

## 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 Project Planning - White Paper

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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 Planning

SP1.1 *Establish a top-level work breakdown structure (WBS) to estimate the scope of the project.*

**CENTRE Evidence:** The CENTRE Projects Module provides for the generation of a Work Breakdown Structure inclusive of Resource Allocation/Hours, Risk Management and Work Estimates. The CENTRE Project Module may be interfaced to MS Project.

The screenshot shows the 'EDIT PROJECT' form. Key fields include: Project Name: CLIN V Desktop Refresh; Project Description: Dell desktop refresh slated to begin 7/14 (not including the planning phase) and last through 12/10/08; Project Category: Software/Hardware Install; Project Type: External; Contract: 8068-005; Point of Contact Name: Sheri Mendez; Project Manager: Dudley, Jason (n); Program Director: George Ceely; Program Director Phone: 202-245-1354; Planned Start Date: 07/01/2008; Planned End Date: 12/18/2008; Actual Start Date: 7/1/2008 8:00:00 AM; Actual End Date: 12/18/2008 6:00:00 AM; Total Estimated Hours: 7092.984; Total Allocated Hours: 16; Total Actual Hours: 6613.75; Work Hours per Day: 8 (Average); Project Status: Active; Order Number: ; Deployment Priority: None; Date Approved: ; Last Mod Date: 09/10/2008; Track Financials: checked; Project Documents: link.

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
Albany office	8/25/2008 8:00:00 AM	9/30/2008 5:00:00 PM			11/17/2008 5:00:00 PM	Planning	100%	0%		
Albuquerque	8/25/2008 8:00:00 AM	8/25/2008 8:00:00 AM	9/10/2008 8:00:00 AM	9/11/2008 2:00:00 PM	9/11/2008 2:00:00 PM	Completed	100%	100%		
Anchorage	7/21/2008 8:00:00 AM	7/22/2008 5:00:00 PM	7/21/2008 8:00:00 AM	7/23/2008 12:00:00 PM	7/23/2008 5:00:00 PM	Completed	100%	100%		
Anchorage DEPCON	9/10/2008 10:00:00 AM	9/10/2008 1:00:00 PM	9/8/2008 10:00:00 AM	9/10/2008 2:50:00 PM	9/10/2008 1:00:00 PM	Completed	100%	100%		



### Task Under Project

The screenshot shows the 'EDIT TASK UNDER PROJECT' form for the task 'Albuquerque'. Key fields include: Task Name: Albuquerque; Task Description: Scheduled 14 desktop installations; Predecessor Task: None; Task Manager: Select; Task Status: Completed; Order Number: ; Address: 625 Silver SW, Suite 100, Albuquerque, NM 87102; POC: Elizabeth Ramirez; POC Phone: 505-346-7349; Projected Duration (Days): 17.38; Actual Duration (Days): 0.9; Total Task Estimated Hours: 2.42; Total Resource Budgeted Hours: 0; Total Resource Actual Hours: 42; Actual Start Date: 09/10/2008 08:00:00 AM; Actual End Date: 09/11/2008 18:00:00 PM; Projected Start Date: 09/10/2008 08:00:00 AM; Projected End Date: 09/11/2008 17:00:00 PM; Actual Percent Complete: 100%; Sequence Number: ; 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)-

Item	Subtask Type	Subtask Start Date	Duration	Total Units	Target	Actual	DOA	Replaced	Schedule	Add
01	Data Migration	09/10/2008 08:00:00 AM	1	11	11	8	0	0	02	

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

SP 1.2 *Establish and maintain estimates of the attributes of the work products and tasks.*

**CENTRE Evidence:** CENTRE contains statistically managed sub processes that permit user defined work products and estimation methodologies:

**Design Document** | **Make Task** | **Work Estimate** | **Process Areas** | **Validation Detail** | **Help**

**VIEW REQUIREMENT [ 1198 ]**

Workflow Status: [ Not Initiated ]

Program Name: PCS  
Version Release Number: PCS 1.1  
Functional Area/Screen: **Rebuild the PCS in ASP.NET**  
Requirement Description: Convert the current PCS system to .NET  
- Stakeholders: Executive Management, BDM  
- Read-only Permission: Executive Management, BDM  
- Write Permission: Admin, PCS Admin

Requirement Rationale: Change Request # 178  
To get rid of the Linux server the current PCS is hosted on. We do not have anyone in IT with Linux knowledge to support it.

