

Release & Deployment Management

1. Does the tool facilitate the management of the full lifecycle of Release and Deployment Management? For example, planning, building, testing, quality assurance, scheduling and deployment?

Comments: Yes. The proposed release methodology makes use of CENTRE Change Management, Configuration Management, Requirements Management, Projects (which includes software tasks and labor), Microsoft Essentials, and Source-safe software. Planning and building a release begins with a Request for Change (RFC) which when approved, creates the software requirement (which then becomes a task in the release project). The requirement is mapped to a release, created, tested, and verified. Quality metrics are captured during the build, testing and verification, and, during a set period after the deployment of the release.

VIEW CHANGE REQUEST [83]

Workflow Status [Not Initiated]

| | | |
|--|--|--|
| Change Request Name: Causal Analysis and Resolution Category: Standard Change Change Type: Software Change Authority: Software Engineering MRB Proposed Change: 4/19/2007 8:55:16 AM Entered by: Agritellis, Elias C. Requested by: Angelakis, Michael Add Customer Survey functionality to Tasks and Change Requests as in Service Calls. There will be links to the survey screen on all three screens. The existing Survey screens will be modified to include a new set of Causal Analysis and Resolution fields as described below in the following sections: Description of current or potential non-conformance/justification: with this implementation we will be able to track and correct problems. Additionally, this feature is required for CMMI V compliance. Root Cause: | | Desired Completion Date: 5/31/2007 Actions Summary: 10/23/2007 11:00:47 AM Entered by: Hadjikyriakou, George Mike A. Will define a software requirement to be reviewed by SMRB for approval. Created SW Requirement 872 |
| Issued By: Angelakis, Michael P. Action Type: Improvement Internal Audit Number: Status: Closed Approved By: Software Engineering MRB Assigned To: Hadjikyriakou, George Information Security Approval Required: NO Approving Security Officer: Approved by Security Officer: NO Requirements: 1 Service Records: 0 | | Date Issued: 4/19/2007 11:36:49 AM Priority: NONE Approved Date: 10/23/2007 11:00:47 AM Begin Work Date: 2/9/2008 9:00:00 AM Due Date: 3/29/2008 6:00:00 PM Completed Date: 3/29/2008 6:00:00 PM Validation Date: 2/17/2009 2:05:27 PM Date Last Updated: 2/17/2009 2:05:52 PM Last Updated By: Angelakis, Michael P. |

[Change Request Documents](#)

The request is linked to associated configuration items

| CONFIGURATION ITEM SOURCE RECORDS | | |
|-----------------------------------|---------------------------|---------------------|
| Configuration Item Source Type | Configuration Item Source | Key Column Value |
| Change Request | Requirement | 872 |

If the RFC is a software change, it becomes a software requirement with linkage to the RFC.

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VIEW REQUIREMENT [872]

Workflow Status [Not Initiated]

Program Name: ITG CENTRE
 Release: 4.6.6
 Requirement Category: Software
 Functional Area: Service Call - Task - Change Requests - Causal Analysis and Resolution Screens

Requirement Description:
 10/23/2007 3:43:30 PM Entered by: Angelakis, Michael P.
 This requirement is being changed to reflect discussions during the Software Management Review Board meeting.

1-At the Project screen level the Project Manager will decide, (by selecting an available option), if the project is subject to Customer QA and Surveys.

2-A list of available Customer Survey Forms will be presented to the Project Manager for selection

3- All forms must include the contents of the paragraph below.

4/19/2007 8:55:16 AM Entered by: Agritellis, Elias C.

Requirement Rationale:
 4/19/2007 8:55:17 AM Entered by: Agritellis, Elias C.
 Tracing and correcting problem areas, CMMI V compliance.
 Created Change Request 83

Verification Log:
 3/29/2008 6:50:48 PM Entered b
 Verification test = PASSED

 3/29/2008 3:17:08 PM Entered b
 On the SelectAllCustomerSurvey, breaks if you select a Survey user and click on the Continue button.

 3/29/2008 2:56:10 PM Entered b
 Searching for all surveys returns Professional Services.

Pre-Release Defects: 6 [New I](#)

Verification Tests: Passed

Modified Components/Deployment-Int
 Entered By Maheedhar 03/12/20

DEPLOYMENT INSTRUCTIONS:

 1. Create new tables using the s requirement872tables.sql

 2. Add 2 new columns to task tab QAStatusCodeID int

[Uploaded Documents](#) Change Request #: [83](#) Task: [3598](#)

OVERVIEW
 Issued By: Agritellis, Elias Requirement Type:

The requirement is subject to testing, validation, verification and deployment instructions. Upon passing all of the above it is assigned to a release:

VIEW RELEASE

Release: 4.6.6 Program: ITG CENTRE
 Release Sequence: 44 Status: Closed
 Release Type:

Estimated Release Date: 3/8/2008 Actual Release Date: 3/27/2008

| | |
|--|---|
| Objective Pre Release Defects Parameter 10 | Objective Post Release Defects Parameter 20 |
| Objective Pre Release Defects: 21 | Objective Post Release Defects: 12 |
| Estimated Pre Release Defects (calculated): 23.54238 | Estimated Post Release Defects (calculated): 16.15631 |
| Actual Pre Release Defects (calculated): 36 | Actual Post Release Defects (calculated): 8 |
| Estimated Pre Release Defects Per Hour (calculated): 0.018 | Estimated Post Release Defects Per Hour (calculated): 0.012 |
| Estimated Hours (calculated): 1330.682 | Actual Post Release Defect Hours Per Hour (calculated): 0.149 |
| Actual Hours (calculated): 1196 | Actual Post Release Defect Hours (calculated): 178.5 |

Analysis Performed:

Analysis Comments:

Statistics for Estimated Pre Release Defects Per Hour:
 Variance: 0.003
 Standard Deviation: 0.053

Statistics for Estimated Post Release Defects Per Hour:
 Variance: 0.002
 Standard Deviation: 0.044

2. Does the tool facilitate the establishment and governance of release readiness criteria? For example, the ability to establish tasks or auditable requirements which support the decision process for determining if all release requirements have been met for deployment approval.

