11:15 Q&A with Morning Speakers
- 11:15 - 12:30 Lunch Break (on own)
- 12:30 - 1:00 “Secure Social in Configuration Management” by Marc Lind, Aras
- 1:00 - 1:30 “CM in the Federal Government with SOX and FISMA” by Cynthia Carr, Federal Reserve Board
- 1:30 - 2:00 “Requirements: They’re Not Just for Engineering” by John Hollabaugh & Howard Dexter, National Security Technologies
- 2:00 - 2:20 Q&A with Afternoon Speakers
- 2:20 - 2:50 Networking Break & Visit with the Exhibitors
- 2:50 - 4:00 **WORKSHOP:** “Configuration Management Metrics of Value” by CMPIC staff
- 4:00 - 5:00 Tool Demos & Exhibitor Showcase

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2013 S.W.A.T.

Tentative Agenda: Tuesday

August 6th, 2013

- 7:00 - 8:00 Full Breakfast
- 8:00 - 8:10 Opening Remarks
- 8:10 - 8:40 “How Configuration Management Can Optimize ITSM: A Closer Look at Best Practices” by Mercedes Peters, 1102 Contact Advisors
- 8:40 - 9:10 “CM’s Changing Role in the Rapidly Evolving World of Social Product Development” by Peter Bilello, CIMdata
- 9:10 - 9:40 “MIL-STD-3046: Overview and Update” by Jeff Windham, US Army
- 9:40 - 9:55 Networking Break & Visit with the Exhibitors
- 9:55 - 10:25 “Advancing CM at GE Power & Water” by Leslie Miller, GE Power & Water
- 10:25 - 10:55 “What to Do When You Want to Give Up” by Tonya Santini, Northrop Grumman
- 10:55 - 11:15 Q&A with Morning Speakers
- 11:15 - 12:30 Lunch Break (on own)
- 12:30 - 1:00 “Sustaining Transportation Infrastructure: A Configuration Management Approach” by Alan Kiraly, Bentley Systems
- 1:00 - 1:30 “CM and Successful Product Critique” by Jon Quigley, Value Transformation
- 1:30 - 2:00 “Configuration Management: Determining Return on Investment” by Steve Easterbrook, CMPIC
- 2:00 - 2:20 Q&A with Afternoon Speakers
- 2:20 - 2:50 Networking Break & Visit with the Exhibitors
- 2:50 - 4:00 **WORKSHOP:** “Enterprise CDM: Eating the Elephant One Bite at a Time” by Lisa Fenwick, CMStat
- 4:00 - 5:00 Tool Demos & Exhibitor Showcase
- 7:00 - 10:00 **GROUP DINNER:** [Boston Lobster Feast](#) - 8731 International Drive

MORE INFO

CMTrends

2013 S.W.A.T.

Tentative Agenda: Wed. - Fri.

August 7th, 2013

- | | |
|---------------|--|
| 7:00 - 8:00 | Full Breakfast |
| 8:00 - 8:10 | Opening Remarks |
| 8:10 - 8:40 | “Orpheus Orchestra: Providing Quality Without a Conductor” by A. Larry Gurule, i-Infusion/
Imagine Technology, Inc. |
| 8:40 - 9:10 | “The Virtual Landfill: Disposing of Software in DoD” by John Rice, Defense Acquisition
University |
| 9:10 - 9:30 | Networking Break & Visit with the Exhibitors |
| 9:30 - 9:45 | “CMPIC Overview: Progress in Germany” by Detlef Haesner, usb GmbH |
| 9:45 - 10:15 | “Historical Data: Friend or Foe” by MRI Technologies |
| 10:15 - 10:45 | “Pranayama: Learning to Breathe in the Chaos” by Tina O’Dell, QinetiQ N.A. |
| 10:45 - 11:10 | Q&A with Morning Speakers |
| 11:10 - 11:30 | Closing Remarks |

