CENTRE TM (Common Enterprise Resource)

Systems and Software Engineering Platform designed for CMMI compliance

Capability Maturity Model Integration (CMMI) is a process improvement approach that provides organizations with the essential elements of effective processes. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. (Software Engineering Institute, SEI web-site, www.sei.cmu.edu/cmmi/general/)

CENTRE is a software product designed, authored and produced by **Integration Technologies Group Inc. CENTRE** is composed of configurable modules intended to provide compliance with **CMMI** process areas and **ISO** clauses while increasing organizational efficiency, effectiveness and continual improvement.

Integration Technologies Group Inc. (ITG), www.itgonline.com, is a systems and software engineering company founded in 1984 and headquartered in Falls Church, Virginia, USA. ITG is ISO 20000-1:2005, ISO 9001:2008 and ISO 27001:2005 registered. As well, the company is an SEI member and partner and has been externally appraised twice at CMMI Level 3.

This document contains brief descriptions of **CENTRE CMMI** Software features which cover specific and generic evidence of compliance for practices required by **CMMI** for **Development Version 1.2** process areas. As with all process improvement methodologies and industry best practices, management commitment, quality record collection, analysis and processing are required to achieve improvement objectives and successful appraisals and registrations.

CENTRE was developed to facilitate today's Best Practices Certifications and process improvement methodologies. By using **CENTRE**, businesses can increase efficiencies across key business processes and satisfy many of the requirements stipulated by the **SEI** and international standards boards. Some of the benefits that may be derived by implementing compliance with **CMMI** process areas are:

- Improved Quality of Output
- Increased Accuracy of Estimates
- Earlier Identification of Defects
- Accurate Measurements of Processes
- Higher Operational Efficiency
- Cost Reduction and Integration with Industry Standards

As a result, an organization using **CENTRE** will be recognized as delivering successful service to its clients and constituents with dependably high-quality and consistent methods and practices. The **CENTRE CMMI** Software 1.2 implementation includes 'CENTRE ISO 9001:2008' Quality Management System elements which are:

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 1 of 7

CENTRE - Document Control System (DCS)

CENTRE - Records Control System (RCS)

CENTRE - Human Resources

CENTRE - Meeting Management

CENTRE - Customer Satisfaction Surveys

CENTRE - Supply Chain Management

CENTRE - Ad-Hoc Report Writer

These elements are described in more detail in the **CENTRE ISO 9001:2008** Compliance Package - White Paper.

Disclaimer

Use of CENTRE modules or similar software alone does not result in organizational CMMI conformance. Documented procedures, defined processes and work instructions, staff training and internal audits of Process Areas compliance are needed to prepare an organization for a CMMI appraisal. The ITG CENTRE Document Control System (DCS) contains documentation that describes the ITG Quality Management System and consists principally of the following documents:

- Business Quality Manual (BQM) in conformance with ISO 9001:2008,
- Information Technology Services Management manual (ITSM) in conformance with ISO 20000-1:2005,
- Information Security Management System manual (ISMS) in conformance with ISO 27001:2005,
- Corporate process workflow, Quality Procedures and Quality Work Instructions.

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 2 of 7

CENTRE CMMI Specific & Generic Evidence Elements:

CENTRE – Organizational Process Definition

SP 1.1 Establish and maintain the organization's set of standard processes

CENTRE Evidence: The direct evidence provided for compliance with this Specific Practice are the Quality Procedures, Quality Work Instructions, Corporate Policies and Guidance related documents residing in the Document and Records Control module.

C EN	TRE						User: Marine View My Employee Change Password Accessibility Policy	<u>Profile</u>
Home	IT Service Management	Change & Configuration Management	Supply Chain Management	Measurement & Analysis	Problem Management	Project & Financial Management	Contract, Risk 8	Document & Record Control
My Services	Products & Services C	atalog						

SP 1.2 Establish and maintain descriptions of the lifecycle models approved for use in the organization.

