

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/)

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 Project Monitoring and Control - White Paper

Author: Michael P. Angelakis DCS #997 Version: 4.0 Date: 04/13/10 Page 1 of 13

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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 Project Monitoring and Control

SP 1.1 *Monitor the actual values of the project planning parameters against the project plan.*

CENTRE Evidence: The direct evidence for actual Project values are contained in CENTRE data (SLA compliance, project daily status reports, etc.), Project Financials Module, Project scorecard, and Management Meeting minutes. Inherent to CMMI compliance is the Document Control System (DCS), which contains the CENTRE ISO document depository. A component of compliance with this process area is Quality Procedure 11, which outlines the operation and mission of Management Review Boards and Quality Work Instruction 21, Project Monitoring and Control:

Search for Documents:

Authors	Departments	Document Type	Document #
Abel Medina	Accounting	Business Quality Manual	508
Alicia Reilly	Business Development	Charts	Accessibil
Andreas Tzoumas	Electronic Repairs	CMMI	Accounting
ASG Administrative Account Executiv	Executive Management	CMMI Training	ADMC2
ASG Administrative Support ASG Adr	Government Programs	Contracts/Agreements	Administra
ASG Purchasing Specialist ASG Pur	International Programs	Business Analysis and Productio	Asse

Listing:

(Records Found:5)

DOCUMENT#	TITLE	AUTHOR	DCS SUBMISSION DATE	DB
829-V1	Project Monitoring and Control Course Material- Internal Training	Emmanuel Coutoulakis	7/13/2007 9:03:10 AM	7/13/2007
819-V1	Project Monitoring and Control Course Outline- Internal Training	Emmanuel Coutoulakis	7/12/2007 3:33:50 PM	7/12/2007
824-V1	Project Monitoring and Control L2 Reconciliation Matrix- Internal Training	Emmanuel Coutoulakis	7/12/2007 4:53:30 PM	7/12/2007
835-V1	Project Monitoring and Control Presentation- Internal Training	Emmanuel Coutoulakis	7/13/2007 3:26:20 PM	7/13/2007
578-V1	Work Instruction - Project Monitoring, ITG QWI-21 - Executive Management	Michael Angelakis	7/19/2005 5:19:00 PM	1/24/2008

Document Elements:

Work Instruction - Project Monitoring, ITG QWI-21 - Executive Management				
Document#	Document type	DCS Submission Date	Classification Level	Owner
Document #578-V1	Quality Work Instructions	7/19/2005 5:19:00 PM	1 - Public	Michael Angelaki
Publication Info		Contents Revised	DB Info Revised	
		8/4/2006 1:53:00 PM	1/24/2008 2:47:35 PM	
Authors	Department	Restricted to		
Michael Angelakis	Executive Management			
Abstract				
This quality work instruction defines Project Monitoring requirements. This document was confirmed as being accurate and valid by the author on January 24, 2008.				
View Document Work Instruction Project Monitoring ITG QWI-21.doc				

Document Displayed
..... Next Page

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ITG-QWI-21 'Project Monitoring Work Instruction'