August 7th - 9th, 2013

- | | | |
|--------------|-------------|--|
| Wed. | 1:00 - 5:00 | Course 6: “ANSI/EIA-649B Principles & Applications” certification course, <i>or</i>
Course 7: “CM Assessor” certification course, <i>or</i>
Course 9: “CM Standards & Practices Update” course |
| Thur. | 7:30 - 8:00 | Full Breakfast |
| | 8:00 - 5:00 | Course 6: “ANSI/EIA-649B Principles & Applications” certification course, <i>or</i>
Course 7: “CM Assessor” certification course, <i>or</i>
Course 9: “CM Standards & Practices Update” course |
| Fri. | 7:30 - 8:00 | Full Breakfast |
| | 8:00 - 5:00 | Course 6: “ANSI/EIA-649B Principles & Applications” certification course, <i>or</i>
Course 7: “CM Assessor” certification course, <i>or</i>
Course 9: “CM Standards & Practices Update” course |

[MORE INFO](#)

CM Trends

2013 S.W.A.T.

Registration & Fees

	Per Person Fee
Option 1: CM Trends 2013 Seminars & Workshops 2.5 days, Monday - Wednesday	\$950
Option 2: CM Trends 2013 Seminars, Workshops, And Training 5 days, Monday - Friday	\$1,695
Option 3: CMPIC Training Course Only 2.5 days, Wednesday - Friday	\$995
*All fees in USD. Exhibitor fees same as above.	

HOW TO REGISTER: Click the button below or contact the CMPIC office at (434) 525-8648, info@cmpic.com

Register Now

Hotel Reservations

The Rosen Plaza Hotel

9700 International Dr.
Orlando, FL 32819
(800) 627-8258

\$105.00 per night, per room.

Make your sleeping room reservations by calling 1-800-627-8258 and mention "CMPIC LLC - CM Trends 2013", or [reserve your sleeping room here](#).

This discounted rate will not be accepted after Friday, July 5, 2013.
Make your reservations early. Room block is filling up fast.



Game Changer

Product Lifecycle CM

by **Kim Robertson & Jon M. Quigley**

Ball Aerospace & Technologies Corp.

Value Transformation LLC



A Call From the VP

Sangita had arrived that morning prepared to meet with Te Sung, the manager on the IR&D program she supported. She was hard at work cranking out the weekly Status and Accounting reports for an R&D project with the code name “Game Changer” she had been supporting. She was nearly done when Te walked in and said, “You need to get to Mike’s office pronto. Be careful how you answer his questions. I’ll see you up there in about 30 minutes.”

Mike was the CEO of Genesis Test Equipment and known in the industry as an always on-the-edge expert responsible for some of the greatest innovations in automated test sets in the market. Game Changer was one of his pet projects.

Sangita dumped the unfinished report to a thumb drive and ran for the elevator.

Jason, the executive administrator, ushered her into Mike’s office. He asked her if she wanted anything to drink. She whispered “Black tea” and the door closed behind her. She had never been in Mike’s office and was surprised to find him sitting behind a grey linoleum-topped metal desk littered with files. This was in strong contrast to Jason’s almost palatial surroundings. Mike

closed his laptop and motioned her to take a seat saying, “Did anyone tell you why you are here?”

She said she assumed he wanted to talk to her about the current change status of Game Changer. Before sitting down she handed him the thumb drive. He looked at it in the palm of his hand and shook his head. He handed it back to her and said, “Yes and no.” Jason eased into the office with a cup of tea for her and a cup of coffee and glass of ice for Mike saying, “Alsek will be here in 30 minutes. Everyone else is ready.”