Comments: Yes. A release is designed from SW requirements which are supported by change management and management board review and approval. SW requirements

Release & Deployment Management

include tasks and auditable activities to meet deployment readiness criteria. As the SW requirement moves through its phases (planning and design, development, verification testing, and documentation), labor hours are captured to each phase by employee. All SW requirements to a release are bundled for deployment approval.

VIEW RELEASE

| | |
|--|--|
| Release: 4.6.6 Release Sequence: 44 Estimated Release Date: 3/8/2008 Objective Pre Release Defects Parameter: 10 Objective Pre Release Defects: 21 Estimated Pre Release Defects (calculated): 23.54238 Actual Pre Release Defects (calculated): 36 Estimated Pre Release Defects Per Hour (calculated): 0.018 Estimated Hours (calculated): 1330.682 Actual Hours (calculated): 1196 | Program: ITG CENTRE Status: Closed Release Type: Actual Release Date: 3/27/2008 Objective Post Release Defects Parameter: 20 Objective Post Release Defects: 12 Estimated Post Release Defects (calculated): 16.15631 Actual Post Release Defects (calculated): 8 Estimated Post Release Defects Per Hour (calculated): 0.012 Actual Post Release Defect Hours Per Hour (calculated): 0.149 Actual Post Release Defect Hours (calculated): 178.5 |
|--|--|

Analysis Performed:

Analysis Comments:

| | |
|---|--|
| Statistics for Estimated Pre Release Defects Per Hour: Variance: 0.003 Standard Deviation: 0.053 | Statistics for Estimated Post Release Defects Per Hour: Variance: 0.002 Standard Deviation: 0.044 |
|---|--|

3. Does the tool incorporate or integrate with a Definitive Media Library (DML)?

Comments: Yes. The DML is maintained in CENTRE which maintains all DML CI's. All Release versions are securely maintained and cataloged. Modification to source code is securely controlled using Microsoft Source Safe applications. Source Safe provides backup and requisite audit trails of all release source modifications.

SELECT PROGRAM

| Program Name | Description | Created By | Date Created | Last Edited By | Last Date Edited |
|---|--|-----------------------|-----------------------|-----------------------|----------------------|
| <input type="radio"/> Bridge Server | Bridge Server | Hadjikyriakou, George | 4/25/2007 4:04:29 PM | Hadjikyriakou, George | 4/30/2007 2:04:29 PM |
| <input type="radio"/> CMMI CENTRE | The production and packaging of CENTRE as a CMMI Solution for marketing, downloadable from an online shopping website. | Hadjikyriakou, George | 6/17/2009 11:04:04 AM | Hadjikyriakou, George | 6/18/2009 2:03:59 PM |
| <input type="radio"/> DCMA Migration Technical Solution | DCMA Migration Technical Solution - To include all software, scripts, OS image CD/DVD, Procedures, Cabling, Test desktops, Test Procedures, etc... | Hadjikyriakou, George | 12/3/2007 2:28:33 PM | Agrtellis, Elias | 3/6/2008 11:05:03 AM |
| <input type="radio"/> DCS | Document Control System | | | | |
| <input type="radio"/> Email Parser Desktop | Program to detect, identify, parse, and record the data captured from the body of the email into a database table. | Hadjikyriakou, George | 5/11/2011 5:48:42 PM | Hadjikyriakou, George | 5/26/2011 4:24:37 PM |

EDIT PROGRAM

*The mandatory editing fields are indicated with an asterisk **

***Program Name:** ITG CENTRE

Releases:

- CENTRE 4.9.0
- 4.8.9
- 4.8.8
- 4.8.7
- 4.8.6
- 4.8.5

[Delete Release](#)

Program Description: ITG CENTRE

Created by User: Hadjikyriakou, George Last Edited by User: Hadjikyriakou, George
 Date Created: 4/11/2007 11:12:49 AM Last Date Edited: 10/4/2012 11:50:14 AM

Release & Deployment Management

| Requirements Score Card per Release | | | | | | | | | | | | | | |
|---|-----------------------|-------------------------|---------|--------------------|-----------------------|--------------------|------------|---------------------|---------------------------------|----------------------------------|---|---|---|---|
| Program Name: <input type="text" value="Select"/> | | | | | | | | | | | | | | |
| 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 | Percent Defect Requirements with Medium/Low Impact Or Medium/Low Severity |
| 0 | TOMS | TOMS 1.3 | Pending | 3 | 485.83 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 1 | ITG CENTRE | CENTRE 4.9.0 | Pending | 10 | 131.69 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 2 | ITG Beacon | ITG Beacon 1.2 | Pending | 1 | 62.5 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 3 | ITG Corporate Website | ITGONLINE.COM 3.0 | Pending | 3 | 32.98 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 4 | ITG CENTRE | 4.8.9 | Closed | 28 | 389.14 | 484.25 | -24.44 | 45.88 | 6 | 4 | 1 | 3.57 | 0 | 0 |
| 5 | ITG Beacon | ITG Beacon 1.1 | Closed | 8 | 402.03 | 429 | -6.71 | 44.43 | 0 | 0 | 1 | 12.50 | 3 | 37.50 |
| 6 | ITG CENTRE | 4.8.8 | Closed | 32 | 666.62 | 961.75 | -44.27 | 89.03 | 8 | 3 | 0 | 0 | 0 | 0 |
| 7 | Hosting Server | HS1.0 | Pending | 1 | 32 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 8 | TOMS | TOMS 1.2 | Pending | 3 | 114.44 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 9 | Marketing Websites | eMarketing Websites 2.0 | Pending | 3 | 117.5 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 10 | ITG CENTRE | 4.8.7 | Closed | 25 | 676.79 | 731.5 | -8.08 | 29.05 | 8 | 3 | 0 | 0 | 0 | 0 |
| 11 | ITG CENTRE | 4.8.6 | Closed | 9 | 132.67 | 118.25 | 10.87 | 23.9 | 1 | 5 | 0 | 0 | 1 | 12.50 |
| 12 | EMRP | EMRP 1.0 | Pending | 1 | 48 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 13 | TOMS | TOMS 1.1 | Closed | 1 | 146.67 | 233.5 | -59.2 | 59.2 | 2 | 0 | 0 | 0 | 0 | 0 |

As changes are included in a release, DML CI's are linked to the change record.