<p>ITG Integration Technologies Group, Inc.</p> <p>Work Instruction: Project Monitoring ITG-QWI-21</p> <p>Purpose: This quality work instruction defines Project Monitoring requirements.</p> <p>Scope: This instruction applies to Project Managers, Business Development Managers (BDMs) and Project staff.</p> <p>Definitions: Project Monitoring is the series of actions required to monitor and update Projects.</p> <p>Responsibility: This work instruction designates all staff members that are designated Project Managers as the authorized staff that initiate, implement and monitor CENTRE Projects as the responsible parties for ensuring compliance with this instruction.</p> <p>Instructions:</p> <ul style="list-style-type: none">• Login to CENTRE• Select Projects.• In the Projects search screen enter project name or any other data element to help in locating the project sought, and press Continue.• Note Planned Start Date, Planned End Date, Actual Start Date and Actual End Date fields.• Note Project completion percentages, Planned and Actual.• Select Tasks from the project screen submenu.• Select List All from the search screen submenu, or enter any data in the search screen to help locate the task(s) sought and press Continue.• From the list displayed in the Select screen, select a specific Task and press Continue.• Update/Note Projected End Date as appropriate (Projected End Date is updated to indicate in-progress estimated date and time of task completion).• Confirm Task progress with appropriate resource.• Enter appropriate updates in Comments field.• Update Risk(s) as appropriate. <p>Integration Technologies Group, Inc. Author: Michael Angelakis Version: 1.0 Date: 7/19/05 Page 1 of 2</p>	<p>ITG Integration Technologies Group, Inc.</p> <ul style="list-style-type: none">• If at any time the Project/Task Actual Percent Complete Value is lagging behind the Planned Percent Complete Value, escalate to appropriate management personnel.• Save record if changes were made, otherwise press Cancel.• Repeat as required. <p>Records: CENTRE Project/Task/Sub-Task records</p> <p>Integration Technologies Group, Inc. Author: Michael Angelakis Version: 1.0 Date: 7/19/05 Page 2 of 2</p>
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As well, direct evidence for compliance with this Specific Practice includes components of the Measurement & Analysis facility:

MEASUREMENT & ANALYSIS

Reports marked with a (Y) will only retrieve data from year and beyond. You may change this to access data prior to the current year.

Project Reporting

Project

- Find Tasks Exceeding Planned Period of Performance
- Find Project Cost Categories Exceeding Year To Date Budget
- Project Financial Performance

Contract Performance

- SLA Performance For Each Contract
- Average Costs per Item Type For Each Contract
- Project Financials

CENTRE CMMI 1.2 Artifacts for Process Improvement

Quality Assurance Reports

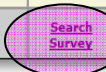
QA		
<input type="radio"/>	Contract QA Summary Results	<input type="radio"/> QA Summary Results For Each Contract
<input type="radio"/>	Contract QA Summary Results By TAM	<input type="radio"/> Contract QA Summary Results By City
<input type="radio"/>	Contract QA Summary Results By SME	<input type="radio"/> 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 1.2 *Monitor commitments against those identified in the project plan.*

CENTRE Evidence: Direct evidence for Project Monitoring related commitments is found in the budget, SLA, QA, estimating and earned value reporting facilities throughout **CENTRE Projects** and **Contracts** modules.

Projects:

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
CLIN V Desktop Refresh	8068-005	Active	1	7/1/2008 9:00:00 AM	7/1/2008 8:00:00 AM	12/18/2008 6:00:00 PM		Sheri Mendez	NO	SUMMARY	TASKS	



QA/Customer Satisfaction

SELECT CUSTOMER SURVEY FORM
<div style="border: 1px solid gray; padding: 5px;"> <p>All Surveys</p> <ul style="list-style-type: none"> Organizational Innovation and Deployment Professional Services Software Development Software Hardware Survey Software Hardware Installation and Migration Training </div>

Budget Monitoring

Cost Category Name	Estimated Current month	Budgeted Current month	Actual Current month
MATERIAL HANDLING COST	3,083.00	3,083.00	6,019.59
MAINTENANCE LABOR COST	79,583.00	79,583.00	78,737.15
DIRECT LABOR COST	71,599.00	71,599.00	51,087.60
MAINTENANCE PARTS COST	37,571.00	37,571.00	29,537.53
CONTRACT REVENUE	400,000.00	400,000.00	364,629.47
NET MARGIN	119,115.00	119,115.00	35,568.43
FREIGHT COST	6,720.00	6,720.00	7,551.77
TRAVEL COST	4,600.00	4,600.00	83.00
COMMISSIONS	2,990.00	2,990.00	0.00
OTHER DIRECT COST	2,362.00	2,362.00	1,313.44
NATIONAL SUPPORT CENTER COST	59,055.00	59,055.00	68,210.21