Tea and Coffee

Mike poured the ice into his coffee saying, “Never could stand this stuff hot.” This was followed by, “Sorry, I wanted to break the Alsek thing to you myself. Here’s what’s up. Game Changer is our next big product rollout. It can be configured to accept and analyze data from a manufacturer’s in-vehicle sensors. Hopefully many of those sensors will be ours, giving technicians about twenty times the data they are now getting with what’s currently on the market. We have proved what it’s capable of. Alsek, Mitsikara, Associated Motors, and others realize they have no automated electric vehicle diagnostic capability at present and we are poised to capture that entire market segment. We are partnering with all three in functional trials.”

“... and you want me in at this level?” Sangita asked.

“You are new to Genesis. We invest a great amount of time and money to put a team together for each of our R&D programs. Since those teams have learned to work together under a tight budget and schedule constraints, it is only fitting that they should see the program through to product rollout, distribution, and end of life. Are you



in?”

“I’ve never done anything like this ...”

“Alsek arrives in less than five minutes. Are you in or did I make a mistake when I agreed to hire you and had you assigned to the R&D team?”

“I’m in!”

It was a long day. They all met in a room that had been set up for brainstorming and documented what they had heard. The next morning, Mike met with the Game Changer team one on one.

Strategic Planning

Each team member found a bound package on their desk when they arrived the next morning. It contained a complete summary of each meeting, as well as full details of all they had talked about after the meetings were over. Sangita was scheduled for a second meeting with Mike at 9:00 am.

“So, let’s start off with what you heard.”

“It wasn’t so much what I heard as what I felt during all three meetings that I believe is important. The final result of this partnering is of strategic importance to each of us. We need to manage this phase so it creates a synergy of what we do at each location that wraps it together in the ultimate production line without disclosure of Alsek, Mitsikara, or Associated Motors specific needs to each other. We also need to make sure that any changes we make to the units at each test facility are done in such a way that our end product is capable of being quickly

configured for a specific user as they roll down the production line.”

“Very good, what about the data we need to track?”

“That I’m not as clear about. I got the feeling that the data we need to collect and manage now isn’t the same as the data we will need to collect and manage when this goes to production.”

“Correct. During R&D we had a good feel for what was required based on our experience in this field. At this phase we will learn if we were correct. We will also find out if we were on the mark and, if we weren’t, how far off we were. Once we have a product that meets market needs we will then need to manage the configuration of the sold units in such a way that we know the configuration of each unit. That way we can capture the secondary market for deploying updates so a purchaser’s initial investment doesn’t become obsolete until we want it to.”

“Until we want it to?”





“Any product has a natural end of life. Sometimes it is driven by use. Sometimes it is driven by market pressures. Sometimes it is driven by technology. In this case, the last two come into play. Regardless of how deep our market penetration is with Game Changer others will try to take it away from us. When we have made as much return on investment as we feel we can, we will develop and deploy something new that will take that market segment back. Part of this strategy hinges on how closely we work with our customers and how well we listen to them.”

“Specifically how do you see me fitting into all this?”

“That I am looking for you to tell me. Your role here is what you make of it. Your background makes you the perfect fit for this effort. Let me sum up what I know about you. You have a technical degree where you specialized in electro-mechanical feedback systems. You were in charge of logistics for communications systems at the last place you worked. You were in Configuration Management and then in systems engineering before that. We hired you to fill a Configuration Management role here. We need you to use everything you know from this point forward. Got it?”

“Got it.”

“Jason will schedule Te, you, and me for a late lunch in the dining room. Bring me something good.”

The Game Plan

As they ate, Sangita described her plan.

“When I was in charge of Logistics activities running field and depot level maintenance I often thought that if the

manufacturer knew how we were using their equipment in the field they would have designed it differently. Not its functionality, but how easy it was to work on. Lots of the things that we sent to the depot could have been repaired in the field with a slight modification to the design. I was supporting our ground forces and down time put people in harm’s way. This is the first time I’ve been able to influence design in that way. As a systems engineer, my decisions were only as good as the data I was getting. In some cases it wasn’t properly tracked resulting in a hold up in anomaly resolution and poor decisions about requirements flow down and systems capabilities. In Configuration Management I often wondered why we didn’t look at the big picture and frequently found myself excluded from key decision points that could have saved the project tons of time and money.”