CENTRE Evidence: The direct evidence supporting compliance with this Specific Practice is contained in DCS #536, Software Engineering Department Operations Description. The model described is Waterfall with Iterative and Incremental content.

	Software Engine	ering Departme	ent Operations Description	on - Software Engineer	ing		
Document# Document type		DCS Submission Date		Classification Lev	Classification Level Owner		
Document #536- Work Instructions/Descriptions V18		5/9/2005 1:32:00 PM		1 - Public	George Hadjikyriakou		
Publication Info		Contents Revised		DB Info Revised			
			4/7/2008 5:28:13 PM	10	/29/2008 10:51:24 AM		
Authors			Department	Restricted	l to		
George Hadjikyriakou			Software Engineering				
Abstract		View Document					
This document outlines the goals to be satisfied and the practices to be followed during the execution of software projects. They have been designed to fulfill ITG's quality requirements and to ensure minimum level of effort, reduced cost, and high-quality deliverables. Added description of recently developed models used for estimation of hours, defects, and completion date prediction.		Software Engineering Department Operations Description - Software Engineering v18.doc					
Past Obsolete v	ersions		Retrieve archive of files	as			
\$\frac{536-V2}{36-V2}\$\$ \$5/18/200\$\$36-V2\$\$ \$6/13/200\$\$36-V4\$\$ \$6/13/200\$\$36-V4\$\$ \$6/13/200\$\$36-V6\$\$ \$11/2/200\$\$36-V6\$\$ \$11/4/200\$\$36-V9\$\$ \$1/25/200\$\$36-V13\$\$ \$6/12/2006\$\$36-V13\$\$ \$6/12/2006\$\$36-V13\$\$ \$11/14/20\$\$36-V13\$\$ \$6/12/200\$\$36-V13\$\$ \$1/14/20\$\$36-V13\$\$ \$6/12/200\$\$36-V13\$\$ \$1/14/20\$\$36-V13\$\$ \$6/19/200\$\$36-V15\$\$ \$6/19/200\$\$ \$6/19/20	1:32:00 PM 5 2:52:00 PM 5 2:52:00 PM 1:23:00 PM 1:23:00 PM 5 10:50:00 AM 5 10:25:00 AM 6 10:46:00 AM 6 10:46:00 AM 11:24:00 AM 3:50:00 PM 6 5:34:00 PM 06 1:21:47 PM 7 4:50:14 PM 5:45:18 PM						

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 3 of 7

SP 1.3 Establish and maintain the tailoring criteria and guidelines for the organization's set of standard processes.

CENTRE Evidence: The direct evidence to support compliance with this Specific Practice is contained in Quality Procedure QP-21, Tailoring Guidelines.

		SEARCH FOR DOCUME	ENT
Document #:	-v		
Title: %Tai	iloring Guidelines%		
Abstract:	/		
File Names:			
DOCUMENT# TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED
906-V1 Procedure - Tailoring Guidelines, QP-21 - Executive Management	ITG Michael Angelakis	11/5/2007 4:45:05 PM	10/30/2008 3:51:36 PM
Proce	dure - Tailoring Guidelines,	ITG QP-21 - Executive Manago	ement
Document# Document type	DCS Submission Dat	e Classifica	ation Level Owner
Document # Document type Document #906-V1 Ouality Procedures	DCS Submission Dat 11/5/2007 4:45:05 PM	e Classifica 1 - Public	ntion Level Owner Michael Angelaki
Document# Document type	DCS Submission Dat 11/5/2007 4:45:05 PM Contents	e Classifica	ation Level Owner Michael Angelaki DB Info Revised
Document # Document type Document #906-V1 Ouality Procedures	DCS Submission Dat 11/5/2007 4:45:05 PM Contents 11/5/200	e Classifica 1 - Public 5 Revised 7 4:45:05 PM	ntion Level Owner Michael Angelaki
Document # Document type Document #906-V1 Publication Info	DCS Submission Dat 11/5/2007 4:45:05 PM Contents 11/5/200	e Classifica 1 - Public 5 Revised 7 4:45:05 PM	DB Info Revised 10/30/2008 3:51:36 F
Document # Document type Document #906-V1 Publication Info Authors	DCS Submission Dat 11/5/2007 4:45:05 PM Contents 11/5/200	e Classifica 1 - Public 5 Revised 7 4:45:05 PM	DB Info Revised 10/30/2008 3:51:36 F
Document # Document type Document #906-V1 Quality Procedures Publication Info Authors Michael Angelakis	DCS Submission Dat 11/5/2007 4:45:05 PM Contents 11/5/200 Depart Executi	e Classifica 1 - Public 5 Revised 7 4:45:05 PM	DB Info Revised 10/30/2008 3:51:36 i