SLA Attainment

SLA PERFORMANCE FOR EACH CONTRACT						
Selected Date Range: 09/01/2008 - 09/30/2008						
Contract	Repair SLA met	Response SLA met	Total Service Records	Total Service Records with Responses	% Repair SLA met	% Response SLA met
4333-000	30	18	30	18	100.00%	100.00%
5263-000	49	1	50	1	98.00%	100.00%
7451-999	0	4	4	4	NA	100.00%
7647-222	0	1	1	1	NA	100.00%
8001-000	5	6	6	6	83.33%	100.00%
8001-003	6	6	6	6	100.00%	100.00%
8010-000	0	3	3	3	NA	100.00%
8032-000	56	56	56	56	100.00%	100.00%
8042-000	11	11	11	11	100.00%	100.00%
8044-001	1	1	1	1	100.00%	100.00%
8045-111	138	143	143	143	96.50%	100.00%

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SP 1.3 *Monitor risks against those identified in the project plan.*

CENTRE Evidence: As in the Project Planning process area, CENTRE provides direct evidence for the recordation of anticipated risks, risk mitigation plans, level and intensity of risk among other recorded data. Notwithstanding the human factor of monitoring risk, the CENTRE Potential Problem Management subsystem of the Problem Management module permits a staff member with adequate access rights to set up risk scenarios that if materialized would generate alerts.

CENTRE generated alerts may be communicated to a designated recipient via email or SMS messages.

Alert Creation

The screenshot displays the 'ALERT RECIPIENT ASSIGNMENT' interface. At the top, there are two dropdown menus: 'Select Alert:' with 'Available Check box changed value' selected, and 'Select Contract:' with 'All Contracts' selected. Below these are 'Set' and 'Clear' buttons. A message reads 'BDM notification of selected alert for all contracts'. The interface is divided into two columns: 'Available Recipients' and 'Assigned Recipients'. The 'Available Recipients' list includes names like Abdul-Rahmaan, Caleeh, Acree, Marcus D., Adams, Johnathan, Adegbokun, Soloman, Adeoti, Gbolahan, Adewale, Ololade B. (Bobby), Adewodu, Doyin, Admin, Aifortu, Farouk, and AFSCME. A red arrow points from the 'Available Recipients' list to the 'Assigned Recipients' list. To the right, a 'Alert Condition Selection' list is shown, with 'Available Check box changed value' selected. Below this, a 'Select Applicable Contracts and Assign Alert Recipients' list shows a scrollable list of contract numbers from 1216-000 to 4324-000. Red arrows indicate the flow of information and selection between these elements.

ALERT RECIPIENT ASSIGNMENT

Select Alert: Available Check box changed value
Select Contract: All Contracts

BDM notification of selected alert for all contracts [Set] [Clear]

Available Recipients | **Assigned Recipients**

Abdul-Rahmaan, Caleeh
Acree, Marcus D.
Adams, Johnathan
Adegbokun, Soloman
Adeoti, Gbolahan
Adewale, Ololade B. (Bobby)
Adewodu, Doyin
Admin
Aifortu, Farouk
AFSCME

Alert Condition Selection

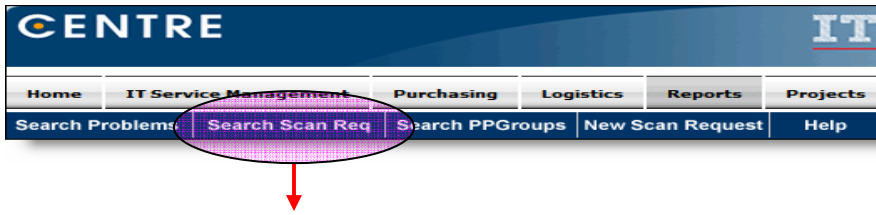
- Available Check box changed value
- Billable is checked/unchecked
- Change in part order description/part number
- Customer PO Request Issued
- Customer Service Record Request
- IT Request Issued
- Item Returned to Depot
- Notification on MinQtyToOrder
- Notify Change Request Completion Date
- Notify Contract Expiry
- Notify DOA
- Notify Online Course Registration
- Part Order count > 2
- Status code is checked/unchecked
- SW Requirement Issued