Mike looked up. “I’d hoped that you would consider all of these in your thinking. So where did that lead you?”

“We need to approach this from a system life cycle view point or else we won’t get to where we ultimately need to be. Right now we are beyond market need analysis and concept development. We are in the final stages of proof of concept testing. Managing all of the data in such a way that we can take full advantage of it before we complete the design of the product line is critical. Later in the production and deployment phase we need to change our focus to one of deployed configuration management monitoring with a focus on customer feedback and complaint resolution.”

Te asked, “How do you propose we do all of this?”

“We could set up an engineering review board. Not in the classic sense for drawing review, but at the project



level. Test results could be reviewed as well as customer requests and suggestions. Test issue trending would be tracked and fed back to the design team using our Engineering Change Request (ECR) process with a streamlined approval process. An approval process is absolutely critical so we know each ECR has been properly vetted by everyone who needs to look at it. The exact people who need to approve will vary depending on the issue and would be decided as each issue was adjudicated to an ECR. This would allow us not only to provide active feedback and issue resolution, but could require a secondary review loop that would evaluate how easy it is to integrate the change into the test units at each site. This data would be logged to create a list of considerations when we finalized the design before going to production. We also might think about adding some sort of integrated diagnostics capability inside the units to monitor actual timed usage of critical components against project design life with encrypted data being fed to us. This would enable us to make better design improvements as well as monitor the warranty status of these items against out of warranty maintenance. If in warranty, we could go to the user's site before they were impacted. If out of warranty, we could call them and schedule the maintenance. Equipment downtime means money to our users."



Kim Robertson is a CM practitioner, consultant and trainer with over 30 years' experience in contracts, subcontracts, finance, systems engineering and configuration management. He works at Ball Aerospace & Technologies Corp. He can be reached via LinkedIn.

KIM ROBERTSON

Mike asked, "What would you need to do all of this?"

"I did a preliminary analysis. To assure we had enough depth at this phase I'd need twenty hours of programming time from our Product Lifecycle Management system IT team to create some automated workflows and about \$50K for training. I know I can bring this on-line in 3 weeks if we start tomorrow."

Mike looked at Te. "Mike, I think this is a sound start. I want us to do this in such a way that it doesn't just happen on Game Changer but can be rolled into all of R&D efforts once Sangita has it up and running. We've tended to look at configuration and data management as a point in time activity. Many of our engineers think the function is simply change management."

"That is my intent," Mike said. "Configuration Management and Data Management is not seen by me in that way. If properly implemented, it impacts every aspect of our enterprise. I knew that we didn't have a firm grasp or implementation of it here at Genesis. That is why I insisted on making the final call when bringing Sangita on board. Let me know if you run into any barriers I need to knock down. Let's go do this!"

As they left, Mike asked Sangita if she had any questions. Just one, "You run a multinational corporation. Can't you afford a better desk?"

"I can, but I don't need one. We have the fancy conference rooms to make our clients feel valued. My personal view of my value isn't based on that. Besides, the desk is a family tradition. My dad sat at that desk for over thirty years doing configuration management. That is something of true value."



Jon M. Quigley PMP is a product development expert with more than 20 years of experience and a founder of Value Transformation LLC. Value Transformation LLC provides training and consulting on a range of product development topics. Jon has multiple advanced degrees and certifications, as well as US patents secured. He can be reached at Jon.Quigley@ValueTransform.com.

