

## **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 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 – Product Integration

#### SP 1.1 *Determine the product component integration sequence.*

**CENTRE Evidence:** The Product Integration sequence direct evidence, in the context of services and software development projects, are contained in the Deployment-Integration segment of the Requirements records, in the sequence segment of Release Management and in the Task Management of Projects.

#### Requirement

**Workflow Status [ Not Initiated ]**

Program Name: ITG CENTRE

Version Release Number: 4.6.8

Functional Area/Screen: Projects

**Requirement Description:** Add controls in the system to prevent Task start and end dates from falling outside the parent project's duration and project durations from falling outside the related contract period of performance. The same holds true when going the other way, i.e. the system should ensure that the contract expiration date is not before the Project end date and the Project end date is not before the end date in any of the related Tasks to ensure validity and consistency. Also consider adding the ability to create predecessor relationships between tasks and implement the appropriate control on the start dates of affected tasks. This will provide critical paths.

See the details provided in the uploaded document of the Research Initiative related to this requirement.

**Requirement Rationale:** Change Request # 142

This Change Request is related to one of the Research Initiatives assigned to Spyro Pangalo.

**Uploaded Documents** Change Request #: 142 Tasks: 1

**OVERVIEW**

Issued By: Hadjikyriakou, George

Date Issued: 2/2/2008 4:18:26 PM

Approved By: SW Review Board

Approved Date: 2/8/2008 11:58:11 AM

Assigned To: Pangalos, Spyro (n)

Estimated Hours: 36.88958

Actual Hours: 56.25

Planned Start Date: 7/8/2008 9:00:00 AM

Planned End Date: 7/14/2008 6:00:00 PM

Type: New Functionality

Impact: NONE

Implementation Severity: NONE

Preceding Requirement ID: 0

Implementation Order: 0

Applied 508 Rules: Yes

Documentation Updated: No

Actual Start Date: 7/8/2008 6:07:29 PM

Actual End Date: 7/31/2008 5:16:26 PM

**Verification Log:**

DB updated 8/30/2008 11:26:25 AM Entered by: Pangalos, Spyro (n)

7/31/2008 5:13:20 PM Entered by: Coutoulakis, Emmanuel

Tested extensively against the requirements and the feature seems that is working as it supposed. The projected dates on the edit task screen may need to be indicated as mandatory.

Verification test = Passed

7/30/2008 7:03:46 PM Entered by: Coutoulakis, Emmanuel

On Edit project

\*Planned Start Date: = correct according to Pre-Release Defects: 1

Verification Tests: Passed

**Modified Components/Deployment-Integration Instructions:**

Tables:

New Table -ProjectGroup-

CREATE TABLE [ProjectGroup] (

[ProjectGroupID] [int] IDENTITY (1, 1)

NOT NULL,

[ProjectID] [int] NOT NULL,

[ProjectGroupName] [text] COLLATE SQL\_Latin1\_General\_CP1\_CI\_AS NULL,

CONSTRAINT [PK\_ProjectGroup] PRIMARY KEY CLUSTERED (

[ProjectGroupID]

) ON [PRIMARY]

) ON [PRIMARY] TEXTIMAGE\_ON [PRIMARY]

GO

Modify Table -Task-

Post-Release Defects: 1

SELECT SOFTWARE RELEASE															
Software Release	Status	Sequence	Estimated Release Date	Actual Release Date	Estimated Development Hours	Actual Development Hours	Objective Pre Release Defects	Estimated Pre Release Defects	Actual Pre Release Defects	Pre Release Defects Per Hour	SD of Pre Release Defects Per Hour	Objective Post Release Defects	Estimated Post Release Defects	Actual Post Release Defects	Esti Post Release Def Per Hou
PCS 1.1	Pending	50	9/13/2008		0	0	0	0	0	0.016	0.056	0	0	0	0.00
GRI 2.0	Pending	49	9/1/2008		0	0	0	0	0	0.017	0.052	0	0	0	0.00
4.6.9	Pending	48			0	0	0	0	0	0.013	0.044	0	0	0	0.00
4.6.8	Open	47	7/22/2008		1081.348	1263.95	15	17.1486	35	0.016	0.047	8	9.74744	3	0.00
1.5	Pending	46			0	0	0	0	0	0.019	0.051	0	0	0	0.01
4.6.7	Closed	45	5/12/2008	8/22/2008	775.8757	825.75	12	13.43155	16	0.017	0.047	6	7.609906	8	0.01
4.6.6	Closed	44	3/8/2008	3/27/2008	1330.682	1196	19	21.16616	36	0.016	0.050	11	14.04548	3	0.01
1.0	Closed	43	1/11/2008		218	375.6	3	4.121755	1	0.019	0.054	2	3.366578	0	0.01