SP 1.4 Establish and maintain the organization's measurement repository.

CENTRE Evidence: The totality of **CENTRE** records, across all modules, constitutes the organizational measurement repository.

As seen on the following page, in addition to the referenced records above, CENTRE maintains a repository of Standards and Models compliance by relating Change Requests and Requirements to supported process areas.

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 4 of 7

	CHANGE REQUEST [284] - PROCESS AREAS	
Process Area Name CMMI/CAR	Process Area Descritpion	Select
	Causal Analysis & Resolution	
CMMI/CM	Configuration Management	
CMMI/DAR	Decision Analysis & Resolution	
CMMI/IPM	Integrated Project Managment + IPPD	
CMMI/MA	Measurements & Analysis	
CMMI/OID	Organizational Innovation & Deployment	
CMMI/OPD	Organizational Process Definition	
CMMI/OPP	Organizational Process Performance	
CMMI/OT		
	Organizational Training	
CMMI/PI	Product Integration	
CMMI/PMC	Project Monitoring & Control	
CMMI/PP	Project Planning	
CMMI/PPQA	Process & Product Quality Assurance	
CMMI/QPM	Quantitative Project Management	
CMMI/RD	Requirements Development	
CMMI/REQM	Requirements Management	
CMMI/RSKM	Risk Management	
CMMI/SAM		
	Supplier Agreement Management	
CMMI/TS	Technical Solution	
CMMI/VAL	Validation	✓
CMMI/VER	Verification	
Deleted		
ISO 20000-1:2005	SECTION 4 - PLANNING AND IMPLEMENTING SERVICE MANAGEMENT	
ISO 20000-1:2005	SECTION 5 - PLANNING AND IMPLEMENTING NEW OR CHANGED SERVICES	
ISO 20000-1:2005	SECTION 6 - SERVICE DELIVERY PROCESS	
ISO 20000-1:2005	SECTION 7 - RELATIONSHIP PROCESSES	
ISO 20000-1:2005	SECTION 8 – RESOLUTION PROCESSES	
ISO 20000-1:2005	SECTION 9 – CONTROL PROCESSES	
ISO 20000-1:2005	SECTION 10 – RELEASE PROCESSES	✓
ISO 27001	Network Security	
ISO 27001	Business Continuity	
ISO 9001:2000	8.2.2 Internal Quality Audits	
ISO 9001:2000	8.2 Monitoring and Measurement	
ISO 9001:2000	4.2.3 Control of Documents	
ISO 9001:2000	4.2.4 Control of Records	
ISO 9001:2000	8.2.1 Customer Satisfaction	
ITIL/Availability	ITIL V3 Availability Management	
Management	, ,	
ITIL/Capacity Management	Capacity Management	
ITIL/Change Management	Change Management	
ITIL/Configuration Management	Configuration Management	
ITIL/Event Management	ITIL V3 Process Area	
ITIL/Incident Management	Incident Management	
ITIL/Problem	Problem Management	
Management ITIL/Release	Release Management	
Management ITIL/Request	ITIL V3 Process Area	✓
Fulfillment ITIL/Service Catalog	ITIL V3 Process Area	
ITIL/SLA Management	Service Level Agreement Management	

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 5 of 7

SP 1.5 Establish and maintain the organization's process asset library.