Software/Hardware CI links to the RFC

VIEW CONFIGURATION ITEM SOURCE TYPE

Configuration Item Source Type:

Configuration Item Source Type Translation: [Edit Translation](#)

| SELECT CONFIGURATION ITEM SOURCE | | | | |
|---------------------------------------|-------------------|---------------------|---|---|
| Configuration Item Source | Source Table Name | Key Column Name | Search Page Path | View Page Path |
| <input type="radio"/> Action Item | ActionItem | ActionItemID | ./AdmNavBar/SearchAllActionItem.asp | ./AdmNavBar/ViewActionItem.asp?aid= |
| <input type="radio"/> Contract Assets | ContractEquipment | ContractEquipmentID | ./AdmNavBar/SearchContractEquipment.asp | ./AdmNavBar/ViewContractEquipment.asp?ceid= |
| <input type="radio"/> Problem | Problem | ProblemID | ./ProblemManagement/SearchProblem.asp | ./ProblemManagement/ViewProblem.asp?pid= |
| <input type="radio"/> Requirement | Requirement | RequirementID | ./AdmNavBar/SearchRequirement.asp | ./AdmNavBar/ViewRequirement.asp?rid= |
| <input type="radio"/> Scan Request | ScanRequest | ScanRequestID | ./ProblemManagement/SearchScanRequest.asp | ./ProblemManagement/ViewScanRequest.asp?srld= |
| <input type="radio"/> Service Record | SvcCall | SvcCallID | ./SvcNavBar/ServiceCallDetailSearch.asp | ./SvcNavBar/ViewServiceCall.asp?sid= |

4. Does the tool support workflow integration with a DML to support release deployment and provisioning activities?

Comments: Yes. To support DML release activities, CENTRE has a workflow module which classifies actions for workflow which is presented on the user's home screen. Workflow activities are: issued, approved, opened, testing, and closed.

Home Screen Workflow Indicator Box

| WORKFLOW SUMMARY | |
|------------------|---|
| Pending Actions | 0 |
| Initiated | 2 |
| Completed | 0 |
| Expired | 0 |
| Cancelled | 0 |

5. Does the tool facilitate the building, bundling and scheduling of different types of Release packages for deployment?

Comments: Yes. CENTRE is designed to bundle and schedule Delta, Full, and Package Releases.

Release & Deployment Management

VIEW RELEASE

| | |
|--|---|
| Release: 4.8.9 Release Sequence: 84 Estimated Release Date: 3/31/2013 Objective Pre Release Defects Parameter 10 Objective Pre Release Defects: 4 Estimated Pre Release Defects (calculated): 5.319882 Actual Pre Release Defects (calculated): 6 Estimated Pre Release Defects Per Hour (calculated): 0.014 Estimated Hours (calculated): 389.1401 Actual Hours (calculated): 484.25 | Program: ITG CENTRE Status: Closed Release Type: Delta Actual Release Date: 10/19/2013 Objective Post Release Defects Parameter 10 Objective Post Release Defects: 7 Estimated Post Release Defects (calculated): 8.194377 Actual Post Release Defects (calculated): 4 Estimated Post Release Defects Per Hour (calculated): 0.021 Actual Post Release Defect Hours Per Hour (calculated): 0.047 Actual Post Release Defect Hours (calculated): 23 |
|--|---|

Analysis Performed:

Analysis Comments: See our new module developed to track defects along with information to identify defect injection and

6. Does the tool facilitate the flexible identification and control of all aspects of a release package such as software, hardware, documentation, training requirements, etc.?

Comment: Yes. Releases are the accumulation of change requests. Change requests' maintain CI links to software requirements and hardware. The software requirements identify documentation and training requirements.

Software/Hardware CI links to the RFC

VIEW CONFIGURATION ITEM SOURCE TYPE

Configuration Item Source Type:

Configuration Item Source Type Translation: [Edit Translation](#)

| SELECT CONFIGURATION ITEM SOURCE | | | | |
|---------------------------------------|-------------------|---------------------|---|---|
| Configuration Item Source | Source Table Name | Key Column Name | Search Page Path | View Page Path |
| <input type="radio"/> Action Item | ActionItem | ActionItemID | ./AdmNavBar/SearchAllActionItem.asp | ./AdmNavBar/ViewActionItem.asp?aid= |
| <input type="radio"/> Contract Assets | ContractEquipment | ContractEquipmentID | ./AdmNavBar/SearchContractEquipment.asp | ./AdmNavBar/ViewContractEquipment.asp?ceid= |
| <input type="radio"/> Problem | Problem | ProblemID | ./ProblemManagement/SearchProblem.asp | ./ProblemManagement/ViewProblem.asp?pid= |
| <input type="radio"/> Requirement | Requirement | RequirementID | ./AdmNavBar/SearchRequirement.asp | ./AdmNavBar/ViewRequirement.asp?rid= |
| <input type="radio"/> Scan Request | ScanRequest | ScanRequestID | ./ProblemManagement/SearchScanRequest.asp | ./ProblemManagement/ViewScanRequest.asp?srId= |
| <input type="radio"/> Service Record | SvcCall | SvcCallID | ./SvcNavBar/ServiceCallDetailSearch.asp | ./SvcNavBar/ViewServiceCall.asp?sid= |