## CENTRE CMMI 1.2 Artifacts for Process Improvement

### Project/Tasks Integration & Sequence Records

Back to Main Menu | New Project | Search Project | DAR | Observations | Risk Management | Item | **Tasks** | Project Groups

Help

**EDIT PROJECT**

The mandatory editing fields are indicated with an asterisk \*

\*Project Name: CENTRE Install for ITG-SP

Project Description: Install CENTRE on a new server located at the ITG-SP location

\*Project Category: Software/Hardware Install  
\*Project Type: Internal  
\*Contract: 4333-000  
\*Point of Contact Name: George Hadjikyriakou  
\*Point of Contact Phone: 703-868-9226 Ext: 345  
Point of Contact Email:   
\*Project Manager: Fellers, Bridget S.  
\*Project Manager Phone: 703-698-8282 Ext: 345  
Project Manager Email: bridget@itgonline.com  
\*Program Director: George Hadjikyriakou  
\*Program Director Phone: 703-868-9226 Ext:   
Program Director Email: georgeh@itgonline.com

Representatives:  
Bridget Fellers  
Spyro Pangalo  
George Hadjikyriakou

Stakeholders:  
Jeremy Nurse  
Bridget Fellers  
Spyro Pangalo  
George Hadjikyriakou

OPPM Rate:   
Sunday Rate:   
PPM Rate:   
Billable:   
Taxable:   
Travel Required:   
Bill Mileage:   
Bill Travel Time:   
Work Saturdays:   
Work Sundays:   
Work Holidays:   
Planned Start Date: 01 28 2008 09 00  
Planned End Date: 02 04 2008 18 00  
Actual Start Date: 1/28/2008 9:00:00 AM  
Actual End Date:   
Projected Start Date:   
Projected End Date:   
Total Estimated Hours: 0 Refresh  
Total Allocated Hours: 1272.32 Refresh  
Total Actual Hours: 51.5 Refresh  
\*Work Hours per Day: 8 (Average)  
Project Status: Active  
Order Number:   
Deployment Priority: None  
Date Approved: 01 04 2008  
Last Mod Date: 01/27/2008  
☐ Track Financials  
[Project Documents](#)

Remarks/Special Instructions:

PROJECT: CENTRE Install for ITG-SP [Edit Project](#) [Refresh](#)

SHOW: Query [TASKS](#) [Refresh](#)

Task Name		Planned Start Date	Planned End Date	Actual Start Date	Actual End Date	Projected End Date	Status	% Planned Completed	% Actual Completed	Resources	Hours Worked
<a href="#">Create and test Install Scripts</a>	Survey	1/28/2008 9:00:00 AM	2/15/2008 6:00:00 PM	1/28/2008 9:00:00 AM		2/15/2008 6:00:00 PM	Planning	100%	0%		
<a href="#">Create the Website and the database</a>	Survey	1/30/2008 9:00:00 AM	1/31/2008 6:00:00 PM			1/31/2008 6:00:00 PM	Planning	100%	0%		
<a href="#">Test new CENTRE Website and Database</a>	Survey	2/1/2008 9:00:00 AM	2/22/2008 6:00:00 PM			2/2/2008 6:00:00 PM	Planning	100%	0%		

**EDIT TASK UNDER PROJECT [ CENTRE Install for ITG-SP ]**

The mandatory editing fields are indicated with an asterisk \*

Initiate Workflow

\*Task Name: Create and test Install Scripts

Task Description: Create and test Install Scripts for main tables, and look up tables.