Uploaded Documents: Change Request #: 178 Tasks: 1

OVERVIEW  
Issued By: Hadjikyriakou, George Type: Change Functionality  
Date Issued: 9/8/2008 3:30:53 PM Impact: NONE  
Approved By: Hadjikyriakou, George Implementation Severity: NONE  
Approved Date: 8/26/2008 3:31:00 PM Preceding Requirement ID: 0  
Assigned To: Srikanth K Implementation Order: 0  
Estimated Hours: 63.57307 Applied 508 Rules: N/A  
Actual Hours: 72 Documentation Updated: No

Verification Log:  
10/14/2008 12:40:59 P George  
Worked out all of the is fully and successfully in Verification test = PASS

Pre-Release Defects: 6  
Verification Tests: Passed  
Modified Components/Dep...  
Entered by Maheedhar:  
DEPLOYMENT INSTRUCT...  
Copy entire "PCSWeb" 2008" folder on ss and directory "PCS" pointing  
Create PCS tables using \DatabaseScript\PCS T...  
Execute permission scri \DatabaseScript\PCS Pa...  
setup permissions for t...  
The above script will cre...  
Insert records into Prop...

Estimate for Requirement

**EDIT ESTIMATE FOR REQUIREMENT [ 1198 ]**

The mandatory editing fields are indicated with an asterisk \*

Work Description: Convert the current PCS system to .NET  
- Stakeholders: Executive Management, BDM  
- Read-only Permission: Executive Management, BDM  
- Write Permission: Admin, PCS Admin

\*Basis of Estimation: A detailed estimate can and may have been done.

\*Minimum: 42.7228 \*Most Likely: 63.4914 \*Maximum: 84.75  
Estimate: 63.573066 Calculate Confidence Level (%): 50  
Estimate Created by: Guttikonda, Maheedhar Estimate Creation Date: 09 09 2008

## CENTRE CMMI 1.2 Artifacts for Process Improvement

The Estimate Detail seen in the screen shot above presents the user with the following work products:

VIEW ESTIMATE DETAIL FOR REQUIREMENT [ 1198 ]																	
Work Description:		Convert the current PCS system to .NET - Stakeholders: Executive Management, BDM - Read-only Permission: Executive Management, BDM - Write Permission: Admin, PCS Admin															
Estimate Detail ID	Work Product Name	Work Product Description	WP Estimate Minimum Hours	WP Estimate Likely Hours	WP Estimate Maximum Hours	Quantity	Custom Modifier	Complexity Level	Proficiency Level	Assigned Developer Average Estimate	WP Average Estimate Refresh	Total Minimum Hours	Total Likely Hours	Total Maximum Hours	Estimated Hours	Quantity Completed	Actual Hours
2252	Modded ASP & Help	Modded ASP & Help	1.64	2.07	2.50	1	1.00	1.00 (Low)	1.00 (Proficient)	2.07 (D)		1.64	2.07	2.50	2.07	0	0.00
2253	Design and Estimate	Work includes: design and estimate and their entry into the record	0.50	0.75	1.00	1	1.00	1.00 (Low)	1.00 (Proficient)	0.75 (D)		0.50	0.75	1.00	0.75	0	0.00
2254	Verification Testing	Work includes: verification deployment and testing	0.25	0.50	0.75	1	1.00	1.00 (Low)	1.00 (Proficient)	1.50 (D)		0.25	0.50	0.75	0.50	0	0.00
2255	Post Release Verification	Work includes: post release verification testing	0.25	0.50	0.75	1	1.00	1.00 (Low)	1.00 (Proficient)	0.44 (D)		0.25	0.50	0.75	0.50	0	0.00
2256	Release and Publishing	Work includes: release preparation and publishing	0.25	0.50	0.75	1	1.00	1.00 (Low)	1.00 (Proficient)	0.47 (D)		0.25	0.50	0.75	0.50	0	0.00
2257	508 Compliance Testing	Work includes: 508 compliance testing	0.33	0.67	1.00	1	1.00	1.00 (Low)	1.00 (Proficient)	0.60 (D)		0.33	0.67	1.00	0.67	0	0.00
2258	Web Forms and Help in ASP.Net	Web Forms and Help in ASP.Net	3.00	4.00	5.00	1	1.00	1.00 (Low)	1.00 (Proficient)	4.57 (D)		3.00	4.00	5.00	4.00	0	0.00
2259	New COM in VB.net	New COM in VB.net	1.50	2.00	3.00	1	1.00	1.00 (Low)	1.00 (Proficient)	2.00 (D)		1.50	2.00	3.00	2.08	0	0.00
2260	COM Modification in ASP.net	COM Modification in ASP.net	1.00	1.50	2.00	10	1.00	1.00 (Low)	1.00 (Proficient)	2.07 (D)		10.00	15.00	20.00	15.00	0	24.00
2261	Web Forms and Help Modification in ASP.net	Web Forms and Help Modification in ASP.net	1.00	1.50	2.00	25	1.00	1.00 (Low)	1.00 (Proficient)	0.23 (D)		25.00	37.50	50.00	37.50	0	48.00
<b>TOTALS:</b>												<b>42.72</b>	<b>63.49</b>	<b>84.75</b>	<b>63.57</b>		