Release & Deployment Management

Software Release

| Requirements Score Card per Release | | | | | | | | | | | | | | |
|---|-----------------------|-------------------------|---------|--------------------|-----------------------|--------------------|------------|---------------------|---------------------------------|----------------------------------|---|---|---|---|
| Program Name: <input type="text" value="Select"/> | | | | | | | | | | | | | | |
| 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 | Percent Defect Requirements with Medium/Low Impact Or Medium/Low Severity |
| 0 | TOMS | TOMS 1.3 | Pending | 3 | 485.83 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 1 | ITG CENTRE | CENTRE 4.9.0 | Pending | 10 | 131.69 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 2 | ITG Beacon | ITG Beacon 1.2 | Pending | 1 | 62.5 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 3 | ITG Corporate Website | ITGONLINE.COM 3.0 | Pending | 3 | 32.98 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 4 | ITG CENTRE | 4.8.9 | Closed | 28 | 389.14 | 484.25 | -24.44 | 45.88 | 6 | 4 | 1 | 3.57 | 0 | 0 |
| 5 | ITG Beacon | ITG Beacon 1.1 | Closed | 8 | 402.03 | 429 | -6.71 | 44.43 | 0 | 0 | 1 | 12.50 | 3 | 0 |
| 6 | ITG CENTRE | 4.8.8 | Closed | 32 | 666.62 | 961.75 | -44.27 | 89.03 | 8 | 3 | 0 | 0 | 0 | 0 |
| 7 | Hosting Server | HS1.0 | Pending | 1 | 32 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 8 | TOMS | TOMS 1.2 | Pending | 3 | 114.44 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 9 | Marketing Websites | eMarketing Websites 2.0 | Pending | 3 | 117.5 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 10 | ITG CENTRE | 4.8.7 | Closed | 25 | 676.79 | 731.5 | -8.08 | 29.05 | 8 | 3 | 0 | 0 | 0 | 0 |

Requirements to a Release

| Requirements Score Card for Program [ITG CENTRE] - Release [4.8.8] | | | | | | | | | | | | | | |
|--|----------------|-------|--------|-----------------------|-------------------|-----------------------|--------------------------------------|-------------------------------|--------------------------------|-----------------------|--------------------|------------|---------------------------|----------------------------|
| Line Item | Requirement ID | Tasks | Status | Assigned To Resource | Requirement Type | Validation By | Requirement Review Issues Identified | Peer Review Issues Identified | Resource Conducted Peer Review | Total Estimated Hours | Total Actual Hours | % Variance | Total Defects Pre-Release | Total Defects Post-Release |
| 1 | 1605 | 1 | Closed | Fellers, Bridget S. | Defect | Hadjikyriakou, George | No | No | Fellers, Bridget S. | 3.5774 | 4.5 | -25.79 | 1 | 0 |
| 2 | 1606 | 1 | Closed | Fileas, George | New Functionality | Hadjikyriakou, George | No | No | Hadjikyriakou, George | 63.39556 | 114.5 | -80.61 | 2 | 0 |
| 3 | 1657 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Software Group | 4.1219 | 6.5 | -57.69 | 0 | 0 |
| 4 | 1680 | 1 | Closed | Fellers, Bridget S. | Defect | Fellers, Bridget S. | No | No | Software Group | 1.5445 | 1 | 35.25 | 0 | 0 |
| 5 | 1661 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Software Group | 1.5445 | 0.5 | 67.63 | 0 | 0 |
| 6 | 1662 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Software Group | 1.5445 | 1.5 | 2.88 | 0 | 0 |
| 7 | 1665 | 1 | Closed | Fellers, Bridget S. | Defect | Fellers, Bridget S. | No | No | Software Group | 1.2887 | 1 | 22.4 | 0 | 0 |
| 8 | 1666 | 1 | Closed | Fellers, Bridget S. | Defect | Fellers, Bridget S. | No | No | Software Group | 1.5445 | 0.5 | 67.63 | 0 | 0 |
| 9 | 1669 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Software Group | 5.6664 | 3 | 47.06 | 0 | 0 |
| 10 | 1670 | 1 | Closed | Fellers, Bridget S. | Defect | Fellers, Bridget S. | No | No | Software Group | 1.2887 | 1 | 22.4 | 0 | 0 |
| 11 | 1672 | 1 | Closed | Fileas, George | New Functionality | Hadjikyriakou, George | No | No | Hadjikyriakou, George | 155.9738 | 429 | -175.05 | 0 | 0 |
| 12 | 1674 | 1 | Closed | Coutoulakis, Emmanuel | Maintenance | Hadjikyriakou, George | No | No | Hadjikyriakou, George | 174.6466 | 55 | 68.51 | 0 | 0 |
| 13 | 1676 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 7.7225 | 8.5 | -10.07 | 1 | 0 |
| 14 | 1684 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 17.3889 | 16 | 7.99 | 1 | 0 |
| 15 | 1687 | 1 | Closed | Fellers, Bridget S. | Maintenance | Hadjikyriakou, George | No | No | Software Development | 80 | 100 | -25 | 0 | 0 |
| 16 | 1689 | 1 | Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 1.5445 | 0.75 | 51.44 | 1 | 0 |

Requirement Detail

VIEW REQUIREMENT [1657]

Workflow Status [Not Initiated]

Program Name:

Release:

Requirement Category:

Functional Area: **Action Items - Change Management**

Requirement Description: Defect found in Requirement # 1549

The resolution of 1549 was not successful. Bi-directional traceability provides access to each side of the connection from the other. The implemented solution in 1549 provided a way to relate a change request to an action item. From the action item you can select the related change request but there is no way to access the action item from the change request record.