Predecessor Task: None  
Region/Area:   
Service Record:   
\*Site: ITG Corporate HQ

\*Planned Start Date: 01 28 2008 09 00  
\*Planned End Date: 02 15 2008 18 00  
Projected Duration (Days): 18.38  
Actual Duration (Days): 0  
Total Task Estimated Hours: 0  
Total Resource Budgeted Hours: 588.16  
Total Resource Actual Hours: 46  
Actual Start Date: 01 28 2008 09 00  
Actual End Date:   
\*Projected Start Date: 01 28 2008 09 00  
\*Projected End Date: 02 15 2008 18 00  
Expected Percent Complete: 100 %  
Actual Percent Complete: 0 %  
Travel Cost: 0  
Parts Cost: 0  
Misc. Cost: 0  
☐ Auto assign  
Project Group:   
Sequence Number:   
Travel Time:   
Labor Cost: 0  
Shipping Cost: 0  
Requirement #:   
Task Manager: Fellers, Bridget S.  
Task Status: Planning  
Order Number:   
Address:   
City/State/Zip Code:   
POC:   
POC Phone:   
Email Address:   
Pager:   
Pager Address:   
Subtask Order:   
Item Delivery Date:   
Item Delivery Type: Select ShipMethod  
Comments:   
Item   
\*Subtask Type   
\*Subtask Start Date   
\*Duration   
\*Total Units   
Target   
Actual   
DOA   
Replaced   
Schedule   
Add/Del

CENTRE CMMI Version 1.2 Compliance, Product Integration - White Paper

Author: Michael P. Angelakis

DCS #1037

Version: 3.0

Date: 04/13/10

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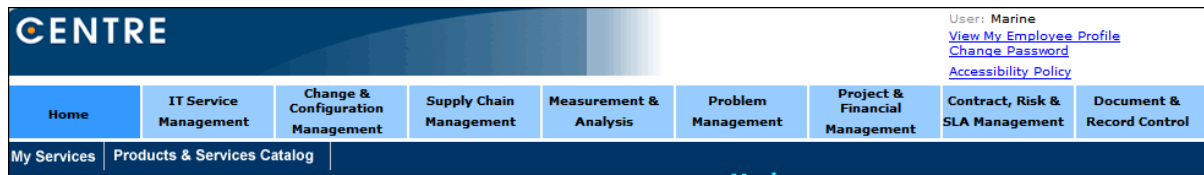
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## CENTRE CMMI 1.2 Artifacts for Process Improvement

SP 1.2 *Establish and maintain the environment needed to support the integration of the product components.*

**CENTRE Evidence:** The Integration environment for Projects, Changes, Requirements and Releases are the CENTRE corresponding modules.



SP 1.3 *Establish and maintain procedures and criteria for integration of the product components.*

**CENTRE Evidence:** The direct evidence for compliance with this Specific Practice is contained in the CENTRE Document & Records Control module.

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED	
973-V2	Integration Technologies Group Password Policy - Network Administration	Sung Yoon	7/18/2008 5:52:28 PM	10/23/2008 10:16:57 AM	<a href="#">View</a>
859-V1	Product Integration Course Material- Internal Training	Emmanuel Coutoulakis	8/13/2007 5:30:23 PM	8/13/2007 5:30:23 PM	<a href="#">View</a>
858-V1	Product Integration Course Outline - Internal Training	Emmanuel Coutoulakis	8/13/2007 5:26:14 PM	8/13/2007 5:26:14 PM	<a href="#">View</a>
861-V1	Product Integration Presentation- Internal Training	Emmanuel Coutoulakis	8/13/2007 5:35:01 PM	8/13/2007 5:35:01 PM	<a href="#">View</a>
860-V1	Product Integration Reconciliation Matrix - Internal Training	Emmanuel Coutoulakis	8/13/2007 5:32:45 PM	8/13/2007 5:32:45 PM	<a href="#">View</a>

SP 2.1 *Review interface descriptions for coverage and completeness.*

**CENTRE Evidence:** The direct evidence for compliance with this Specific Practice is contained in the Verification and Peer Review segments of the Requirements module.