Each Requirement Estimate may be recalculated for a different resource:

**Currently Assigned To:** Srikanth K

Minimum Estimate:	42.72
Likely Estimate:	63.49
Maximum Estimate:	84.75

**Alternate Assigned To:** Select

Minimum Estimate:	0.00
Likely Estimate:	0.00
Maximum Estimate:	0.00

**CALCULATE**

Work Products may be redefined to allow for variance in complexity:

ESTIMATION MODEL FOR REQUIREMENT [ 1198 ]														
Estimate Detail ID	Work Product Name	Work Product Quantity	Custom Modifier	Complexity	Proficiency	Assigned Developer Average Estimate	Alternate Developer Average Estimate	Total Minimum Hours	Total Likely Hours	Total Maximum Hours	Assigned Developer Estimated Hours	Alternate Developer Estimated Hours		
2252	(14) - Modded ASP & Help	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	1.64	2.07	2.50	2.07	0.00		
2253	(20) - Design and Estimate	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	0.50	0.75	1.00	0.75	0.00		
2254	(21) - Verification Testing	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	0.25	0.50	0.75	0.50	0.00		
2255	(22) - Post Release Verification	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	0.25	0.50	0.75	0.50	0.00		
2256	(23) - Release and Publishing	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	0.25	0.50	0.75	0.50	0.00		
2257	(24) - 508 Compliance Testing	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	0.33	0.67	1.00	0.67	0.00		
2258	(25) - Web Forms and Help in ASP.Net	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	3.00	4.00	5.00	4.00	0.00		
2259	(26) - New COM in VB.net	1	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	1.50	2.00	3.00	2.08	0.00		
2260	(28) - COM Modification in ASP.net	10	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	10.00	15.00	20.00	15.00	0.00		
2261	(27) - Web Forms and Help Modification in ASP.net	25	1.00	1.00 (Low)	1.00 (Proficient)	0.00 (I)	0.00 (I)	25.00	37.50	50.00	37.50	0.00		
<b>TOTALS:</b>								<b>42.72</b>	<b>63.49</b>	<b>84.75</b>	<b>63.57</b>	<b>0.00</b>		

### SP 1.3 Define the project lifecycle phases on which to scope the planning effort.

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

**CENTRE Evidence:** Project Lifecycle phases are defined in the CENTRE Projects Module as seen above.

### SP 1.4 Estimate the project effort and cost for the work products and tasks based on estimation rationale

**CENTRE Evidence:** CENTRE provides direct evidence for Effort in labor hours, Cost in time & material and work product definitions which are integral components of CENTRE Projects and Requirements Management:

**Project Data:**

*Planned Start Date:	08 02 2008	=	09 00
*Planned End Date:	10 31 2008	=	18 00
Actual Start Date:	8/19/2008 2:04:41 PM		
Actual End Date:			
Projected Start Date:	8/2/2008 9:00:00 AM		
Projected End Date:	10/31/2008 6:00:00 PM		
Total Estimated Hours:	203.1782		<a href="#">Refresh</a>
Total Allocated Hours:	0		<a href="#">Refresh</a>
Total Actual Hours:	310.5		<a href="#">Refresh</a>
*Work Hours per Day:	8	(Average)	
Project Status:	Active <input type="button" value="v"/>		
Order Number:			
Deployment Priority:	None <input type="button" value="v"/>		
Date Approved:			
Last Mod Date:	10/03/2008		
	<input type="checkbox"/> Track Financials		
	<a href="#">Project Documents</a>		

**Task Data:**

Projected Duration (Days):	18.38
Actual Duration (Days):	0
Total Task Estimated Hours:	63.573
Total Resource Budgeted Hours:	0
Total Resource Actual Hours:	80
Actual Start Date:	08 26 2008 = 15 31
Actual End Date:	10 01 2008 = 12 43
*Projected Start Date:	08 26 2008 = 09 00
*Projected End Date:	09 13 2008 = 18 00
Expected Percent Complete:	100 %
Actual Percent Complete:	100 %

### Other Task Costs:

Travel Cost:	0	Travel Time:	<input type="button" value="v"/>
Parts Cost:	0	Labor Cost:	0
Misc. Cost:	0	Shipping Cost:	0
<input type="checkbox"/> Auto assign		<a href="#">Requirement #:</a>	1198