Requirement Rationale: Defect

Verification Log:

Tested = Passed
The help files were updated.
Although bidirectional traceability was originally established via the CI link now the direct link is the interface for all users.
9/27/2012 2:30:30 PM Entered by:Coutoulakis, Emmanuel
Testing...
The deployment server has been updated.
9/20/2012 1:39:08 PM Entered by:Fellers, Bridget S.

On the View Change Request screen, related action items can be viewed by clicking on the "Configure Items" submenu link.

Add a Action Item Box (similar to the Requirement) on the Change Request screen which provides the linkages and counts to the Action Item(s).

Pre-Release Defects: 0 [New Defect](#) [Defect](#)

Verification Tests:

Modified Components/Deployment-Integration Instructions

AdmNavBar

EditCISource.asp
NewCISource.asp

Tet

EditChangeRequest.asp

[Uploaded Documents](#)

Task: [6392](#)

Parent Requirement #: [1549](#)

Development Requirement #: [1549](#)

Release & Deployment Management

Task under the Release Project to track the project and labor hours

VIEW TASK UNDER PROJECT [CENTRE Release 4.8.8]

Workflow Status [Not Initiated]

Task Name: Req # 1657 - Action Items - Change Management

Task Description:

Predecessor Task: None
 Milestone

Region/Area:
[Service Record:](#)

Site: ITG Corporate HQ

Planned Start Date: 09 20 2012 09 00 System Calculated: 9/20/2012
Planned End Date: 09 24 2012 18 00 System Calculated: 9/21/2012

Projected Duration (Days): 14.38
Actual Duration (Days): 14.38

Total Task Estimated Hours: 4.1219
Total Resource Budgeted Hours: 0
Total Resource Actual Hours: 6.5

Actual Start Date: 09 20 2012 09 00
Actual End Date: 10 04 2012 18 00
Projected Start Date: 09 20 2012 09 00
Projected End Date: 10 04 2012 18 00 System Calculated: 9/26/2012

Task Type: Select
Task Manager: Fellers, Bridget S.
Task Status: Completed
Order Number:
Address:
City/State/Zip Code:
POC:
POC Phone: Extern
Email Address:
Pager:
Pager Address:
Subtask Order:
Item Delivery Date:
Item Delivery Type: Select Ship Method
Add Comments:

Change Request linkage from SW Requirement

VIEW REQUIREMENT [1609]

Workflow Status [Not Initiated]

Program Name: ITG CENTRE
Release: 4.8.8
Requirement Category: Software
Functional Area: DCS/PCS

Requirement Description: Implement an indexing method which will enable users to search DCS/PCS documents.

Requirement Rationale: Change Request # 665
Justification: Our ability to identify documents which contain desirable content is limited.

Uploaded Documents: [Change Request #: 665](#) Task: 6372

OVERVIEW

Verification Log:
10/12/2012 1:11: The engine was line long (one p
10/4/2012 18:3: The code had a not some pictur
5/16/2012 2:58: Pounia
5/2/2012 1:33:
Keep Current S from SMRB Meet
Pre-Release Defec
Verification Tests:
Modified Compone
1) For deployme document "tet_
2) New table ac of documents.
3) A new one ta
4) Full-text sea must be create

Release & Deployment Management

7. Does the tool facilitate the authorization and scheduling of Release deployments in conjunction with a Change Management process and tool?

Comments: **Yes.** Release deployments are orchestrated and built from the Change Management System.

Change Request with linkage CI's

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items |

VIEW CHANGE REQUEST [665]

Workflow Status [Not Initiated]

Change Request Name: Document Content Search Capability for PCS/DCS

Category: Standard Change Desired Completion Date: 1/13/2012

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: Implement an indexing method which will enable users to search DCS/PCS documents.

Description of current or potential non-conformance/justification: Our ability to identify documents which contain desirable content is limited.

Actions Summary: 1/26/2012 by:Hadjiky As a result of this meeting, it was decided that this CR should be created and generated.

Change Request CI Link to the Software Requirement

| CONFIGURATION ITEM SOURCE RECORDS | | |
|-----------------------------------|---------------------------|------------------|
| Configuration Item Source Type | Configuration Item Source | Key Column Value |
| Change Request | Requirement | 1609 |

Software Requirement link back to the RFC

VIEW REQUIREMENT [1609]

Workflow Status [Not Initiated]

Program Name: ITG CENTRE

Release: 4.8.8

Requirement Category: Software

Functional Area: DCS/PCS

Requirement Description: Implement an indexing method which will enable users to search DCS/PCS documents.

Requirement Rationale: Change Request # 665

Justification: Our ability to identify documents which contain desirable content is limited.

Uploaded Documents: Change Request #: 665 Task: 6372

Release & Deployment Management

The task links back to the Project (CENTRE Version Release) for the capture of costs including labor hours.

Task under the Release Project

VIEW TASK UNDER PROJECT [CENTRE Release 4.8.8]

Workflow Status [**Not Initiated**]

Task Name: Req # 1609 - DCS/PCS

Task Description:

Predecessor Task: None
 Milestone

Region/Area:
[Service Record:](#)

Site: ITG Corporate HQ

Planned Start Date: 08 14 2012 09 00 System Calculated: 8/14/2012
Planned End Date: 08 31 2012 18 00 System Calculated: 10/4/2012

Projected Duration (Days): 189.38
Actual Duration (Days): 189.38
Total Task Estimated Hours: 63.3956
Total Resource Budgeted Hours: 0
Total Resource Actual Hours: 114.5

Task Type: Fixed Work
Task Manager: Hadjikyriakou,
Task Status: Completed
Order Number:
Address:
City/State/Zip Code:
POC:
POC Phone:
Email Address:
Pager:
Pager Address:
Subtask Order:

Release Project

VIEW PROJECT

Project Name: CENTRE Release 4.8.8

Project Description: CENTRE Release 4.8.8 - This project includes the requirements as tasks that are being approved for this release. The process used is tailored as described in the SE Defined Process document.