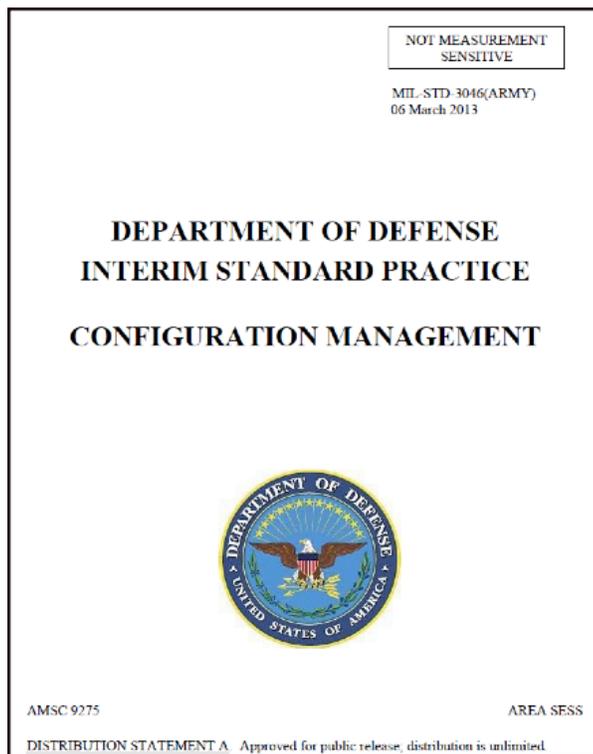
VALUE TRANSFORMATION LLC

JON M. QUIGLEY

MIL-STD-3046

The New DOD Interim Standard on Configuration Management

by **Jeff Windham**
US ARMY ARDEC



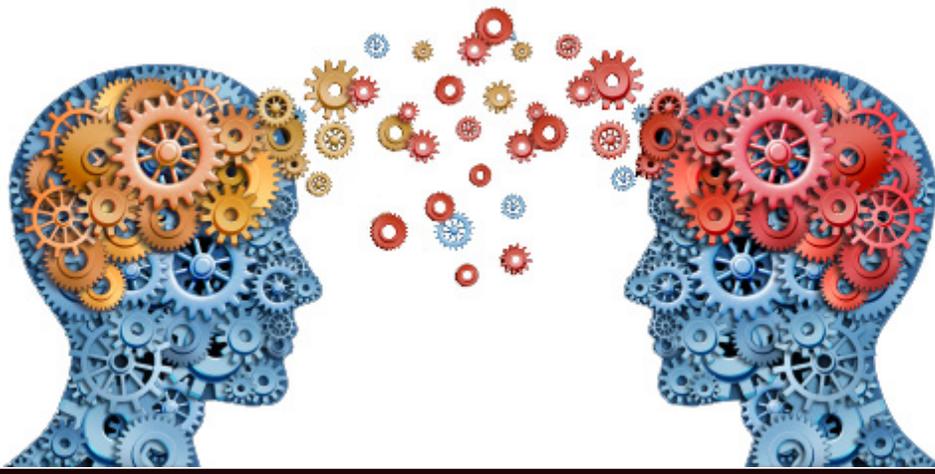
MIL-STD-3046 is the new DOD Interim Standard on Configuration Management released on March 6, 2013. This standard was approved as a limited coordination document, which in DOD language means it was approved for use by the Army, but is available for use by the other DOD services or even organizations outside DOD. Along with this new standard, new Data Item Descriptions (DIDs) and DD Forms for configuration change management were released (for example DD Form 1692 for ECPs).

Why was this standard created? In the late 1990's, the US Dept of Defense (DOD) went through a period of reform of acquisition and procurement policies, the goal of which was to improve the speed and cost effectiveness of DOD's acquisition of weapons systems. A large part of this process was the elimination of military unique specifications and standards in order to bring the DOD more in line with commercial best practices and to reduce cost thought to be inherent in the imposition of military unique requirements. The DOD standard on configuration management, MIL-STD-973, was one of the standards cancelled in February of 2000. In its place, EIA-649 was adopted.

There has been concern from CM professionals that use of ANSI/EIA-649 alone was insufficient to ensure a sound, standardized and contractually implementable CM process. In fact, despite the cancellation of MIL-STD-973, almost every organization in DOD still uses it in one form or another, hence earning it the nickname of the "zombie" standard.

