

## CENTRE CMMI 1.2 Artifacts for Process Improvement

# CENTRE™ (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/](http://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](http://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, Process and Product Quality Assurance - White Paper  
Author: Michael P. Angelakis      DCS #1036      Version: 3.0      Date: 04/13/10      Page 1 of 5

This document contains sensitive, proprietary and privileged information which may not be disclosed, copied, distributed or used in any manner by other parties without the expressed written consent of Integration Technologies Group, Inc.

## **CENTRE CMMI 1.2 Artifacts for Process Improvement**

**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 1.2 Artifacts for Process Improvement

### CENTRE CMMI Specific & Generic Evidence Elements:

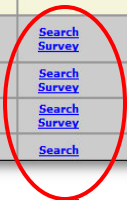
#### CENTRE Process and Product Quality Assurance

**SP 1.1 Objectively evaluate the designated performed processes against the applicable process descriptions, standards, and procedures.**

**CENTRE Evidence:** CENTRE modules such as the IT Service Management and Project Management provide for the recordation of Quality assurance records that may be used as direct evidence in compliance with this Specific Practice.

#### Project Survey Data

MANAGE PROJECTS													
SHOW Query	PROJECTS	Refresh											
Project Name	Contract Number	Status	Priority	Plan Start Date	Actual Start Date	Planned End Date	Actual End Date	POC	DAR	View Project Summary	View Tasks	View Hours	View Gantt
<a href="#">8102-555 LGB Best Practices Management consulting</a>	8102-555	Active	1	3/20/2006	3/20/2006	6/20/2006		Michael Angelakis	NO	SUMMARY	TASKS		
<a href="#">LGB CENTRE Implementation</a>	8102-555	Complete	1	3/1/2007	3/1/2007	6/30/2007	5/1/2007	Jeremy Nurse	NO	SUMMARY	TASKS		
<a href="#">LGB CMMI Implementation</a>	B111-000	Complete	1	5/1/2007	5/1/2007	5/1/2008	12/31/2007	Jeremy Nurse	NO	SUMMARY	TASKS		
<a href="#">LGB JCS</a>	8041-000	Complete	1	1/1/2004	1/1/2004	12/31/2005	6/1/2005 4:00:00	Li Garcia	NO	SUMMARY	TASKS		



**SELECT CUSTOMER SURVEY FORM**

All Surveys

Organizational Innovation and Deployment

Professional Services

Software Development

Software Hardware Survey

Software Hardware Installation and Migration

Training

Notwithstanding the presence of Quality Assurance records, Organizations must establish and maintain process descriptions, standards and procedures to comply with this Specific Practice. The CENTRE Document Control System contains a variety of documents related to this Specific Practice.

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED
118-V5	ITG Quality Assurance Departmental Goals - Quality Assurance	Wanda Boykin	6/10/2004 4:00:00 PM	10/30/2008 3:16:48 PM
116-V2	ITG Quality Assurance Program - Quality Assurance	Wanda Boykin	6/10/2004 3:35:00 PM	10/30/2008 3:17:21 PM
117-V2	ITG Quality Assurance Program, Mission - Quality Assurance	Wanda Boykin	6/10/2004 3:44:00 PM	10/30/2008 3:18:12 PM

## CENTRE CMMI 1.2 Artifacts for Process Improvement

**SP 1.2 Objectively evaluate the designated work products and services against the applicable process descriptions, standards, and procedures.**

**CENTRE Evidence:** Compliance records provided as direct evidence for this Specific Practice are meeting minutes demonstrating internal evaluations of organizational processes and Quality Assurance reports containing client evaluations.