Contract: 4333-000

Project Class: Labor Hours
Project Category: Software Development
Project Type: Internal

Point of Contact Name: George Hadjikyriakou
Point of Contact Phone: 703-698-8282 Extension: 259
Point of Contact Email: george.hadjikyriakou@itgonline.com
Project Manager: Hadjikyriakou, George
Project Manager Phone: 703-698-8282 Extension: 259

Billing Rate: 0
OPPM Rate:
Sunday Rate:
PPM Rate:
Billable:
Taxable:
Travel Required:
Bill Mileage:
Bill Travel Time:

Planned Start Date: 7/26/2012 8:00:
Planned End Date: 3/5/2013 6:00:
Actual Start Date: 7/26/2012 9:00:
Actual End Date: 3/19/2013 6:00:
Projected Start Date: 7/26/2012 8:00:
Projected End Date: 3/19/2013 6:00:
Total Estimated Hours: 663.2307
Total Budgeted Hours: 0
Total Actual Hours: 1206.75

Project Costs and Hours Reporting

ENTER REPORT CRITERIA

Project: CENTRE Release 4.8.8

Task: All Tasks

Resource: All Resources

Time Sheet Period: Select All

Work hours by Project by Task by Resource
 Work hours by Project by Task
 Work hours by Project by Resource

Release & Deployment Management

| WORK HOURS BY PROJECT BY TASK BY RESOURCE For Time Sheet Period = [All Time Sheet Periods] | | |
|---|------------|--|
| Project:CENTRE Release 4.8.8 Task:Pre-Release Verification Testing | | Start Date:7/26/2012 9:00:00 AM End Date:3/19/2013 6:00:00 PM |
| Resource Name | Work Hours | |
| Agritellis, Elias | 0 | |
| Coutoulakis, Emmanuel | 156.5 | |
| Fellers, Bridget S. | 9.5 | |
| Hadjikyriakou, George | 8 | |
| Mohammad Javaheri, Pouria | 10.5 | |
| Task Hours: | | 184.5 |
| Task:Project Administration and Management | | Start Date:7/26/2012 9:00:00 AM End Date:3/19/2013 6:00:00 PM |
| Resource Name | Work Hours | |
| Fellers, Bridget S. | 0 | |
| Hadjikyriakou, George | 65 | |
| Task Hours: | | 65 |
| Task:Req # 1609 - DCS/PCS | | Start Date:8/14/2012 9:00:00 AM End Date:2/19/2013 6:00:00 PM |
| Resource Name | Work Hours | |
| Fellers, Bridget S. | 17.5 | |

8. Does the tool facilitate the enforcement and coordination of Release validation and testing activities?

Comments: **Yes.** Release validation and testing activities are recorded within the SW Requirement record. The requirement must pass the validation testing to be released.

The screenshot displays a 'VIEW REQUIREMENT [782]' window. On the left, there are fields for Program Name (ITG CENTRE), Release (4.5.9.5), Requirement Category (Software), and Functional Area (Service Call). The Requirement Description includes instructions for adding a 'Known Error' checkbox. The Requirement Rationale states: 'See Change Request # 56 - This is to satisfy an ITIL requirement - OID'. On the right, a 'Verification Log' shows three entries: a 'PASSED!' status from 2/21/2007, a 'Failed!' status from 2/20/2007 with a detailed error description, and another 'Failed!' status from 2/20/2007. Below the log, 'Pre-Release Defects: 1' and 'Defects: 0' are shown. A 'Verification Tests: Passed' dropdown menu is highlighted with a red circle. At the bottom, there are links for 'Uploaded Documents', 'Change Request # 56', and 'Task: 2324'.

Validation Review

The screenshot shows a validation review interface. At the top, it indicates 'Change Request #: 56' and 'Tasks: 1'. Below this, the 'Requirement Reviewed By:' field is populated with 'Hadjikyriakou, George'. The 'Validation Comments:' field contains the text: 'Validation performed. No issues identified.' There is also an 'Omission/Error Identified:' checkbox which is currently unchecked.

Release & Deployment Management

9. Does the tool facilitate the versioning of Release components and packages?

Comments: Yes. All releases are controlled and versioned.

| SELECT PROGRAM | | | | | |
|---|--|-----------------------|-----------------------|-----------------------|----------------------|
| Program Name | Description | Created By | Date Created | Last Edited By | Last Date Edited |
| <input type="radio"/> Bridge Server | Bridge Server | Hadjikyriakou, George | 4/25/2007 4:04:29 PM | Hadjikyriakou, George | 4/30/2007 2:04:29 PM |
| <input type="radio"/> CMMI CENTRE | The production and packaging of CENTRE as a CMMI Solution for marketing, downloadable from an online shopping website. | Hadjikyriakou, George | 6/17/2009 11:04:04 AM | Hadjikyriakou, George | 6/18/2009 2:03:59 PM |
| <input type="radio"/> DCMA Migration Technical Solution | DCMA Migration Technical Solution - To include all software, scripts, OS image CD/DVD, Procedures, Cabling, Test desksops, Test Procedures, etc... | Hadjikyriakou, George | 12/3/2007 2:28:33 PM | Agriellis, Elias | 3/6/2008 11:05:03 AM |
| <input type="radio"/> DCS | Document Control System | . | . | . | . |
| <input type="radio"/> Email Parser Desktop | Program to detect, identify, parse, and record the data captured from the body of the email into a database table. | Hadjikyriakou, George | 5/11/2011 5:48:42 PM | Hadjikyriakou, George | 5/26/2011 4:24:37 PM |

EDIT PROGRAM

The mandatory editing fields are indicated with an asterisk *

*Program Name: ITG CENTRE

Releases:

- CENTRE 4.9.0
- 4.8.9
- 4.8.8
- 4.8.7
- 4.8.6
- 4.8.5

[Delete Release](#)

Program Description: ITG CENTRE

Created by User: Hadjikyriakou, George
Date Created: 4/11/2007 11:12:49 AM

Last Edited by User: Hadjikyriakou, George
Last Date Edited: 10/4/2012 11:50:14 AM

10. Does the tool facilitate the management of the rollback of release packages to previous versions?

Comments: Yes. Release deployments are a specific list of the requirements that made the deployment. These requirements identify and facilitate the rollback of a release package. Requirements include RFC's and associated CI's.