### Task Resources Allocated:

ASSIGN MEMBERS TO TASK [ Rebuild PCS using existing DCS Req# 1198 ]	
Select Group: Admin <input type="button" value="v"/>	<input type="button" value="GO"/>
Select Skill: Select Skill <input type="button" value="v"/>	
Available Members	Assigned Members
<ul style="list-style-type: none"> <li>Abdul-Rahmaan, Caleeh(0)</li> <li>Adegbokun, Solomon(0)</li> <li>Adeoti, Gbolahan(0)</li> <li>Adewale, Olofade B. (Bobby)(9)</li> <li>Adewodu, Doyin(0)</li> <li>Admin(1)</li> <li>Affortu, Farouk(0)</li> <li>AFSCME(1)</li> <li>Agritellis, Elias C.(17)</li> <li>Akmeemanage, Chandralal (Don)(7)</li> <li>Alam, Shariful(1)</li> <li>Alexander, Keenan(1)</li> <li>Allan, Kris(0)</li> <li>Allen, Ken(1)</li> <li>Almonte, Carlos R.(23)</li> </ul>	<ul style="list-style-type: none"> <li>Guttikonda, Maheedhar(16)</li> <li>Srikanth K(64)</li> </ul>
>	
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<<	

### Resource Labor Code Allocation

LABOR CODES FOR ASSIGNED MEMBERS FOR TASK [ Albany office ]		
Task Member	DELTEK Labor Code (Used only with DELTEK TimeSheet Exchange Application)	Project Labor Code (Used in Project Earned Value Calculations)
Holloway, Jimmie		
Scott, Anthony		

# CENTRE CMMI 1.2 Artifacts for Process Improvement

Estimation Rationale:

VIEW ESTIMATE DETAIL FOR TASK [ Albuquerque ]															
Work Description:		Scheduled 14 desktop installations													
Estimate Detail ID	Work Product Name	Work Product Description	W/P Estimate Minimum Hours	W/P Estimate Likely Hours	W/P Estimate Maximum Hours	Quantity	Custom Modifier	Complexity Level	Proficiency Level	Assigned Developer Average Estimate (Refresh)	Total Minimum Hours	Total Likely Hours	Total Maximum Hours	Estimated Hours	Quantity Completed
2170	5	desktop/laptop migrations	8.00	9.00	12.00	2	1.00	1.00 (Low)	1.00 (Proficient)	0.00 ( )	12.00	18.00	24.00	18.00	0
2171	1	Desktop/laptop migration	0.50	1.00	1.50	4	1.00	1.00 (Low)	1.00 (Proficient)	0.00 ( )	2.00	4.00	6.00	4.00	0
<b>TOTALS:</b>											<b>14.00</b>	<b>22.00</b>	<b>30.00</b>	<b>22.00</b>	

SP 2.1 *Establish and maintain the project's budget and schedule.*

**CENTRE Evidence:** The direct evidence provided is the data collected by the detail presented above, processed and appended to an overall Financial Reporting and Budgeting schedule:

