

Quality Management of Software and Systems (WS 09/10)

Problem Set 3

Thursday, January 7th, 2010

Problem 1: CMM Assessments

Within this tutorial session we will simulate a **CMM assessment**. For this purpose, the class will be divided into two groups: One group will play the role of a **software company** and the other one will play the role of a group of **CMM experts**. More specifically, the groups will be organized as follows:

- The **group of CMM experts** will be composed by **groups 1, 2, 3, and 5**. Group 3 will prepare the corresponding material.
- The **group corresponding to the software company** will be composed by **groups 4, 6, 7, and 8**. Group 4 will prepare the corresponding material.

Each person in each group will have a specific role to be played. Both groups will have 45 minutes to prepare themselves and to get into their roles. The remaining 45 minutes will be used to conduct the assessment. Nevertheless, it is highly recommended to read the corresponding material in advance, which should be available one week before the session.

Preparation for the Assessment:

1. Group 3: Preparation for CMM Experts

You will be responsible to prepare the material required for conducting the assessment, as well as to instruct your colleagues during the 45 minute time frame. Please consider that the company to be evaluated is currently at maturity level 1. The material should include, at least:

- An assessment procedure to be followed.
- An assessment questionnaire for assessing a company at maturity level 1.
- A set of roles to be played by the group in the assessment and a description of each one.

2. Group 4: Preparation for IET Software Company

You will be responsible to prepare the material of a software company (created by you) at CMM maturity level 1, which is now ready to be at maturity level 2. Moreover, you will train your colleagues during the 45 minute time frame, so that they get to know the current status of the company and their corresponding roles. The material should include the in-

formation that a company at maturity level 1 requires to be assessed with CMM. In particular, it should include, at least:

- A list of projects being conducted currently, along with the applied engineering processes, e.g. Life Cycle and Management processes.
- Applied key practices from the key process areas corresponding to level # 2.
- The organizational structure of the company, including a list of roles and their description.

Please consider that people working at this company should be prepared to answer the questions that will be posed by the CMM experts!

@ Group 3 and Group 4: Please contact me to get documentation that will help you with your task and also some recommendations.