

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:

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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.

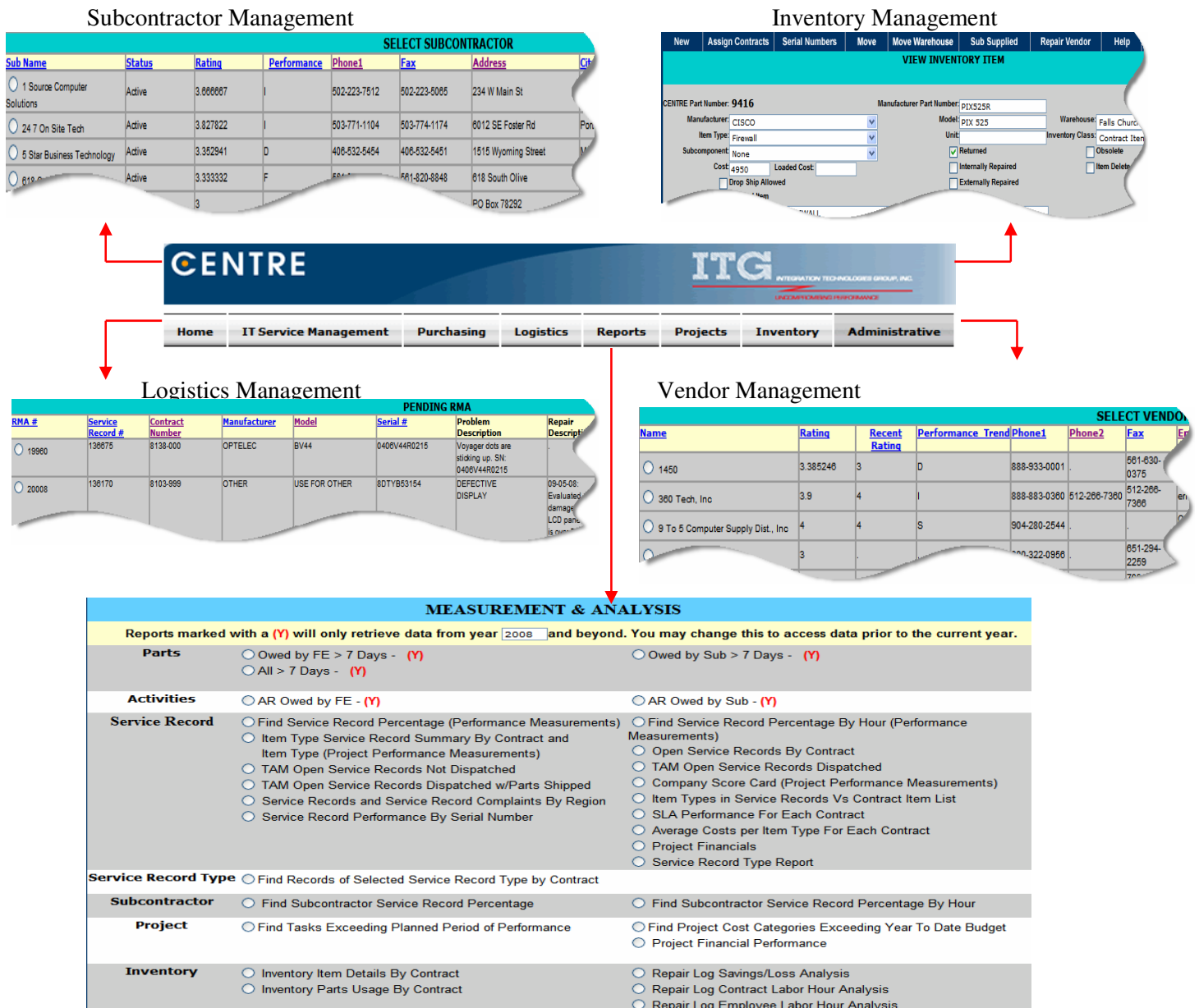
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CENTRE CMMI Specific & Generic Evidence Elements:

CENTRE – Supplier Agreement Management

SP 1.1 *Determine the type of acquisition for each product or product component to be acquired.*

CENTRE Evidence: While the determination of the product or service to be procured is subject to the Project particulars, **CENTRE** provides a Supply Chain Management module in support of this Process Area.



CENTRE CMMI Version 1.2 Compliance Supplier Agreement Management - White Paper

Author: Michael P. Angelakis DCS #1002 Version: 4.0 Date: 04/13/10 Page 3 of 7

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SP 1.2 Select suppliers based on an evaluation of their ability to meet the specified requirements and established criteria.

CENTRE Evidence: Direct evidence for compliance with this Specific Practice is provided in the Vendor and Subcontracting subsystems of this module. The fields and relevant data presented are mostly user definable and hence can be modified to suit any particular need.