The screenshot shows the 'VIEW REQUIREMENT [ 1102 ]' screen in the CENTRE application. The screen is divided into several sections. On the left, there is a 'Requirement Description' section with a text area containing details about task start and end dates. Below this is the 'Requirement Rationale' section, which mentions 'Change Request # 142'. On the right, there is a 'Verification Log' section with a list of entries, including dates and user names. At the bottom, there is a 'Modified Components/Deployment-Integration Instructions' section, which is circled in red. The bottom of the screen shows a 'Tasks' section with a list of tasks and their status.

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

EDIT DESIGN SPECIFICATION FOR REQUIREMENT [ 1102 ]	
Date Created: 2/2/2008 4:18:26 PM	Created By: Hadjikyriakou, George
Date Last Updated: 5/12/2008 11:17:18 AM	Last Updated By: Hadjikyriakou, George
<b>Description:</b>	
Modify the business logic and generate Java script messages upon Save to prevent inconsistent date ranges between Proojects and Tasks on the following ASPs:	
NewTask.asp EditTask.asp EditProject.asp	
and COMs:	
BO_Task BO_Project	
DA_Task DA_Project	
If there is a Predecessor Task make sure that the Start Date starts after the end of the Task of the Predecessor Task.	
The following Columns should be added to Table Task:	
GroupNumber small int SequenceNumber small int	
The Tasks of a Project with the same GroupNumber assigned, should be linked through the PrivTaskID. The SequenceNumber will be updated to reflect the order of the tasks (through traversing the link list) any time the PrivTaskID is updated.	
Peer Review Performed: <input checked="" type="checkbox"/>	Issue Identified: <input type="checkbox"/>
Reviewed By: Hadjikyriakou, George	Date Reviewed: 5/7/2008 9:30:58 AM

SP 2.2 *Manage internal and external interface definitions, designs, and changes for products and product components.*

**CENTRE Evidence:** The definitions, changes and designs direct evidence for compliance with this Specific Practices are contained in the Change and Requirements module records.

### Change Request Record

New	Affected Departments	Affected Contracts	Change Analysis	Process Areas	Post Implementation Review	Assessments	Configuration Items
<b>VIEW CHANGE REQUEST [ 82 ]</b>							
Workflow Status [ Not Initiated ]							
Change Request Name: Change Quality Procedure #12 to reflect "Tailoring Guidelines"							
Category: Minor Change Desired Completion Date: 4/11/2007							
Change Type: Documentation							
Change Authority: Executive Management							
Proposed Change: Include a "Tailoring Guidelines" sub-process within QP-12							
Description of current or potential non-conformance/justification: Process improvement and CMMI requirement							
Root Cause: New Requirement							
<a href="#">Change Request Documents</a>							
Issued By: Angelakis, Michael P. Date Issued: 4/11/2007 4:40:25 PM							

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Version: 3.0

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

### Change Analysis Record

VIEW ANALYSIS FOR CHANGE REQUEST [ 82 ]	
Describe the potential risks, impacts, and business benefits associated with the change request:	There are no risks associated with this change. The benefits include better awareness of contract implementation procedures, and improved stakeholder involvement.
Identify and describe a methodology for reverting or remedying the change if found unsatisfactory after implementation:	Revert to previous version of QP 12

### Requirement Description Record

VIEW REQUIREMENT [ 1102 ]	
Workflow Status [ Not Initiated ]	
Program Name:	ITG CENTRE
Version Release Number:	4.6.8
Functional Area/Screen:	Projects
Requirement Description:	<p>Add controls in the system to prevent Task start and end dates from falling outside the parent project's duration and project durations from falling outside the related contract period of performance. The same holds true when going the other way, i.e. the system should ensure that the contract expiration date is not before the Project end date and the Project end date is not before the end date in any of the related Tasks to ensure validity and consistency. Also consider adding the ability to create predecessor relationships between tasks and implement the appropriate control on the start dates of affected tasks. This will provide critical paths.</p> <p>See the details provided in the uploaded document of the Research Initiative related to this requirement.</p>
Requirement Rationale:	<p>Change Request # 142</p> <p>This Change Request is related to one of the Research Initiatives assigned to Spyro Pangalo.</p>
Uploaded Documents	
Change Request #: 142	
Tasks: 1	
OVERVIEW	Type: New Functionality
Issued By: Hadjikyriakou, George	
Date Issued: 2/2/2008 4:18:26 PM	
Impact:	