Select Applicable Contracts and Assign Alert Recipients

- All Contracts
- 1216-000
- 1300-000
- 2315-000
- 2320-000
- 4001-000
- 4002-000
- 4003-000
- 4301-000
- 4304-000
- 4307-000
- 4310-000
- 4313-000
- 4316-000
- 4319-000
- 4321-000
- 4324-000
- 4327-000

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The alerts can be scheduled for “Potential Problems/Risks:”



PPMS Scan Request Listing

SELECT POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST						
Scan Request	Adhoc Report	Problem Status	Scan Status	Priority Level	Scan Frequency Type	Problem Assigned To
27 test printer cost	8068-000 Printers PPMS SNHistory > 2000	Unknown Issue	InActive	4	Days	Fellers, Bridget S.
1 Test Scan 1	Test Scan Request 1	Unknown Issue	InActive	1	Days	Hadjikyriakou, George
25 USMS total cost scan	PPMS SNHistory	Unknown Issue	InActive	5	Days	Dion, James F.

VIEW POTENTIAL PROBLEM SPECIFICATION SCAN REQUEST

Scan Request Name: USMS total cost scan

Description:

Scan Request Query: PPMS SNHistory

Priority Level: 5

Problem Status: Unknown Issue

Scan Status: InActive (This scan request will only be executed if Active)

Scan Number of Days Prior to Current Date: 30

Scan on Date Column: Contract.ExpireDate (Select the Date Column upon which to apply the Number of Days query)

Scan Frequency Type: Days (Select Hours or Days)

Scan Frequency Value: 1

Number of Matches: 3

Problem Assigned To User: Dion, James F.

Alert Notification Email Address: james.dion@itgonline.com

Enable Email Notification: No

Select Query:


```

    select EquipmentTypeID,EquipmentTypeID as [Item Type],SNHistory.TotalLaborCost as
    [TotalLaborCost],SNHistory.TotalPartsCost as [TotalPartsCost],SNHistory.SerialNumber
    as [SerialNumber] from ContractEquipment ContractEquipment,EquipmentType
    EquipmentType,SNHistory SNHistory,Contract Contract where
    (EquipmentType.EquipmentTypeID=ContractEquipment.EquipTypeID) and
    (ContractEquipment.SerialNumber=SNHistory.SerialNumber) and
    
```

Comments:

Related Change Requests:

Created by User: Dion, James F.
Date Created: 4/4/2008
Last Modified by User: Dion, James F.
Date Last Modified: 9/19/2008

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In the example above the user has defined as a potential problem/risk, the presence of new incidents for devices where the historical total cost of parts exceeds \$2,000.00. The prescribed mitigation in the task segment of the Project would be to replace such devices.

The potential Problem/Risk could be the change of the status in any field in **CENTRE** thereby generating an alert notifying the relevant stakeholder(s).

SP 1.4 *Monitor the management of project data against the project plan.*

CENTRE Evidence: All Project data is managed by **CENTRE** modules.

SP 1.5 *Monitor stakeholder involvement against the project plan.*

CENTRE Evidence: As seen in previous Process Areas stakeholders are identified at the planning stage:

At the Contract level

EDIT CONTRACT

The mandatory editing fields are indicated with an asterisk *

*Contract Number: 8032-000 PPM Rate: 94.33
*CO: Company CO OPPM Rate: 143
*CO Phone: 703-888-5678 Ext: Sunday Rate: 0
*Customer Name: CIA Minimum: 2
COTR: Billable: NO
COTR Phone: Ext: Travel: YES
COTR Email: Darr.Poters@BCom.com Taxable: NO
BDM: Reilly, Thomas A. Non-Revenue: NO *Res
Customer Contract #: CI RFC Required: NO *R
Contract Modifications: 0 QA: YES
TAM: John Smith/Adrian Hicks *Contract Status: Active
Last Modified By: Hwang, Regina Y.K. Last Modified: 1/29/2008 2:12:38 PM