Integration Criteria

Terminology

1. Does the tool's use of terms and definitions align with ITIL terms and definitions?

Comments: Yes. CENTRE has been certified as compliant with ITIL v2 in Incident, Problem, Change, and Configuration Management

Configuration Management

1. Does the tool integrate with the CMDB to gather or validate required information for Release builds and deployment activities?

Comments: Yes. Change requests and software requirements are linked to the associated release CMDB CI for the validation and updating of release CMDB data.

Release & Deployment Management

Change Record

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | Post Implementation Review | Assessments | **Configuration Items** | New

VIEW CHANGE REQUEST [5]

Workflow Status [**Not Initiated**]

Change Request Name: **Test Change Management Processes** Desired Completion Date: 10/31/2006

Category: **Major Change**

Change Type: **Documentation**

Change Authority: **PMO Department Manager**

Proposed Change: **This is to document the Change Request system for ITIL certification**

Action:
1. D
ass
2. H
Pint
3. F
log

View CI's Linked to RFC

CONFIGURATION ITEM SOURCE RECORDS

| Configuration Item Source Type | Configuration Item Source | Key Column Value |
|--------------------------------|---------------------------|------------------------|
| Change Request | Contract Assets | 140066 |
| Change Request | Contract Assets | 140820 |

View of an Integrated CI

VIEW CONFIGURATION ITEM [140066]

Contract #: 8068-000 POC Phone: g - 55

POC: Jean Bugner Alternate POC Phone:

Alternate POC: Price:

CI Number: usdh052630 Price Type:

[CI Number Log](#) [CI Number Summary](#) Warranty Start:

Old CI Number: Warranty End:

Item Type: **Printer** Agency: HUD

Subcomponent: **None** Site/Location: 801 Cherry Street

Model: 55i Address 2:

Description: **Printer** City: Fort Worth

Manufacturer: **None** State: TX Zip: 76102

Quantity: Country:

2. Does the tool facilitate the update of the CMDB with new version and CI information after the deployment of a Release?

Comments: **Yes.** The tool facilitates the update of CMDB by maintaining direct links to all associated change requests and SW requirements after the deployment of a release. Change Request Links to the CMDB. Additionally, 'MS Essentials' will produce a report of device configurations for input into the CMDB.

View CI's Linked to RFC

CONFIGURATION ITEM SOURCE RECORDS

| Configuration Item Source Type | Configuration Item Source | Key Column Value |
|--------------------------------|---------------------------|------------------------|
| Change Request | Contract Assets | 140066 |
| Change Request | Contract Assets | 140820 |

3. Does the tool integrate with CMDB to support the association of Release records to CI records?

Comments: **Yes.** As listed in previous statement, the release record links back the RFC which links to the effected CI.

Release & Deployment Management

Change Management

1. Does the tool ensure that Release deployments are subject to scheduling and approvals requirements managed by the Change Management process?

Comments: Yes. The change management process maintains links to the SW Requirements which are included in the scheduling and approvals required for the management of deployments.

Software Release Schedule

| SELECT RELEASE | | | | | | | | | |
|---|---------|----------|------------------------|---------------------|-----------------|--------------|-------------------------------|-------------------------------|----------------------------|
| Program Name: <input type="text" value="Select"/> | | | | | | | | | |
| Release | Status | Sequence | Estimated Release Date | Actual Release Date | Estimated Hours | Actual Hours | Objective Pre Release Defects | Estimated Pre Release Defects | Actual Pre Release Defects |
| TOMS 1.3 | Pending | 89 | 2/3/2014 | | 0 | 0 | 0 | 0 | 0 |
| CENTRE 4.9.0 | Pending | 88 | 2/28/2014 | | 0 | 0 | 0 | 0 | 0 |
| 1.0 E-Shop Catalog | Pending | 87 | 10/31/2013 | | 0 | 0 | 0 | 0 | 0 |
| ITG Beacon 1.2 | Pending | 86 | 8/30/2013 | | 0 | 0 | 0 | 0 | 0 |
| ITGONLINE.COM 3.0 | Pending | 85 | 5/10/2013 | | 0 | 0 | 0 | 0 | 0 |
| 4.8.9 | Closed | 84 | 3/31/2013 | 10/19/2013 | 389.1401 | 484.25 | 4 | 5.319882 | 6 |

Software Requirements for the Release

| Requirements Score Card per Release | | | | | | | | | |
|---|-----------------------|-------------------------|---------|--------------------|-----------------------|--------------------|------------|---------------------|-----|
| Program Name: <input type="text" value="Select"/> | | | | | | | | | |
| Line Item | Program | Release | Status | Total Requirements | Total Estimated Hours | Total Actual Hours | % Variance | Absolute % Variance | D R |
| 0 | TOMS | TOMS 1.3 | Pending | 3 | 485.83 | N/A | N/A | N/A | |
| 1 | ITG CENTRE | CENTRE 4.9.0 | Pending | 10 | 131.69 | N/A | N/A | N/A | |
| 2 | ITG Beacon | ITG Beacon 1.2 | Pending | 1 | 62.5 | N/A | N/A | N/A | |
| 3 | ITG Corporate Website | ITGONLINE.COM 3.0 | Pending | 3 | 32.98 | N/A | N/A | N/A | |
| 4 | ITG CENTRE | 4.8.9 | Closed | 28 | 389.14 | 484.25 | -24.44 | 45.88 | |
| 5 | ITG Beacon | ITG Beacon 1.1 | Closed | 8 | 402.03 | 429 | -6.71 | 44.43 | |
| 6 | ITG CENTRE | 4.8.8 | Closed | 32 | 666.62 | 961.75 | -44.27 | 89.03 | |
| 7 | Hosting Server | HS1.0 | Pending | 1 | 32 | N/A | N/A | N/A | |
| 8 | TOMS | TOMS 1.2 | Pending | 3 | 114.44 | N/A | N/A | N/A | |
| 9 | Marketing Websites | eMarketing Websites 2.0 | Pending | 3 | 117.5 | N/A | N/A | N/A | |