Project Financials by Category

VIEW PROJECT FINANCIALS BY CATEGORY											
SUMMARY											
Project Name:		Contract#:		Project Status: Active		Project Category: Unassigned		Project Type: Unassigned			
Project Description:											
SCHEDULE											
Planned Start Date: 9/1/2004 12:00:00 AM						Actual Start Date: 9/1/2004 12:00:00 AM					
Planned End Date: 12/31/2013 12:00:00 AM						Actual End Date:					
Project Duration: 2956 Days											
EARNED VALUE MEASUREMENTS - PART I [CONTRACT TO DATE VALUES]											
Category Item	Projected to Date	Actual to Date	Projected % to Completion	Actual % to Completion							
Schedule Progress (in Days):	1518	1518	51.35	140.04							
Total Cost:	1604940.00	16836782.14	10.08	0							
Net Margin:	1429380.00	2866094.27	10.14	19.91							
Labor Hours:	2282.36	9288.79	21.35	26.2							
Labor Cost:	954996.00	3459216.12	10.08	36.33							
Material Cost:	450852.00	2369806.03	10.06	52.89							
Installation Cost:	12.00	0	8.69	0							
EARNED VALUE MEASUREMENTS - PART II [AT YEAR END : 2008]											
Category Item	Projected to Date	Actual to Date	Category Item	Projected to Date	Actual to Date						
Average Maintenance Labor Cost per Call:	86.99	57.76	Average Maintenance Labor Cost per Installation:	0	0						
Average Material Cost per Call:	41.07	24.66	Average Material Cost per Installation:	0	0						
Average Cost per Call:	57.22	319.99	Average Cost per Installation:	41.07	0						
FINANCIAL SUMMARY											
Select Year:	2008	GO	Select Month:	August	GO	Budget Percentage of Estimate: 1					
Cost Category Name	Enter value to set all future months for category items	System Predicted Estimate	Average Estimate Deviation Percentage	Estimated Current month	Budgeted Current month	Actual Current month	Variance Current month	Budgeted Year To Date	Actual Year To Date	Variance Year to Date	
MATERIAL HANDLING COST	0.00			2,083.00	2,083.00	6,019.59	2,936.59	24,664.00	47,288.17	22,624.17	
MAINTENANCE LABOR COST	0.00			79,593.00	79,593.00	78,737.15	-855.85	636,664.00	562,860.93	-73,803.07	
DIRECT LABOR COST	0.00			71,599.00	71,599.00	31,087.60	-40,511.40	572,792.00	489,074.84	-83,717.16	
MAINTENANCE PARTS COST	0.00			37,571.00	37,571.00	29,537.53	-8,033.47	300,568.00	241,497.44	-59,070.56	
CONTRACT REVENUE	0.00			400,000.00	400,000.00	364,628.47	-35,371.53	2,600,000.00	3,039,770.26	259,770.26	
NET MARGIN	0.00			119,115.00	119,115.00	35,568.43	-83,546.57	952,920.00	396,759.08	-556,160.92	
FREIGHT COST	0.00			6,720.00	6,720.00	7,551.77	831.77	53,760.00	49,885.28	-3,874.72	
TRAVEL COST	0.00			4,600.00	4,600.00	83.00	-4,517.00	36,800.00	1,525.91	-35,274.09	
COMMISSIONS	0.00			2,990.00	2,990.00	0.00	-2,990.00	23,920.00	21,000.00	-2,920.00	
OTHER DIRECT COST	0.00			2,362.00	2,362.00	1,313.44	-1,048.56	18,996.00	19,996.40	1,000.40	
NATIONAL SUPPORT CENTER COST	0.00			59,055.00	59,055.00	68,210.21	9,155.21	472,440.00	494,838.03	22,398.03	
INSTALLATION COST	0.00			1.00	1.00	0.00	-1.00	8.00	0.00	-8.00	
EQUIPMENT COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
GOVERNMENT PROGRAMS COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
TEMPORARY SERVICES COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
INTERNATIONAL COST	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	
FRINGE BENEFITS	0.00			21,480.00	21,480.00	15,367.15	-6,112.85	171,840.00	147,113.71	-24,726.29	
OVERHEAD	0.00			24,505.00	24,505.00	18,369.12	-6,135.88	196,040.00	159,773.23	-36,266.77	
GENERAL & ADMINISTRATIVE	0.00			59,784.00	59,784.00	52,709.48	-7,074.52	478,272.00	428,152.22	-50,119.78	
CUSTOMER SATISFACTION	0.00			95.00	95.00	96.49	1.49	760.00	77.48	-682.52	
NUMBER OF CALLS	0.00			1,263.00	1,263.00	1,105.00	-158.00	10,104.00	8,917.00	-1,187.00	
Cost Category Name	Enter value to set all future months for category items	System Predicted Estimate	Average Estimate Deviation Percentage	Estimated Current month Average	Budgeted Current month Average	Actual Current month Average	Variance Current month Average	Budgeted Year To Date Average	Actual Year To Date Average	Variance Year to Date Average	
COST PER CALL	0.00			319.00	319.00	297.79	-21.21	319.00	229.30	-89.70	
COST PER INSTALLATION	0.00			0.00	0.00	0.00	0.00	0.00	0.00	0.00	

Earned Value Data is calculated against the Budget and Schedule:

EARNED VALUE MEASUREMENTS - PART I [CONTRACT TO DATE VALUES]				
Category Item	Projected to Date	Actual to Date	Projected % to Completion	Actual % to Completion
Schedule Progress (in Days):	118	118	96.72	
Total Cost:				
Net Margin:				
Labor Hours:				
Labor Cost:				
Material Cost:				
Installation Cost:				

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

### SP 2.2 *Identify and analyze project risks.*

**CENTRE Evidence:** The direct evidence consists of Risk Assessments and relevant data at the Contract, Project and Task levels:

#### Risks Identified

SELECT RISK UNDER PROJECT [ CLIN V Desktop Refresh ]				
Project Risk ID	Risk Name	Risk Assessment	Risk Level	Risk Mitigation
409	Budget and Scheduling	Budget & Schedule	0	If the schedule should slip due to any circumstances, the solution is to keep the original team moving as planned and bring in someone to finish that site that fell behind schedule. (Crashing the schedule)
410	Logistical disparities & scope creep	Financial	3	Examples include equipment not being delivered, wrong equipment being delivered, inadequate &/or verbal work instructions, no existing staging area. Insufficient IP addresses are also Mitigation for logistical errors- adjust sc

#### Risk detail Data:

**VIEW RISK FOR PROJECT**  
 [ CLIN V Desktop Refresh ]

Risk Name:

Risk Assessment:

Risk Level:

Risk Mitigation:

Risk Materialized:

Outcome Comments:

Date Created: 8/13/2008 1:38:51 PM      Created By: Dudley, Jason (n)  
 Date Last Updated: 10/9/2008 12:42:32 PM      Last Updated By: Dudley, Jason (n)

### SP 2.3 *Plan for the management of project data.*

**CENTRE Evidence:** The Management of the Project Data is conducted by CENTRE.



### SP 2.4 *Plan for necessary resources to perform the project.*

**CENTRE Evidence:** Direct evidence for this specific practice as seen throughout the compliance description of this process area.