At the Project Level

Stakeholders:

- George Ceely
- Jason Dudley
- Sheri Mendez (LMCO)
- Rod Carter (LMCO)
- Travel teams

At the Task Level

Task Manager: Select
Task Status: Completed
Order Number:
Address: 625 Silver SW, Suite 100
City/State/Zip Code: Albuquerque, NM 87102
POC: Elizabeth Ramires
POC Phone: 505-346-7349 Ext:
Email Address:
Pager:
Pager Address:
Subtask Order:
Item Delivery Date: =
Item Delivery Type: Select ShipMethod
Comments:
Green team:
08/08
This office has been rescheduled due to the LMCO project realignment. Please note the *Subtask start date and new Projected end date.

9/10 (12 PM)-

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Stakeholder monitoring is accomplished at the Task Level as resources:

EDIT RESOURCE HOURS FOR TASK [Albuquerque]				
		Total Task Estimated Hours	Total Budgeted Resource Hours	Total Actual Resource Hours
		22.00	0	42.00
Resource Name	Work Hours Per Day	Budgeted Resource Hours		Actual Hours
		<input type="button" value="Reset All Values To 0"/>		
		<input type="button" value="Reset All Values To"/> <input type="text"/>		
Bardwell, Charlene	8	0		21.00
Bronson, Curtis	8	0		0
Destefani, Robert	8	0		21.00

As well as at the Timesheet Level:

SEARCH TIME SHEET IN [CLIN V Desktop Refresh]

Resource:

Period:

Status:

EDIT TIME SHEET FOR [Ceely, George B. - 1579]																		
Period: 9/16/2008 to 9/30/2008																		
Project	Labor Code	Task	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Task Hours
CLIN V Desktop Refresh - 8068-005		Project implementation (Admin Hours)	3.5	1	1.5	1			1.5	1	0.5	1.25	0.5				1.5	13.25
		*Project stoppage time (HHQ EOY Processing)																0
		*HUD HQ 7th & 8th																0
Total Hours Worked:			3.5	1	1.5	1	0	0	1.5	1	0.5	1.25	0.5	0	0	0	1.5	13.25

And at the Action Item Level:

SELECT ACTION ITEM FOR [ADMC-2 Program Meetings]							
ID	Start Date	Issue	Suggestions	Action Items	Owner	Outcome	Due Date
<input type="radio"/> 160	4/24/2006 1:14:19 PM	Establish formal subcontract with: GovConnection, Prism Pointe, LGB, Bethune-Cookman, Four Points	DaveW and BillH will work with Dave Cohen to complete this task	2: This task has been broken into a separate Action Item for each subcontractor agreement. Progress will be tracked on the Action page of the Project Workbook located at \\itg_central\common\Team Halladay\Contracts\8103-999 ADMC-2\Project Workbook ...GG 1: 06/14/06 - Glenn to call Prism Pointe and get them to send their version of subcontract agreement to us. BillH says when we have that.	Wilson, David M.	2: This task has been broken into a separate Action Item for each subcontractor agreement. Progress will be tracked on the Action page of the Project Workbook located at \\itg_central\common\Team Halladay\Contracts\8103-999 ADMC-2\Project Workbook. This Action Item will be closed when all subcontracts are in place. ...GG 06/14/06: Candidate College is Johnson C. Smith Univ. Dave is talking w 08/31/06: This issue was not addressed at the lunchlearn on Aug 29. The process has not been determined at this time. Bill, Dave and Mike are discussing and will let me know how they want it set up...GG 07/13/06: Dave adding to training a clear explanation for GovC sales person concerning how	6/30/2006 1:14:19 PM
<input type="radio"/> 180	6/14/2006 3:42:45 PM	Establish process for live transfer of service sales calls from GovC to ITG.		1: 06/14/06 - Dave to set up meeting with GovC to define situations requiring live transfer to a sales person at ITG, and establish the flow of activity when such situations arise...GG	Wilson, David M.		6/30/2006 4:09:34 PM