Software Requirement Listing for the Release

| Requirements Score Card for Program [ITG CENTRE] - Release [4.8.9] | | | | | | | | | | | | |
|--|----------------|--------------|---------------------------|----------------------|---------------------------|--------------------------------------|-------------------------------|--------------------------------|-----------------------|--------------------|------------|-----|
| Line Item | Requirement ID | Tasks Status | Assigned To Resource | Requirement Type | Validation By | Requirement Review Issues Identified | Peer Review Issues Identified | Resource Conducted Peer Review | Total Estimated Hours | Total Actual Hours | % Variance | D R |
| 1 | 1458 | 1 Closed | Hadjikyriakou, George | New Functionality | Agritelis, Elias | Yes | Yes | Software Group | 79.75 | 178.5 | -123.82 | |
| 2 | 1493 | 1 Closed | Mohammad Javaheri, Pouria | New Functionality | Mohammad Javaheri, Pouria | No | No | Hadjikyriakou, George | 62.17393 | 69 | -10.98 | |
| 3 | 1523 | 1 Closed | Fellers, Bridget S. | New Functionality | Coutoulakis, Emmanuel | No | No | None | 71.1011 | 90 | -26.58 | |
| 4 | 1548 | 1 Closed | Fellers, Bridget S. | New Functionality | Coutoulakis, Emmanuel | No | No | None | 10.63027 | 15 | -41.11 | |
| 5 | 1701 | 1 Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 2.32665 | 5.5 | -136.39 | |
| 6 | 1711 | 1 Closed | Fellers, Bridget S. | Defect | Fellers, Bridget S. | No | No | Hadjikyriakou, George | 2.7511 | 1 | 63.65 | |
| 7 | 1712 | 1 Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 5.5022 | 8 | -45.4 | |
| 8 | 1715 | 1 Closed | Mohammad Javaheri, Pouria | Change Functionality | Mohammad Javaheri, Pouria | No | No | Hadjikyriakou, George | 2 | 2.5 | -25 | |
| 9 | 1716 | 1 Closed | Fellers, Bridget S. | Defect | Coutoulakis, Emmanuel | No | No | Hadjikyriakou, George | 1.5511 | 0.5 | 67.76 | |

Release & Deployment Management

Software Requirement Link to the Change Request

VIEW REQUIREMENT [1523]

Workflow Status [Not Initiated]

Program Name:

Release:

Requirement Category:

Functional Area: **HR Certifications and Course Scheduling**

Requirement Description:
The certifications section of CENTRE (which is currently a listing of courses and certifications that a labor resource has completed/acquired) should be categorized as either Internal or External to simplify entry as the list of entries has become very long.

Courses will have a listing of resources that will be categorized as mandatory attendees. These will be assigned by individuals or groups or departments. (Design ideas need to be discussed for ease-of-use and ease-of-entry)

Also, a new addition should be made to the Labor Resources section of CENTRE to enable the scheduling of courses both internal and external. These entries would be tied directly to their entries in the Certifications table of the HR Profile. HR would enter the page and create a new entry by:
- Selecting Internal or External (this would filter the course list to ensure more accurate

Requirement Rationale:
Change Request # 589

Justification:
Currently the Course scheduling is done outside of CENTRE. It would be a great addition to

[Uploaded Documents](#) **Change Request #: 589** Task: [6633](#)

Change Request with Approval, Begin Work, Due, Validation Completion, and Desired Completion Dates

VIEW CHANGE REQUEST [589]

Workflow Status [Not Initiated]

Change Request Name: **CENTRE Course Scheduler** Desired Completion Date: **2/28/2013**

Category: Change Type:

Change Authority:

Proposed Change:
The certifications section of CENTRE (which is currently a listing of courses and certifications that a labor resource has completed/acquired) should be categorized as either Internal or External to simplify entry as the list of entries has become very long.

Description of current or potential non-conformance/justification:
Courses will have a listing of resources that will be categorized as mandatory attendees. These will be assigned by individuals or groups or departments. (Design ideas need to be discussed for ease-of-use and ease-of-entry)

Currently the Course scheduling is done outside of CENTRE. It would be a great addition to the CENTRE tool to do this in the CENTRE tool itself.

Record keeping for CMMI Organizational Training PA would be centrally (CENTRE-ally) located.

Root Cause:

[Change Request Documents](#)

Issued By: **Agritellis, Elias** Date Issued: **11/23/2010 10:47:03 AM**

Action Type: Priority:

Internal Audit Number: Approved Date: **3/21/2011 1:12:58 PM**

Status: Begin Work Date: **4/5/2013 9:00:00 AM**

Approved By: Due Date: Completed Date: **7/11/2013 6:00:00 PM**

Assigned To: Validation Date: Date Last Updated: **12/23/2013 3:45:28 PM**

Information Security Approval Required: Last Updated By: **Hadjikyriakou, George**

Approved by Security Officer: Requirements: **1**

Release & Deployment Management

Optional Criteria

1. Does the tool facilitate the automated updating of the CMDB based prior to or following an approved release?

Comments:

2. Does the tool facilitate the management and tracking of software licenses?

Comments:

3. Does the tool have the capability to handle varying Release models such as large-scale or phased deployments?

Comments:

Revised 12/27/2013