

Course:	ITMark Overview		
Dates:	20 October , 2011		
Schedule:	Participants Registration 8:30 – 9:00 h Workshop 09:00 - 16:30		
Location:	Sky Hotel, Tirana, Albania		
Instructor(s)	Youri Metchev, authorized by ESI Tecnalia, Bilbao (Spain), as an instructor of "ITMark Overview"		
Successful course completion:	Companies' key staff participates actively in classroom discussions and exercises, not missing any classroom time.		
	Modules	Time	Participants
	Module One: Introduction	30 minutes	All participants
	Module Two: ITMark Basic Method Description	30 minutes	Senior Management, Business Management, Production Management, Project Managers
	Module Three: Business Management (10 Squared)	30 minutes	Senior Management, Business Management <i>Managers responsible for strategy, marketing, finances and product development</i>
	Module Four: Information Security Management (ISO 17779)	20 minutes	Information Security Management <i>Persons responsible for Information Security such as administrative director, system administrators and others</i>
	Module Five: Software Process Improvement (CMMI ML2) <ul style="list-style-type: none"> • Process Improvement Concepts • CMMI Model overview • CMMI ML 2 Process Areas Details • Overview of ML3 • ITMark & CMMI maturity levels • The improvement path 	up to 4 hours	Software Development Managers and key development staff <i>Persons responsible for development of software. Persons who perform key roles in at least two project teams.</i>
	ITMark Service planning	15 minutes	Sponsor and process improvement team
Breaks:	10:25 – 10:40 15:00– 15:15	Lunch:	12:45 – 13:45