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

### SP 2.5 *Plan for knowledge and skills needed to perform the project.*

**CENTRE Evidence:** The direct evidence offered consist of data that **CENTRE** stores for Project Resources and are parsed across the Labor Resources and Subcontractor Management Modules:

Labor Resources Profile Attributes:

SEARCH FOR LABOR RESOURCES BY PROFILE ATTRIBUTES	
Agency: <input type="text" value="Select All"/>	Language: <input type="text" value="Select All"/>
Certification: <input type="text" value="Select All"/>	Security Clearance: <input type="text" value="Select All"/>
Company: <input type="text" value="Select All"/>	Skill: <input type="text" value="Select All"/>
Country: <input type="text" value="Select All"/>	Work Sector: <input type="text" value="Select All"/>

Collected by this subsystem:

Home	IT Service Management	Purchasing	Logistics	Reports	Projects	Inventory	Administrative	Logout					
New	Search	Departments	Documents	CI Management	Agencies	Languages	Sectors	Clearances	Countries	Skills	Certifications	Companies	Travel Preferences

CI Records Maintained by Sarah Reilly		
CI Records		
	DCS - Document Owner	0
	RCS - Document Owner	0
	CMDB - Assets	7

USER PROFILE - WORK SECTORS	
Delete	Work Sector
[-]	Education
[-]	International
[-]	Restaurant
[-]	Retail

SELECT AGENCIES FOR USER PROFILE	
Select All	Agency
<input type="checkbox"/>	ADB
<input type="checkbox"/>	AfDB
<input type="checkbox"/>	Agriculture
<input type="checkbox"/>	Air Force
<input type="checkbox"/>	Antrak
<input type="checkbox"/>	Army

SELECT SECURITY CLEARANCES FOR USER PROFILE	
Select All	Security Clearance
<input type="checkbox"/>	ADP-II
<input type="checkbox"/>	Classified
<input type="checkbox"/>	Confidential
<input type="checkbox"/>	DISCO
<input type="checkbox"/>	TOP SECRET

USER PROFILE - LANGUAGES	
Delete	Language
[-]	English
[-]	Italian
[-]	Spanish

USER PROFILE - SKILLS	
Delete	Skill
[-]	Consulting
[-]	Educator
[-]	International
[-]	MS Excel
[-]	MS Outlook
[-]	MS Power Point

SELECT CERTIFICATIONS FOR USER PROFILE	
Select All	Certification
<input type="checkbox"/>	3Com
<input type="checkbox"/>	A+
<input type="checkbox"/>	A+ Certification Not Required
<input type="checkbox"/>	AST
<input type="checkbox"/>	Best Practices Training Program
<input type="checkbox"/>	Brother Copiers
<input type="checkbox"/>	Brother Fax Machines

# CENTRE CMMI 1.2 Artifacts for Process Improvement

Subcontractor Profile Attributes:

Inclusive of user definable field with the following definitions:

Item List	Assign Contracts	Certifications	Performance	Documents	OEMs	Class
-----------	------------------	----------------	-------------	-----------	------	-------

SUBCONTRACTOR [ American Systems Consultants (ASC) ] PROFILE - SERVICE ITEM			
Item Type	Manufacturer	Subcomponent Type	Description
Blindness Hardware	None	None	Blindness Hardware
External Storage Drive	None	None	External Storage Drive
Laptop	None	None	Laptop
Monitor	None	None	Monitor
Monitor	None	None	Monitors Graphic
MS Office S/W Support	MICROSOFT	None	MS Office S/W Support
Networking Devices	None	None	Cisco Equipment

SUBCONTRACTOR [ American Systems Consultants (ASC) ] PROFILE - CERTIFICATIONS	
Delete	Certifications
[-]	A+
[-]	DEC
[-]	HUD HITS
[-]	Network+

SUBCONTRACTOR : [ American Systems Consultants (ASC) ] PROFILE - PERFORMANCE	
PERFORMANCE PARAMETER	Select
Meets Response Time	<input type="checkbox"/>
Returns Parts on time	<input type="checkbox"/>
SSA Install Qualified	<input type="checkbox"/>
Submits ARs in timely manner	<input type="checkbox"/>
Submits Invoices in timely manner	<input type="checkbox"/>

