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## Gerry de Koning

Process Consultant

### Expertise

- business analysis
- courseware development & teaching
- modelling
- software development processes
- process and software metrics

### Education

BA, Mathematics, York University, 1972

Special, History and Philosophy of Science and Technology, University of Toronto, 1975

Diploma, Project Management, George Washington University, 1997

### Professional Affiliations

Member, Association for Computing Machinery, 1976-present

Member, Institute for Electrical and Electronics Engineers (Computer Society), 1984-present

Member, International Institute for Business Analysis, 2003-present

Founding Member, Toronto Software Process Improvement Network, 1996-present

### Employment Background

1998-present	Senior Consultant, de Koning Associates Inc.
1993-1998	Advisory Process Analyst, IBM Canada
1988-1993	Software Process Analyst, Groupe Bull
1980-1988	Consulting software developer, Independent
1976-1980	Real-time programmer, Toronto Transit Commission

### Project Experience

Numerous assessment and training services to many organizations, including Nortel, Global Knowledge, ESI International, Royal Bank, Sun Life, Manulife, CIBC, TD Bank, IBM, Groupe Bull, US Steel, Cisco, Hallmark, the IRS and the governments of Canada, Florida, six Canadian provinces.

Reviews of projects for large and small organizations to determine best software development and business practices, identify problems and .build consensus about next steps.

Software development for real-time and business systems in commercial, government and non-profit organizations.

### Organizational Maturity Assessment *Software CMM assessments, Groupe Bull*

Participated in 8 assessments of software organizations in Europe and the United States. Trained team members and wrote recommendation report for several of these. Performed follow-up to ensure each organization improved.

Led another assessment for a California database vendor, leading the organization to solve several long-standing problems.

### Software Development Life Cycle *SDLC Simplification, Nortel Networks*

Reduced a 280 page SDLC manual to 30 pages while improving discipline, auditability and the use of best practices. The new process was supported by web tools which created project-specific templates based on specific project needs and risks.

### Software Metrics and Inspections

Introduced the use of software inspections and metrics into the European software R&D labs of Groupe Bull. Courses, training and tools were developed to support the methodology changes.

Reintroduced software inspections into an IBM laboratory.

### Requirements Analysis *Modelling for Requirements Clarity*

Taught UML and other modelling methods to many organizations. Used models to describe business processes for both for-profit and non-profit organizations. Simplified processes, improved checks and balances, and built consensus in each organization to enable successful deployment.

## **Project Reviews**

### ***Post-project Review of a Major Software Project***

Led a post-project review of a compiler project in IBM's Toronto Lab which resulted in identifying several best practices for liaising between remote teams. These practices were then incorporated into future projects, leading to improved efficiency.

Also developed a specific methodology which made post-project reviews more consistently useful.

## **Training**

### ***Business Analysis Training***

Since 2000 Gerry has trained countless students in Business Analysis for Global Knowledge and McMaster University. Courses taught include the fundamentals, modelling, people skills, and more. Students rate Gerry highly and often hope he will teach their future courses.

### ***Other Training***

Other teaching Gerry has delivered:

- Project Management, Global Knowledge
- Software Inspections, Groupe Bull and IBM
- Software Metrics, IBM and others
- Java Programming, Willcam and CDI Education
- Perl Programming, Willcam and CDI Education
- Object-oriented modelling, CDI Education
- XML, Willcam and CDI Education
- APL Programming, University of Toronto
- Microcomputer Fundamentals, Seneca College

### ***Courseware Development***

Developed numerous courses over 35 years. Recent courses created or completely rewritten include:

- E-commerce for business analysts
- Facilitation skills for business analysts
- Root cause analysis for business analysts
- Internet fundamentals for IT staff
- Software Inspections with Metrics
- Software Inspection Refresher

## **Software Development**

### ***Technical Design Lead, Airport Security System***

Led the technical design team for a proposed airport security system. The system was large and the requirements frequently changed. The client found that the proposed design was the only one of many submitted which met the technical requirements.

### ***Operating System Software***

Created at least 15 BIOS firmware products for various computer manufacturers in the 1980s. Disk drivers, part of every BIOS, are either perfect or practically useless; even a mistake every 3 million transactions can leave a user's disk unusable after a month. It was a great environment for learning programming discipline.

Other low-level software projects:

- device drivers for a retail in-store networking system
- a software motor controller
- an early laptop design with two operating systems, built-in phone and other innovations

### ***Business Software***

Created software for clients:

- meeting scheduling system
- donor management system
- factory data collection and reporting system
- process management web application