### Meeting Management

Meeting Name	Number of Sessions	SELECT MEETING			
		Open Action Items	Closed Action Items	Action Items On Hold	Cancelled Action
<input type="radio"/> ADMC-2 Program Meetings	3	3	23	1	1
<input type="radio"/> CENTRE Release Training	1	0	0	0	0
<input type="radio"/> CMMI Compliance Matrix Review	22	3	30	0	2
<input type="radio"/> CMMI Process Meetings	3	0	0	0	0
<input type="radio"/> DCMA Daily Meeting	5	0	0	0	0
<input type="radio"/> Hellenic Land Registry	1	0	0	0	0
<input type="radio"/> House of Representatives Red Team	1	0	0	0	0
<input type="radio"/> Management Review Board, Best Practices	25	12	45	1	2
<input type="radio"/> Management Review Board, CENTRE Project	7	0	0	0	0
<input type="radio"/> Management Review Board, Infrastructure	32	9	58	4	6
<input type="radio"/> Management Review Board, Logistics	12	2	13	1	2
<input type="radio"/> Management Review Board, Software	30	0	5	0	5
<input type="radio"/> Management Review Board, Supply Chain	4	0	0	0	0
<input type="radio"/> Management Review Board, TAM and SME	19	1	9	0	3
<input type="radio"/> Management Review Board, Training & Cert.	27	3	25	4	3
<input type="radio"/> managers	0	0	0	0	0
<input type="radio"/> Meeting, Board of Advisors	5	0	0	0	0
<input type="radio"/> Meeting, Howard County RFP	5	0	0	0	0
<input type="radio"/> Meeting, Project Hamlet	4	0	0	0	0
<input type="radio"/> Meeting, Project LGB Best Practices Consulting	11	0	9	0	2

### Quality Assurance Reports

**QA**

<input type="radio"/> Contract QA Summary Results	<input type="radio"/> QA Summary Results For Each Contract
<input type="radio"/> Contract QA Summary Results By TAM	<input type="radio"/> Contract QA Summary Results By City
<input type="radio"/> Contract QA Summary Results By SME	<input type="radio"/> Contract QA Summary Results By BDM
<input type="radio"/> Contract QA Summary Results By Local FE	<input type="radio"/> Contract QA Summary Results By Subcontractor
<input type="radio"/> Contract QA Summary Results For a specified Score and Specified User Category	<input type="radio"/> Contract QA Less than Mean and Parameter

**SP 2.1 Communicate quality issues and ensure resolution of noncompliance issues with the staff and managers.**

**CENTRE Evidence:** Noncompliance is addressed in CENTRE records contained in CENTRE Meeting Management Action Items and CENTRE Change Management as Corrective Actions.

**SEARCH CHANGE REQUEST**

Change Request ID:

Change Request Name:

Proposed Change:

Potential Non-Conformance/Justification:

Root Cause:

Actions Summary:

Category:

Change Type:

Change Authority:

Action Type:

Internal Audit Number:

Information Security Approval Required:

Approving Security Office:

Issued By:

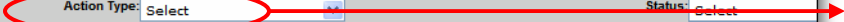
Approved By:

Assigned To:

Status:

Priority:

Approved by Security Officer:



**Improvement**

Corrective Action

Preventive Action

Organizational Innovation

Contract Initiation

## CENTRE CMMI 1.2 Artifacts for Process Improvement

### SP 2.2 *Establish and maintain records of the quality assurance activities.*

**CENTRE Evidence:** As seen above a variety of Quality Assurance records are provided as direct evidence for this Specific Practice. In addition to QA Surveys across multiple Project disciplines and Preventive and Corrective Actions, **CENTRE** maintains Quality Assurance records at the Departmental and individual timesheet level.

Contract Number	Work Category	Labor Hours
8138-999	Integration	8
	QA	6.5
	Repair	3
8138-000	Decommissioning	0.2
	QA	2
	Repair	10.7
	RMA	17
	Support	1
8131-000	Decommissioning	5.4
	QA	0.4
	Repair	0.6
8123-000	QA	1
8112-001	Repair	4
8111-111	Repair	11.5
	RMA	3
8108-000	QA	0.75

### QA Time Sheet Entries

EDIT TIME SHEET FOR [Lin, Yi-Chiu - 8217 ]																
Period: 9/1/2008 to 9/15/2008																
Project	Labor Code	Task	Mon 9/1	Tue 9/2	Wed 9/3	Thu 9/4	Fri 9/5	Sat 9/6	Sun 9/7	Mon 9/8	Tue 9/9	Wed 9/10	Thu 9/11	Fri 9/12	Sat 9/13	
8026-000 Depot Billing - 8026-000		Integration Billing (8026-000)														
		QA billing (8026-000)														
		Repair Billing (8026-000)														