An effort was initiated by the Army, and joined by other services and industry participants, to re-issue an updated military standard on configuration management. This standard, now released as MIL-STD-3046, is the result of that effort.

This new MIL-STD is written to be closely tied



with, and implement the principles of, EIA-649, but to do so in a more descriptive, standardized and contractually implementable way that conforms to DODs method of operation. The principles of EIA-649 are referenced throughout the MIL-STD.

Some specifics in MIL-STD-3046:

- Establishes a Configuration Management Strategy. This document is intended to improve early configuration management planning by the government.
- Clarifies the definition and intent of the term “Configuration Item”.
- Establishes configuration control “status levels” of Working, Internal Release, Formal Release and Archived.
- Changes the class of ECPs from I & II to Major, Minor, and Administrative.

- Establishes a timeline for clearing hanging paper ECPs.
- Eliminates the Specification Change Notice (SCN).
- Establishes an alternate change process.
- Changes terminology for Request for Deviation/Waiver (RFD/RFW) to Request for Variance (RFV).
- Established product instance configurations of as-design, as-built, and as-maintained.

All those concerned with configuration management should become familiar with the requirements of MIL-STD-3046, as it may show up soon on a program near you.

Jeff Windham has over 20 years experience as a systems engineer and configuration manager for the US Army, Armament Research Development and Engineering Center (ARDEC) at Rock Island Arsenal, Illinois. He is currently the chief of the Small Caliber Systems Configuration Management Branch. He is NDIA certified in Configuration and Data Management and teaches configuration management throughout the Army. He holds a BS in Aerospace Engineering from Mississippi State University and an MS in Business Administration from East Texas State University.

JEFF WINDHAM

Faraday's Bowl

How a Cowboy Discovered Change



by Rick St. Germain
CMPIC Canada

Caught!

Janet fumed. That Jason McGinley had just tried to slide a change through as a deviation. Again. He was a very talented electrical engineer with a promising future. His solution to that stubborn timing problem on their newest defibrillator was brilliant. His documentation wasn't. He was a cowboy – doing the minimum and cutting corners.

'This stops NOW,' she mused, 'and this kid gets turned around.'

A huge grin spread across her face.

"And I've got just the ticket."

She picked up the phone.

The Lesson

Jason's ear still rung from the one-sided phone "conversation" from the Director of Engineering himself. What was he so upset about? It was just a deviation to get his latest fix into production. He should be happy.

Instead he had to go explain his actions to Janet Ogilvy, the Director of Configuration Management. A former Marine Master Sergeant with two tours in Afghanistan is not someone you want to cross. Looks like he did. Oops.

Jason nervously knocked on the doorframe of Janet's office.

She turned abruptly from her monitor and glared at him.

"SIT", she barked, pointing to the chair, "NOW!"

Jason scrambled over to the chair and sat, wringing his hands.

"What the hell is this?" she demanded, waving the form under his nose.

"Um, a deviation to get my change ..."

"NO", she snapped. "This is NOT a change. This is a cop-out. And it stops right NOW!"

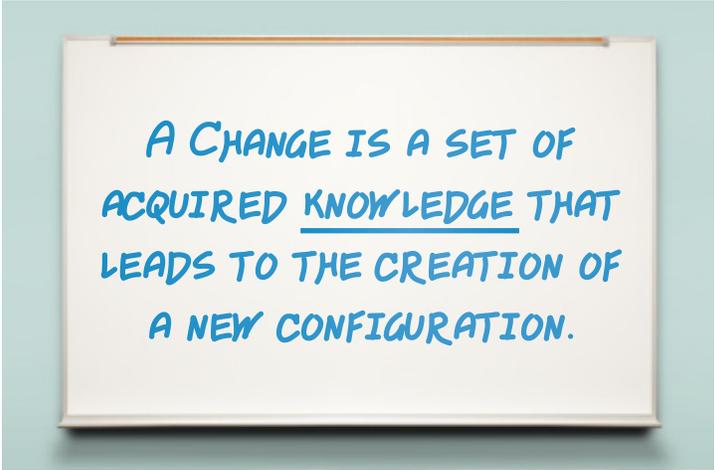
"Do you have ANY idea what a change is?"