CENTRE Evidence: The CENTRE Document and Records Control module contains all documented processes. Selected processes as seen below may be used as direct evidence for compliance with this Specific Practice.

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE
937-V1	Draft Procedure - IT Security Management, ITG QP-22 - Executive Management	Michael Angelakis	2/12/2008 2:06:51 PM
994-V1	Draft Procedure - Validation, ITG QP-24 - Executive Management	Michael Angelakis	11/4/2008 9:03:15 AM
993-V1	Draft Procedure - Verification, ITG QP-23 - Executive Management	Michael Angelakis	11/3/2008 3:49:18 PM
769-V2	Procedure - Change Management, ITG QP-16 - Executive Management	Michael Angelakis	2/20/2007 3:57:28 PM
807-V2	Procedure - Configuration Management, ITG QP-19 - Executive Management	Michael Angelakis	5/10/2007 4:16:45 PM
147-V7	Procedure - Control of Documents, ITG QP-2 - Executive Management	Lefteris Karmiris	6/28/2004 11:47:00 AM
148-V2	Procedure - Control of Non- Conforming Products, ITG QP-4 - Executive Management	Lefteris Karmiris	6/28/2004 12:08:00 PM
146-V4	Procedure - Control of Records, ITG QP-3 - Executive Management	Lefteris Karmiris	6/28/2004 11:34:00 AM
150-V5	Procedure - Corrective Action, ITG QP-6 - Executive Management	Lefteris Karmiris	6/28/2004 12:37:00 PM
617-V3	Procedure - Decision Analysis and Resolution, ITG QP-14 - Executive Management	Michael Angelakis	10/6/2005 1:47:00 PM
220-V4	Procedure - Internal Audits, ITG QP- 7 - Executive Management	Lefteris Karmiris	7/30/2004 5:00:00 PM
544-V1	Procedure - Management Review Boards, ITG QP-11 - Executive Management	Michael Angelakis	5/12/2005 5:57:00 PM
151-V4	Procedure - Management Review, ITG QP-8 - Executive Management	Michael Angelakis	6/28/2004 12:48:00 PM
806-V2	Procedure - Organizational Innovation and Deployment, ITG QP- 18 - Executive Management	Michael Angelakis	5/10/2007 1:30:02 PM
905-V2	Procedure - Organizational Process Performance, ITG QP-20 - Executive Management	Michael Angelakis	11/5/2007 4:31:59 PM
580-V3	Procedure - Organizational Training, ITG QP-13 - Executive Management	Tina Hong	7/20/2005 4:10:00 PM
159-V4	Procedure - Preparation and Submission of Procedures, ITG QP- 1- Executive Management	John Cambiotis	6/29/2004 7:58:00 PM
149-V3	Procedure - Preventive Action, ITG QP-5 - Executive Management.	Lefteris Karmiris	6/28/2004 12:23:00 PM
953-V1	Procedure - Problem Analysis and Resolution, ITG QP-23 - Executive Management	Michael Angelakis	4/4/2008 5:06:12 PM
804-V2	Procedure - Process Performance Measurements, ITG QP-17 - Executive Management	Michael Angelakis	5/9/2007 3:38:36 PM

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 6 of 7

SP 1.6 Establish and maintain work environment standards.

CENTRE Evidence: The direct evidence for compliance with this Specific Practice is contained within the Documents and Records Control module as the following artifacts:

EMRP (DCS #434)

Employee Handbook (DCS #161)

CPR certifications

Harassment Training (DCS #766)

Disability Sensitivity (DCS #364)

Fire Evacuation Plan

Work Instruction: ITG Software Development, ITG QWI-19 (DCS #528)

Procedure: Software Development, ITG QP-15 (DCS #623)

Information Technology Services Management (DCS #738)

Information Security Management System (DCS #959)

CENTRE CMMI Version 1.2 Compliance, Organizational Process Definition - White Paper Author: Michael P. Angelakis DCS #1033 Version: 3.0 Date: 04/13/10 Page 7 of 7