Vendor Search

SEARCH FOR VENDOR

Vendor:

Phone1: Phone2: Fax:

Email:

Address1:

Address2:

City: State: Zip:

POC:

Alt POC:

Account:

Terms:

Item:

Status:

Approved: Rating: Recent Rating:

Last Evaluation Date:

Vendor Data

EDIT VENDOR

The mandatory editing fields are indicated with an asterisk *

*Vendor: Eastman Kodak Company

*Phone1: 800-431-7278 Phone2: 877-820-5504 Fax: 858-677-5156

Email:

Address1: 1600 Lexington Avenue

Address2:

City: Rochester State: NY Zip: 14650

*POC: Service Parts

Alt POC: Jeremy

Account: 658838

Terms: Net 30

Item: Encad printer, media and inks

Remarks: (Formerly Encad - name change effective March 2006)

Notes: Tech Support # 877-574-7274

*Status: Active [Vendor Documents](#)

Approved: Rating: 4.956 Recent Rating: 5 Performance Trend: 1

Last Evaluation Date:

Vendor Performance Ratings

Rating: 4.956 Recent Rating: 5 Performance Trend: 1

CENTRE allows for the rating of Vendors and for the Vendor record to be associated with relevant documents that speak to specific product or expertise. Vendor related historical data either associated with a specific product or project is easily identified via the Measurements and Analysis module.

Subcontractor data is more elaborate due to the diverse nature of services that may be provided on any given project.

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Subcontractor Search

Searching for a subcontractor may be on a diverse set of selection criteria:

Subcontractor Collected Data

Item List	Assign Contracts	Certifications	Performance	Documents	OEMs	Class
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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 - BUSINESS CLASS	
BUSINESS CLASS	Select
8A	<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 - 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 - 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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SP 1.3 *Establish and maintain formal agreements with the supplier.*

CENTRE Evidence: As seen in the previous page CENTRE provides direct evidence for this Specific Practice by maintaining records of supplier agreements.

SP 2.1 *Perform activities with the supplier as specified in the supplier agreement.*

CENTRE Evidence: The direct evidence provided to support compliance with this Specific Practice is quality ratings for the work performed and Customer Satisfaction ratings as seen below:

Subcontractor and Vendor Ratings and Performance Trend

<input checked="" type="checkbox"/>	Rating: 4,956	Recent Rating: 5	Performance Trend: I
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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 2.2 *Select, monitor, and analyze processes used by the supplier.*

CENTRE Evidence: Process selection is subject to Project particulars. Selected processes may be incorporated in Subcontractor documents.

SP 2.3 *Select and evaluate work products from the supplier of custom-made products.*

CENTRE Evidence: Work Product evaluation is performed during the supplier rating process as seen above.

Subcontractor Rating on Service Record

The screenshot shows a 'VIEW SERVICE RECORD' form with various fields for service record details. A red circle highlights the 'Sub Rating' dropdown menu, which is currently set to '4'. A red arrow points from this dropdown to a separate callout box on the right.

Sub: BancTec (MMC)
Sub Rating: 4

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Vendor Rating on Purchase Order

The screenshot shows a 'VIEW PO' form with the following details:

- PO Number: 33040
- Service Record #: 138965
- Contract #: 8045-111
- PO Status: Check Issued
- Vendor Name: PARTS NOW
- Address: 3150 Pleasant View Road, Middleton, WI 53562
- POC: TIM RICHARDS X 1147
- POC Phone: 800-886-6688
- Vendor RMA #: [blank]
- Terms: 30
- Account: 22043 INTERGR
- Vendor Rating: 4
- Buyer: Timko, Robert M.
- Approved: Timko, Robert M.
- Invoice Number: INV04574553
- Order Received: 10/22/2008
- Check # Paid: 44836
- Ship Via: Next Day Air 10:30-UPS
- Ship to: USDA-FS
- Ship to Address1: 3463 Las Palomas Rd., Alamogordo, NM 88310
- Ship to Address2: [blank]
- Ship to City: Alamogordo
- Ship to State: NM
- Ship to Zip: 88310
- Ship Attention to: Janet Baca
- Ship to Phone: 575-434-7215
- Comments: Invoice Number: ORD04574553 P.O. Number: 33040, Buyer: BOB, Address: 3463 LAS PALOMAS ROAD, City: ALAMOGORDO NM 88310
- Notes: 10/2/2008 5:05:36 PM Entered by: Timko, Robert M.

SP 2.4 *Ensure that the supplier agreement is satisfied before accepting the acquired product.*

CENTRE Evidence: The direct evidence seen below indicates that a product or service is evaluated before accepted:

Purchase Order 'PO Status'

The screenshot shows the 'VIEW PO' form with the 'PO Status' dropdown menu open, displaying the following options:

- None
- Issued
- Approved
- Invoiced
- Received
- Check Issued
- Cancelled
- Problem

SP 2.5 *Transition the acquired products from the supplier to the project.*

CENTRE Evidence: The direct evidence provided to satisfy this Specific Practice is in QA records maintained by CENTRE Logistics:

Repair Log Summary for Contract [8032-000] During [1/2008]	
Work Category	Labor Hours
Decommissioning	2
Integration	7
QA	95.4
Repair	219.35
Research	3.8
Support	7.8
Total Hours	335.35

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