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SP 1.6 *Periodically review the project's progress, performance, and issues.*

CENTRE Evidence: Direct evidence provided by CENTRE for project reviews can be found in the Meeting Management module:

SEARCH MEETING

Meeting Name:

Meeting Listing

SELECT MEETING					
Meeting Name	Number of Sessions	Open Action Items	Closed Action Items	Action Items On Hold	Cancelled Action Items
ADMC-2 Program Meetings	3	3	23	1	1

Meeting Minutes Date List

SELECT MEETING MINUTES FOR [ADMC-2 Program Meetings]			
Meeting Date	Issued By	Status	Approved By
7/13/2006 11:00:00 AM	Gardner, Murray G.	Approved	Gardner, Murray G.
6/14/2006 10:30:00 AM	Rexin, Judy (K)	Approved	Gardner, Murray G.
5/19/2006 10:00:00 AM	Gardner, Murray G.	Approved	Gardner, Murray G.

Meeting Minutes

VIEW MEETING MINUTES FOR [[ADMC-2 Program Meetings](#)]

The mandatory editing fields are indicated with an asterisk: *

***Meeting Date and Time:**

***Meeting Minutes:**

Date: Thursday, July 13, 2006

 Time: 11:00 AM

 Attendees: Glenn, James, Catrina, Dave, Bill, Judy

 Items Discussed

 Due to re-protest by Gateway, task due dates can slip until notice to proceed has been delivered from the Army but continue with forward momentum

 Telephone Set-Up - T-1 line has been installed at ITG. Determine where in- house phones will be placed, at salesmen desk, call operators, TAM, Glenn's desk?

 Incorporate into GovConnect training session, scripts for transfer of service calls from GovConnect to ITG w/ the Army customer on the line with emphasis on the need to inform call participants as to

***Issued By:**

Approved By:

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SP 1.7 Review the accomplishments and results of the project at selected project milestones.

CENTRE Evidence: Project reviews contained in meeting minutes as seen above and Task completion records are the direct evidence provided for this Specific Practice.

Task Results data:

<p>*Planned Start Date: 11 21 2008 = 08 00</p> <p>*Planned End Date: 12 15 2008 = 17 00</p> <p>Projected Duration (Days): 48.38</p> <p>Actual Duration (Days): 0</p> <p>Total Task Estimated Hours: 432</p> <p>Total Resource Budgeted Hours: 0</p> <p>Total Resource Actual Hours: 210</p> <p>Actual Start Date: 10 21 2008 = 08 00</p> <p>Actual End Date: =</p> <p>*Projected Start Date: 11 21 2008 = 08 00</p> <p>*Projected End Date: 12 08 2008 = 17 00</p> <p>Expected Percent Complete: 0 %</p> <p>Actual Percent Complete: 90.72 %</p> <p>Travel Cost: 0</p> <p>Parts Cost: 0</p> <p>Misc. Cost: 0</p> <p><input type="checkbox"/> Auto assign</p>	<p>City/State/ZipCode: Washington DC</p> <p>POC: George Ceely</p> <p>POC Phone: 202-245-1354 Ext: </p> <p>Email Address: </p> <p>Pager: </p> <p>Pager Address: </p> <p>Subtask Order: </p> <p>Item Delivery Date: =</p> <p>Item Delivery Type: Select ShipMethod</p> <p>Comments: Green 09/10 This office has been rescheduled due to the LMCO project realignment. Please note the new "Projected Start/End" dates. 10/21- This site will run simultaneously with HUD HQ 5th and 6th.</p>
--	--