"Um, yeah", Jason stammered, "I fill in a change request form and..."

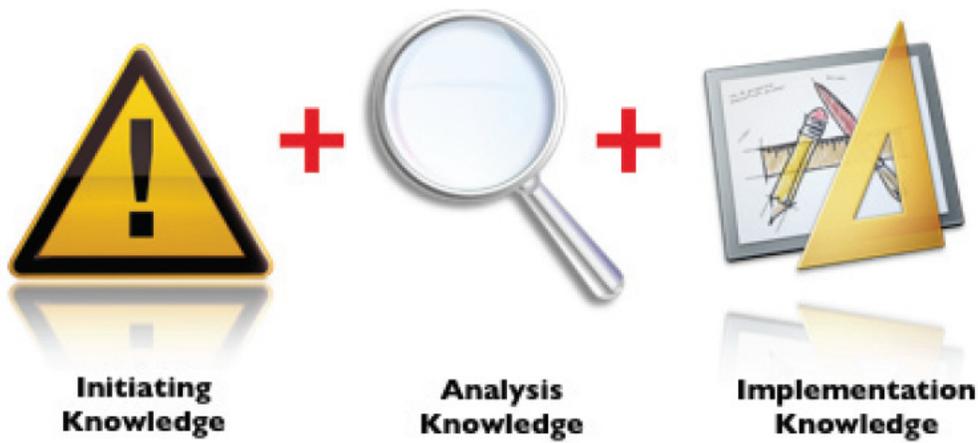
"NO. It's NOT." Janet thundered, spinning his chair around to face the whiteboard.

"Watch and learn!"

She snapped the cap off a marker and started writing:



A CHANGE IS A SET OF
ACQUIRED KNOWLEDGE THAT
LEADS TO THE CREATION OF
A NEW CONFIGURATION.



A Change is a set of acquired knowledge that leads to the creation of a new configuration.

She slashed a line under knowledge and spun around to face Jason.

“A change is KNOWLEDGE that we acquire to solve a particular issue. It has three parts.”

Facing the whiteboard, she continued to write: **Initiating Knowledge.**



“The first part is new knowledge we uncover that moves us to action. It can be a problem we encounter in testing or a new customer requirement. Unknown knowledge becomes known. That’s Initiating Knowledge. Understand?”

Eyes wide, Jason nodded.

“We capture knowledge using models and frameworks that show us the kind of knowledge we need to get and give us a place to put it once we do. Understand why?”

Jason looked blankly, searching for an answer.

“Because knowledge in brilliant brains like yours,” she said, tapping his forehead, “is only available where your legs bring it. To make it available anywhere else, we need a more mobile medium. For Initiating Knowledge we use Problem Reports or Feature Requests. Understand?”

Janet detected a low-wattage glimmer of understanding in his eyes. She continued to write: **Analysis Knowledge.**

“Discovering unknown knowledge leads us to look for root cause, possible solutions, cost and schedule impact, risks and, ultimately, a decision to implement. We capture this Analysis Knowledge in a Change Request. Everyone adds their knowledge and expertise to determine the optimal solution. Clear?”

Jason nodded.

Implementation Knowledge. “When we implement, we develop the solution details and learn more. We capture this Implementation Knowledge in the Change Notice and as document updates. The knowledge we gain gets incorporated into our product as a new configuration. Does that make sense?”

The bulb glowed a bit brighter. “Uh, yeah.”

“A Deviation”, she continued, “is a TEMPORARY departure from an approved configuration. It is NOT a quick way to avoid capturing knowledge that people need. Do I make myself perfectly clear?”