SUBCONTRACTOR : [ American Systems Consultants (ASC) ] PROFILE - BUSINESS CLASS	
BUSINESS CLASS	Select
SA	<input type="checkbox"/>
Alaskan Native Corporation	<input type="checkbox"/>
Hub Zone Small Business	<input type="checkbox"/>
Large Business	<input type="checkbox"/>
Minority Owned	<input checked="" type="checkbox"/>
Native American Owned	<input type="checkbox"/>
OTSB - Other than small business	<input type="checkbox"/>
S-Sheltered workshop	<input type="checkbox"/>
Small Business	<input type="checkbox"/>
Small Disadvantaged Business	<input checked="" type="checkbox"/>
Veteran Disabled Owned	<input type="checkbox"/>
Veteran Owned	<input checked="" type="checkbox"/>
Woman Owned	<input type="checkbox"/>

SUBCONTRACTOR : [ American Systems Consultants (ASC) ] PROFILE - OEMS	
OEM	RESELLER
Reseller for ACER	<input type="checkbox"/>
Reseller for Apple	<input type="checkbox"/>
Reseller for Brother	<input type="checkbox"/>
Reseller for Canon	<input type="checkbox"/>
Reseller for Cisco	<input type="checkbox"/>
Reseller for Compaq	<input type="checkbox"/>
Reseller for Dell	<input type="checkbox"/>
Reseller for HP	<input type="checkbox"/>

SUBCONTRACTOR : [ American Systems Consultants (ASC) ] PROFILE - DOCUMENT CHECK LIST	
DOCUMENT NAME	RECEIVED
Affidavit	<input type="checkbox"/>
Company to Subcontractor Agreement	<input checked="" type="checkbox"/>
D&B	<input checked="" type="checkbox"/>
Insurance Certificate	<input type="checkbox"/>
NDA - Company	<input type="checkbox"/>
Subcontractor Profile Forms	<input checked="" type="checkbox"/>
W9	<input checked="" type="checkbox"/>

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## CENTRE CMMI 1.2 Artifacts for Process Improvement

### SP 2.6 *Plan the involvement of identified stakeholders.*

**CENTRE Evidence:** Direct evidence of stakeholder involvement exists throughout CENTRE modules:

Within Projects:

\*Project Category: Software/Hardware Install  
\*Project Type: External  
\*Contract: 8068-005  
\*Point of Contact Name:  
\*Point of Contact Phone: Ext:  
Point of Contact Email:  
\*Project Manager: Dudley, Jason (n)  
Project Manager Phone: 703-698-8282 Ext: 337  
Project Manager Email:  
\*Program Director: George Ceely  
Program Director Phone: 202-245-1354 Ext:  
Program Director Email:  
Representatives:

Stakeholders:

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

Within Tasks:

Task Manager: Select  
Task Status: Completed  
Order Number:  
Address: 451 7th Street SW  
City/State/ZipCode: Washington DC  
POC: George Ceely  
POC Phone: 202-245-1354 Ext:  
Email Address:  
Pager:  
Pager Address:  
Subtask Order:  
Item Delivery Date:  
Item Delivery Type: Select ShipMethod  
Comments:  
Green  
09/10  
This office has been rescheduled due to the LMCO project realignment. Please note the new "Projected Start/End" dates.  
Site has been moved up due to 7th and 8th floors finishing early

Within Contracts:

\*Contract Number: 8068-000  
\*CO:  
\*CO Phone: Ext:  
Customer Name:  
COTR:  
COTR Phone: Ext:  
COTR Email:  
BDM: Reilly, Thomas A.  
Customer Contract #:  
Contract Modifications:  
TAM: David Humes  
Last Modified By: Ceely, George B.

### SP 2.7 *Establish and maintain the overall project plan content.*

**CENTRE Evidence:** Direct evidence for this specific practice as seen throughout the compliance description of this process area.