Item	*Subtask Type	*Subtask Start Date	*Duration	*Total Units	Target	Actual	DOA	Replaced	Schedule	Add/Del
01	Data Migration	10 21 2008 = 08 00	1	4	4	4	0	0	📅	-
02	Data Migration	10 22 2008 = 08 00	1	15	15	15	0	0	📅	-
03	Data Migration	10 23 2008 = 08 00	1	16	16	14	0	0	📅	-
04	Data Migration	10 24 2008 = 08 00	1	16	14	14	0	0	📅	-
05	Data Migration	10 27 2008 = 08 00	1	15	15	15	0	0	📅	-
06	Data Migration	10 28 2008 = 08 00	1	10	10	10	0	0	📅	-

TASK DETAIL FOR [HUD HQ 3rd & 4th] - [Data Migration]

Total Units: 15

Start Date: 10 22 2008 = 08 00

Duration: 1 Days

ITEM	SUBTASK DATE *	TARGET *	ACTUAL	DOA	REPLACED	Add/Del
01	10 22 2008 = 08 00	15	15			-
	10 23 2008 = 08 00					+

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SP 2.1 *Collect and analyze the issues and determine the corrective actions necessary to address the issues.*

CENTRE Evidence: Corrective action related records are collected at the Change Management Level and are provided as direct evidence for this Specific Practice.

Corrective Action Search:

The screenshot shows a search form for change requests. The 'Action Type' dropdown is set to 'Corrective Action'. A red oval highlights this dropdown, and a red arrow points to a separate, larger dropdown menu also labeled 'Action Type: Corrective Action'.

Corrective Action Change Request Records

Change Request #	Change Request Name	Change Authority	Proposed Change	Issued Date	Issuer	Approved Date	Priority
22	Configuration Items	Best Practices MRB	Define all items deemed as "Configuration Items" and make them available through a drop down menu selection. Further, define the appropriate change authority for each item and populate automatically the "Change Authority" field. Permit the selection o	12/11/2006 10:22:36 AM	Angelakis, Michael P.	12/20/2006 4:03:26 PM	HIGH
23	Risk Management	Software Engineering MRB	Enable Contract, Project and Task screens to roord multiple potential risks and related mitigations	12/11/2006 10:34:39 AM	Angelakis, Michael P.	3/28/2007 10:24:36 AM	LOW
25	Departmental Data Normalization	Software Engineering MRB	Please update the selection of "Affected Departments" list with all the valid departments within ITG. Please use the Organizational Chart to verify Department number and names.	12/11/2006 12:51:54 PM	Angelakis, Michael P.	12/28/2006 11:58:55 AM	IMMEDIAT
29	Service Call Get Subcontractor	Software Engineering MRB	In the Service Call screen when a TAM is selecting a Subcontractor he goes to GET SUB; the Subcontractor Profile comes up in Edit	12/14/2006 10:39:24 AM	Medina, Abel F.	12/26/2006 10:00:53 PM	HIGH

Change Request

The screenshot shows the details of Change Request #22. The title is 'VIEW CHANGE REQUEST [22]' with a workflow status of 'Not Initiated'. The change request name is 'Configuration Items', category is 'Major Change', and the desired completion date is '1/31/2007'. The change authority is 'Best Practices MRB'. The proposed change is to define configuration items and populate the change authority field. The description of the current or potential non-conformance/justification is that there is confusion among staff regarding the definition of 'Items'. The root cause is that the initial understanding of 'Change Management' was limited. The form also shows the issuer as 'Angelakis, Michael P.', the action type as 'Corrective Action', and the issued date as '12/11/2006 10:22:36 AM'.

CENTRE CMMI 1.2 Artifacts for Process Improvement

The resultant approved Change Request designated as “Corrective Action” is the direct evidence provided for compliance with this specific Practice:

SP 2.2 Take corrective action on identified issues.

CENTRE Evidence: Please see evidence presented in SP 2.1.

SP 2.3 Manage corrective actions to closure.

CENTRE Evidence: Please see evidence presented in SP 2.1.