Jason swallowed. “Yes.”

“Good. To help reinforce these principles, I’m giving



you small issue for you to work on this weekend. I want you back here at 9:00 am on Monday morning to present your findings. Use the appropriate change forms. Any questions?”

“Ah, no. Have a great weekend.”

Initiating Knowledge

Jason absently tinkered with the breadboarded circuit, hoping she'd forgotten. No such luck. A small box arrived just before quitting time.

He slit the tape and peered inside...then dropped it as if it was on fire. He staggered back, falling into his chair. The box bounced off his monitor and landed on its side. From the dark recesses, a small white kitten bounded out, stopping as it spotted him.

Leaving a small puddle on his circuit board, it hopped down onto his leg. With sharp claws, it climbed up his wool sweater until its nose touched Jason's chin.

ZAP! “OW!” Both jumped.

And so it began. No manual. No instructions of any sort other than an envelope containing blank change forms and a small card from Janet stating simply: “Monday.”

Jason tried to pawn off the kitten to some of the ladies in his department, but Janet had left strict instructions not to interfere.

So Jason and cat headed home.

He stopped at a pet store. The matronly clerk gave him a

knowing look and shook her head. He left with a small fortune in gear.

“Okay, Buddy, I guess it's just you and me for the weekend. But don't get too comfortable – you're going right back to Janet on Monday morning.”

The kitten bounded around on the carpet, playing with one of his socks.

Jason filled the cat's bowl with water and set it on the floor. As he was unpacking some of the supplies, a Styrofoam peanut from the packing materials fell and landed in the bowl. The kitten came over to investigate.

That's when Jason first noticed it.

As the kitten approached the bowl, the Styrofoam peanut accelerated across the water and stuck to the kitten's fur. The kitten jumped and the game was on.

Jason shook his head. “That cat is charged! How can that happen?”





Lifting the kitten up nose-to-nose, he declared, “From now on your name is ‘Faraday’”.

Analysis Knowledge

He managed to find a vet that was open on Saturday and brought the kitten in, explaining the symptoms. After a thorough examination, he declared the cat to be perfectly healthy.

“But it has a rare mutation”, he continued. “Sometimes when the mama is knitting her kits, she drops a couple of genetic stitches, and one of the litter, like this one, ends up without oil glands in their fur. Just like rubbing dry rabbit fur on that resin rod in science class, it picks up a charge.”

“So what do I do?” Jason pleaded.

“Baby oil. Put some on your hands and rub the cat down once a day. Should control the static.”

Implementation Knowledge

It worked. But the cat loved the taste, so he usually added another rub-down to the purring cat in the evening. And he could swear that the cat would rub around the rug on purpose then jump up to zap him.

He documented the Faraday’s Initiating Knowledge on the Problem Report, his Analysis Knowledge on the Change Request, and the Implementation Knowledge on the Change Notice. He and Janet did a walkthrough on Monday morning, correcting a few points along the way. Not bad.

“You’ve got a good mind, Jason,” she told him, “use it, then communicate that knowledge with these forms.”

He nodded. Then with a little sadness, handed the box back to Janet.

“Oh no, you don’t” she said, pushing the box back to him. “You’re not getting off that easy. Faraday’s here to keep you honest. You’re a team now, a new configuration.”

New Configuration

As a mature cat, Faraday proved to be a very successful hunter, often leaving partially eaten “gifts” on the front porch from his evening forays.

Maybe too successful. Lately, he’d been gaining weight and becoming a bit lethargic. So he took him back to the vet for a checkup, fully expecting a lecture on diet.

The vet took one look and started to laugh.

“Feed her”, he said, “she’s knitting”.

Faraday was a girl.



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RICK ST. GERMAIN

CM for Quality Assurance Professionals & Engineers

NEW CMPIC Courses 11 & 12

NEW

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