

COMPANY NAME

Assessment Preparation

Assessment Instructions For the Manager

These instructions are to assist in preparation for the next assessment of your project or production system. Please alert your team of the upcoming assessment and invite anyone that can provide answers to the list of questions. Bring any additional documentation that you feel would be helpful.

Documents to provide Assessor

Attached is a list of documents that the assessors need to review prior to the interview. Please arrange with the assessors how and when you will provide these. They could be zipped into a single file and e-mailed, or they can be sent in hard copy, or a combination of both.

In production efforts, it would be best to provide all overview documents with a few sample detail documents.

Questions which Assessor will ask

Please review the attachment "Assessment Topics for the Manager interview". These are the questions that require answers from managers during the interview with the Assessors.

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Documents to Provide Assessors

Please provide one of the assessors with recent samples of the following documents (if applicable to your effort):

Document

- Use Cases
- Requirements Specifications
- Risk Management Plan
- Organization chart
- Software Development Plan
- MS Project Plan Schedule—current, showing estimated and actual hours, start dates, and end dates
- Computer resource estimates
- Cost estimates
- Effort estimates
- Size estimates
- Training requirements
- Issues log
- Status meeting minutes
- Quality plan
- Defect tracking reports
- SCM plan
- Change log
- Sample change requests (change to production system or change to agreed upon requirements)
- SCM Status accounting reports
- SCM Audit report

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Assessment Topics for the Manager Interview

Requirements Management

- Are the requirements documented?
- Did the customer review and approve the final version of the requirements?
- Does the team review the requirements before they are accepted to ensure understanding and completeness of requirements?
- Is the development plan based on approved requirements?
- Are changes to the requirements documented, evaluated for impact, and incorporated?
- Do all affected groups commit to requirements that involve them?
- Do you have enough time to develop and manage the requirements?

Software Project Planning

- Is there a documented plan (both technical and resource) for accomplishing the work? Has it been signed off?
- Do the team and other affected groups participate in overall planning throughout the life cycle?
- Are you using a standard application development template(s)?
- Did you follow a written procedure to develop your effort, size, cost and resource estimates?
- Have risks been identified, assessed, and documented?
- What training have you and your staff had for this effort and for the CMM processes?
- Has management committed to the amount of resources that were estimated as required by the effort?

Project Tracking and Oversight

- Is the plan reviewed and amended periodically?
- Is the development effort, cost, and schedule tracked against a documented plan?
- Are changes to commitments approved by appropriate parties and communicated to all stakeholders?
- Are issues documented and tracked to closure?
- Are risks evaluated periodically to determine if there have been significant changes?
- Are you following your risk management plan?

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- Are out of tolerance situations managed and controlled?
- Are periodic status meetings/reviews of the plan conducted with the team?
- How often do you review status with your manager, and what do these reviews include?

Software Quality Assurance

- Do you have an approved Quality Plan that was developed with user input?
- Does your SQA have a reporting channel to senior management independent of the project manager?
- Are adequate resources available for SQA activities (time, tools, meeting rooms, etc.)?
- Are SQA activities performed in accordance with the Quality Plan?
- Are standards and procedures established for the team with the involvement and consensus of the QS Group and other affected groups?
- Are problems with work products documented and tracked to closure?
- Does your team report on the status of SQA activities?

Software Configuration Management

- Has an SCM Plan been created and approved?
- Have all work products to be placed under SCM control been identified?
- Are secure Configuration Management Libraries established and used?
- Can you identify the changes made to Configuration Items (CI's) and who made them?
- Are baselines and releases managed?
- Are standard reports of SCM activities developed and available to the team and management?

General Questions

- What problems have you encountered and how were they solved?
- What lessons have you learned that may be useful to other efforts?
- What recommended actions do you have that should be implemented by R&D? What concerns or issues do you have about the processes?
- What further considerations would you like to mention?