CENTRE Overview

CENTRE is an enterprise resource planning system built with a Best Practices orientation for the IT services industry. CENTRE provides Best Practices compliance for ITIL and CMMI process areas, as well as the tools and related record collection and processing for ISO 9001, 20000, and 27001 registrations.

CENTRE is a web-based system with 0 footprint on the user workstation and utilizes an N-tier architecture with MS Sequel as its back-end, COM objects as the middle tier and Active Server Pages as the front-end. CENTRE is in its fourth re-write and all new modules are being written in .net.

This is a high level overview of CENTRE features as they relate to the Best Practices mentioned earlier.

As we enter the CENTRE Home Screen we see a dash board populated with "records of interest."

By selecting "My Services" we view the services for which the user is eligible under the user's contract.

By selecting the "Product & Services Catalog" we view all the related products and services that can be ordered under the user's contract. These features are required for compliance with the ITIL "Service Catalog" and "Service Portfolio" processes.

Selecting the Change Request Active Records of Interest we see a listing of the user's issued change requests and by entering in a change request we view the Change Management module.

This module provides compliance with ITIL Change Management, Section 5 "Planning and Implementing New or Changed Services of ISO 20000, and all change management related specific practices of CMMI Process Areas.

We return to the home screen and select the IT Service Management Module. From here we can issue Incident, Request Fulfillment and Event Service records. Additionally, we can search for records, search for the entitlement of an asset/configuration item, search Quality Assurance records, issue invoices for related service records, or create service requests that will open automatically in the future for actions like preventive maintenance.

As we enter a service record, we see a series of submenus, starting with Incident Problem, Activity Reports and other relevant options which are addressed in detail in the Incident Management Demonstration of this website.

These features provide compliance with the ITIL Incident, Request Fulfillment, Event and Problem Management Processes.

The Configuration Item/Asset record is updated by the contents of the Incident, Request and Event service records and Capacity and SLA Management data is automatically collected and processed.

Problems and Known Errors are recorded and processed accordingly, as well as any change requests associated with the Asset/Configuration Item in the service record.

These features provide compliance with the CMMI Configuration Management Process Area, the Asset, Capacity and SLA Management processes of ITIL and the related clauses in the ISO 9001, 20000, and 27001 standards.

Extensive logistics and inventory facilities are provided in CENTRE. Spare parts to satisfy an Incident or Request Fulfillment service record may be selected and ordered from an unlimited number of logical and physical warehouses, or ordered to be drop-shipped from an authorized vendor.

Request for part shipments are issued at the service agent location and generate the necessary alerts, at the logistics and purchasing facilities, as applicable.

To complete the Supply Chain Management features, CENTRE offers Vendor and Subcontractor subsystems for the supply of components and services respectively. Detail information is collected for each supplier and a rating is established for each engagement.

These features provide compliance with Clause 7.4 "Purchasing" of ISO 9001, Clause 7.3 Supplier Management of ISO 20000 and with the practices of the CMMI Supplier Agreement Management Process Area.

We select Human Resources Management and search for John Doe. We view Mr. Doe's record and check on the Departments, Documents, Configuration Items, Agencies, Languages, Industry Sectors, Clearances, Countries, Skills and Certifications that Mr. Doe is related with.

This collected data will be critical when we select staff to be assigned to project tasks and are pertinent to the compliance of CMMI, ISO and ITIL processes.

Labor Resources time is billed to contracts of various types and CENTRE provides a time sheet management facility that is compliant with DCAA regulations. By assigning staff members to projects and tasks, CENTRE allows for control of billing hours and measurements and monitoring of potential non-conformities.

CENTRE allows for the planning, the monitoring and the control of Projects. CENTRE satisfies practices of Process and Product Quality Assurance CMMI process Area, by allocating Quality Assurance surveys to each project, and by compiling and reporting statistically on the findings.

As well, Projects provides summaries of performance, task detail, and hours expended as a dashboard of activities that the user is authorized to see.

At the Project screen, a number of related facilities provide compliance and evidence for ISO, ITIL and CMMI practices. DAR (Decision Analysis and Resolution) and Risk Management records are collected and processed. Planned, Projected and Actual dates and resource estimates are maintained. Project related Documents are stored and lists of stakeholders are maintained. These and other CENTRE Projects features provide evidence of compliance for the CMMI "Project Planning" and "Project Monitoring and Control" Process Areas. Earned Value Management templates and reports are maintained for every project, at every stage, for all resources expended.

As the data is collected throughout the CENTRE modules, it is measured and analyzed at the Measurements and Analysis module.

Process performance data including Quality Assurance, Financial and Operational are analyzed and compared to Project Objectives providing evidence of compliance with the CMMI Process Area Measurements and Analysis, the ISO 9001 Section 8, Measurement Analysis and Improvement, Clause 4.3 of ISO 20000, Monitoring Measuring and Reviewing, and ISO 27001, Monitoring and Reviewing the ISMS.

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Requirements Development, Management and Release are all contained in CENTRE "Release Management." In the "Requirements Scorecard" CENTRE collects, processes and displays the estimated and actual performance measurements related to the requirements by release. In "Release," CENTRE delves further into the statistical analysis of the Organizational performance collecting valuable data that is used as evidence in both "Requirements Development" and "Requirements Management" CMMI Process Areas.

Selecting a specific release, we are guided into a summary table whose data provides evidence of compliance with the ITIL "Release" Process.

In CENTRE, a requirement is a result of a Change Request. The "Requirement Development" process begins with the approval of a change request which leads to the creation of a software requirement. The process entails a Requirement Design, the creation of a Work Estimate, the allocation of the Requirement to Process Areas, the Validation and Verification details, as well as the pertinent approvals and dates.

CENTRE's extensive functionality also consists of Meeting Management, where we record minutes and action items, CI Management, where we define the source tables and definitions for our configuration items, and Look-Up tables, where we enter our table-driven selections such as Manufacturers. Under System Configuration we record and define our workflows, update our Product & Service Catalog, and create Notification Events in e-mail, SMS, or pages among other administrative features.

This completes a general overview of CENTRE. Thank you for your time and patience. For detail navigation and demonstration of most CENTRE subsystems please return to the CENTRE website and select the appropriate link.