Verificat  
DB upd  
8/30/2  
(n)  
7/31/2  
Emmar  
Tested  
the fea  
The pro  
need to  
Verifica  
7/30/2  
Emmar  
On Edit  
\*Plann  
Pre-Rele  
Verificat  
Modified  
Tables  
New Ta  
-----  
CREATE  
NOT NU  
SQL\_La

***SP 3.1 Confirm, prior to assembly, that each product component required to assemble the product has been properly identified, functions according to its description, and that the product component interfaces comply with the interface descriptions.***

## CENTRE CMMI 1.2 Artifacts for Process Improvement

**CENTRE Evidence:** The Verification process and related records may be used as direct evidence for compliance with this Specific Practice.

### Verification 'Test Cases' Documents

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED
622-V1	CENTRE Ad-Hoc Reports Module Verification Test Cases - Software Engineering	John Cambiotis	10/18/2005 2:32:00 PM	10/29/2008 1:47:52 PM
815-V1	CENTRE Change Request Module Verification Test Cases - Software Engineering	Elias Agridellis	6/27/2007 9:27:50 AM	10/29/2008 9:52:14 AM
604-V1	CENTRE Inventory Module Verification Test Cases - Software Engineering	John Cambiotis	9/8/2005 4:49:00 PM	10/29/2008 1:48:33 PM
605-V1	CENTRE Part Orders Module Verification Test Cases - Software Engineering	John Cambiotis	9/8/2005 4:52:00 PM	10/29/2008 1:51:38 PM
607-V1	CENTRE Purchasing Module Verification Test Cases - Software Engineering	John Cambiotis	9/9/2005 1:26:00 PM	10/29/2008 1:53:12 PM
678-V1	CENTRE Record Locking Scheme Verification Test Cases - Software Engineering	Emmanuel Coutoulakis	3/23/2006 5:30:00 PM	10/29/2008 10:04:35 AM
608-V2	CENTRE Sales Order Module Verification Test Cases - Software Engineering	John Cambiotis	9/9/2005 1:31:00 PM	10/29/2008 1:54:20 PM
609-V1	CENTRE Service Calls Module Verification Test Cases - Software Engineering	John Cambiotis	9/12/2005 4:54:00 PM	10/29/2008 1:55:04 PM
606-V1	CENTRE SLA Exceptions Feature Verification Test Cases - Software Engineering	John Cambiotis	9/9/2005 1:22:00 PM	10/29/2008 1:56:02 PM
603-V2	CENTRE System wide Verification Test Cases - Software Engineering	John Cambiotis	9/8/2005 3:34:00 PM	10/29/2008 1:56:36 PM

**SP 3.2 Assemble product components according to the product integration sequence and available procedures.**

CENTRE CMMI Version 1.2 Compliance, Product Integration - White Paper

Author: Michael P. Angelakis

DCS #1037

Version: 3.0

Date: 04/13/10

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

**CENTRE Evidence:** The direct evidence supporting compliance with this specific Practice is contained in Project and Release Management records.

### SP 3.3 *Evaluate assembled product components for interface compatibility.*

**CENTRE Evidence:** The direct evidence supporting compliance with this specific Practice is contained in Project, Documents & Records Control and Release Management records as system-wide verification.

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED
603-V2	CENTRE System wide Verification Test Cases - Software Engineering	John Cambiotis	9/8/2005 3:34:00 PM	10/29/2008 1:56:36 PM

### SP 3.4 *Package the assembled product or product component and deliver it to the appropriate customer.*

**CENTRE Evidence:** The direct evidence supporting compliance with this specific Practice is contained in Project, Documents & Records Control and Release Management records as system-wide verification.