### SP 3.1 *Review all plans that affect the project to understand project commitments.*

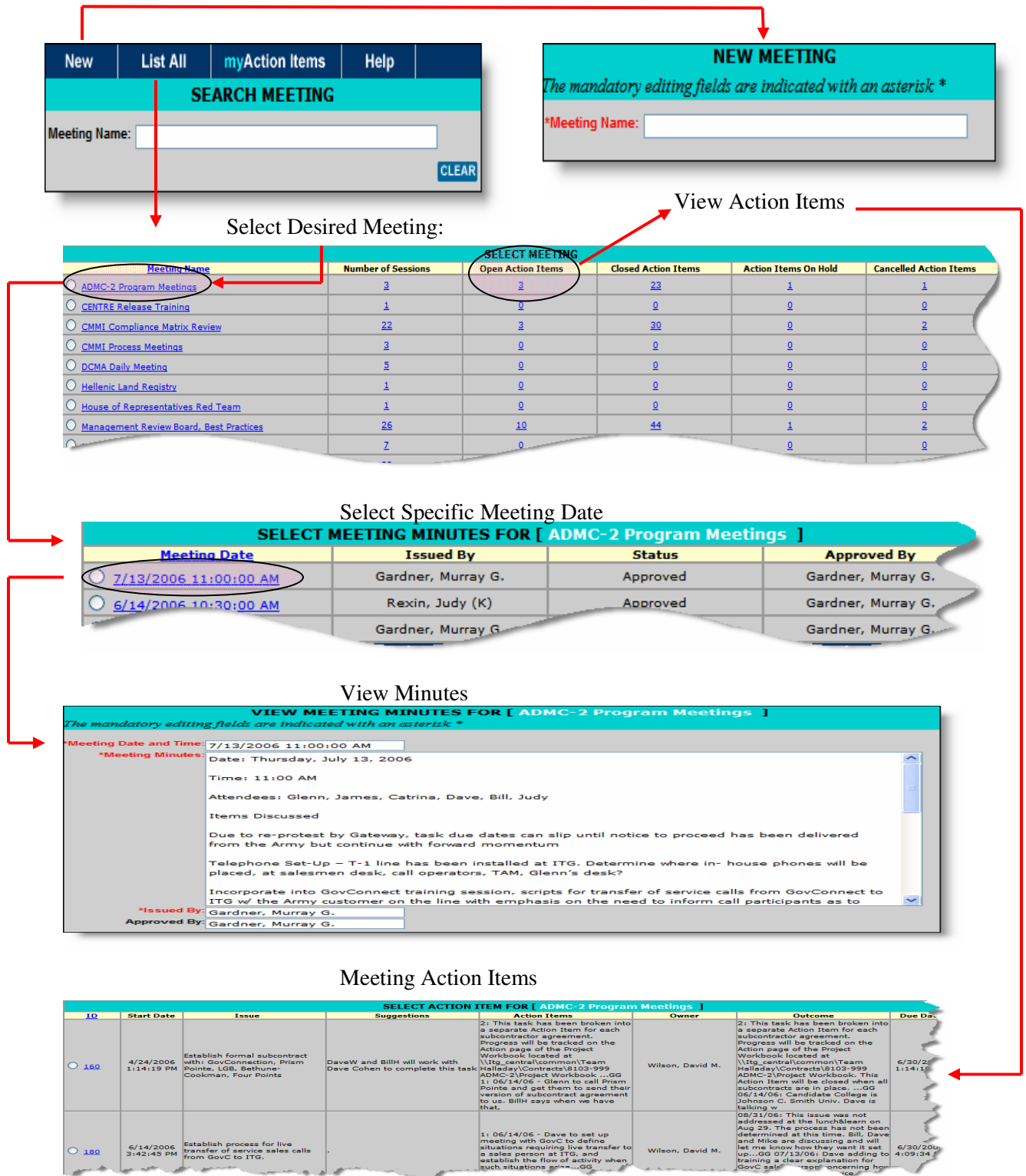
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# CENTRE CMMI 1.2 Artifacts for Process Improvement

**CENTRE Evidence:** Direct evidence of Project Reviews can be collected in the Meeting Minutes module of CENTRE:



# CENTRE CMMI 1.2 Artifacts for Process Improvement

SP 3.2 *Reconcile the project plan to reflect available and estimated resources.*

**CENTRE Evidence:** Reconciliation direct evidence is present throughout the Project, Task, and Financial modules of CENTRE.

SP 3.3 *Obtain commitments from relevant stakeholders responsible for performing and supporting plan execution.*

**CENTRE Evidence:** Where commitments are in electronic or paper document format, they are stored in the relevant "Project Documents" depository:

**Project:**

**Project Document Search**

**Document List:**

Project Document ID	Project Document Name	Date Created	Created By	Issue Identified	Date Reviewed	Reviewed By	Date Last Updated	Last Updated By
178	Project Planning/Implementation/Closing	6/9/2008 3:04:26 PM	Dudley, Jason (n)	0		None	8/26/2008 3:46:33 PM	Dudley, Jason (n)
198	Dashboards	8/12/2008 4:31:29 PM	Dudley, Jason (n)	0		None	10/27/2008 10:48:40 AM	Dudley, Jason (n)
199	DSRs	8/12/2008 4:34:11 PM	Dudley, Jason (n)	0		None	10/29/2008 11:32:36 AM	Dudley, Jason (n)

**Document:**

**Attachments to Document:**

Task description	Estimated hours (low)	Estimated hours (high)	Status
Ensure sufficient server disk space for Sub sites	15	30	14
Ensure necessary rights on servers	15	30	14
Migrate sub sites	45	90	16
Dashboard maintenance	55	110	14
Morning meeting (Jason)	55	110	30-A
Morning meeting (George)	55	110	30-A
Morning meeting (Tom)	25	50	30-A
Travel arrangements and associated efforts	27	55	30-A
Invoicing (subcontractor & travel team)	55	110	30-A