In Release Management, the completed requirements are designated as “Closed,” as they have been verified and delivered to the customer:

Software Requirements Score Card per Release													
Line Item	Program	Release	Status	Total Requirements	Total Estimated Hours	Total Actual Hours	% Variance	Absolute % Variance	Total Defects Pre-Release Chart	Total Defects Post-Release Chart	Total Defect Requirements with High Impact Or High Severity	Percent Defect Requirements with High Impact Or High Severity	Total Defect Requirements with Medium/Low Impact Or Medium/Low Severity
0	PCS	PCS 1.1	Pending	1	63.57	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1	Government Response	GRI 2.0	Pending	2	4.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2	ITG CENTRE	4.6.9	Pending	19	172.93	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3	ITG CENTRE	4.6.8	Open	35	1178.18	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4	ITG CENTRE	4.6.7	Closed	31	775.68	825.75	-6.46	29.65	16	8	1	3.23	0
5	ITG CENTRE	4.6.6	Closed	33	1330.68	1196	10.12	14.06	36	5	1	3.03	1
6	DCMA Migration Technical Solution	1.0	Closed	1	218	375.5	-72.25	72.25	1	0	0	0	0
7	DCS	DCS 1.0	Closed	2	55.25	56	-1.36	2.56	1	0	0	0	0
8	ITG CENTRE	4.6.5	Closed	53	1010.16	920.25	8.9	14.64	24	6	2	3.77	9

In Projects as “Completed” as they have been verified and delivered to the customer:

MANAGE PROJECTS													
SHOW <span>Completed</span> PROJECTS <span>Refresh</span>													
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
8026-001 Depot Billing	8026-001	Complete	1	6/9/2006 8:00:00 AM	6/9/2006 8:00:00 AM	6/9/2006 5:00:00 PM	6/10/2006 8:00:00 AM	Jason Dudley	NO	SUMMARY	TASKS		
8026-003 Depot Billing	8026-003	Complete	1	6/9/2006 8:00:00 AM	6/9/2006 8:00:00 AM	6/9/2006 5:00:00 PM	12/31/2006 8:00:00 AM	Jason Dudley	NO	SUMMARY	TASKS		
8026-006 Depot Billing	8026-006	Complete	1	6/8/2006 8:00:00 AM	6/8/2006 8:00:00 AM	6/8/2006 5:00:00 PM	12/31/2006 8:00:00 AM	Jason Dudley	NO	SUMMARY	TASKS		

## CENTRE CMMI 1.2 Artifacts for Process Improvement

In Document & Records Control as instructional material related to a delivered product:

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB INFO REVISED
918-V1	Causal Analysis and Resolution Course Material - Internal Training	Emmanuel Coutoulakis	11/26/2007 1:30:34 PM	10/29/2008 10:01:39 AM

### DAR Record

**VIEW DAR FOR PROJECT [ Remote Warehouse ]**

**DAR Type: Business Continuity Plans**  
**DAR Date: 6/27/2007**

Scope / Desired Outcome:

Purpose:  
The purpose of this DAR is to evaluate the usage and effectiveness of the RW program.

Scope:  
The evaluation will cover RWs with at least one year of operation using guidelines under OP - 14

Evaluation Criteria:  
Evaluation Criteria:  
RW usage will be evaluated under contract 8068-000 (6) during a 1 year period between 5/1/06 through 5/1/07 on the following criteria:

# Remote Warehouses 8068-000 Service Calls w/POs Service Calls using RW parts

Options:  
Identified Options:

1. Continue Using RWs: Due to the limited impact on cost of inventory associated with RWs the continued use is desirable due to indirect benefits.

2. Reduce the number of RWs: Due to the limited usage four of the RWs (3, 4, 5 and 6)

Peer Review:  
Tentative Recommendations:

• Continue using the RW program while seeking to improve the RW processes. Evaluate the RW program on case by case basis and determine validity of each RW as needed.

• Discontinue using RWs 3 through 6 due to low utilization percentages.

• Re-evaluate the RW inventories of 1 and 2 and continue using until the end of 2007 at

Comments:  
Lefteris Karmiris and Tom Reilly

Decision / Justification:  
Decision and Justification:

6/27/07

After reviewing the DAR and taking into consideration all comments provided by relevant stakeholders it has been decided to continue using the remote warehouses as is except for one

Records: