



# 5ª CONFERÊNCIA DA QUALIDADE DE SOFTWARE

Panorama Atual e Perspectivas da Qualidade de Software

realização



dias  
**14 e 15**  
Agosto 2012

local



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patrocínio:



apoio:



# As 13 praticas do CMMI que geram mais duvidas na implementacao



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Agosto/12



# Servicos Crest – focada em CMMI

- Historico
  - CMMI: 112 avaliacoes (DEV, SVC e ACQ)
  - Cursos oficiais Introducao ao CMMI: 32
- Oferece
  - Avaliacoes SCAMPI C, B e A
  - Modelos CMMI: Development, Services e Acquisition
  - Treinamento
    - Introducao ao CMMI-Dev v1.3
    - Suplemento CMMI Services
    - Suplemento CMMI Acquisition
    - Aprofundamento nas PAs de ML2
    - Aprofundamento nas PAs de ML3
    - Aprofundamento nas PAs de ML5

# Empresas avaliadas oficialmente pela Crest (53)

- Altran Portugal
- Ambisig Sistemas – Dev (Portugal)
- Ambisig Sistemas – SVC (Portugal)
- Ação Sistemas
- Augur Intelligence Tech. (China)
- Bull
- CITS – Centro Int.Tec.Soft
- Chemtech
- Complex Informatica
- DBC Company
- Defferrari
- Digistar
- Easteq Group (China)
- Everluck (China)
- Foursys
- Geosystem
- GPTI
- G&P
- GSW (2008 e 2011)
- Ilegra
- Interact Solutions
- Johnson&Johnson
- Kaizen Sistemas
- LG Informática
- Message Informática
- MJV Informatica
- Montreal Informática (2007 e 2010)
- Neoway
- NTT Data
- Red&White IT Solutions
- Renovo Power Wiki (China)
- SCOPUS Tecnologia
- Sênior Sistemas (2008 e 2011)
- Shenzhen Fanwo (China)
- Sistran Informática (2009 e 2012)
- Synapsis Brasil
- Sysmap
- 7COMm
- Techpeople
- Teclogica (2009 e 2011)
- Unisys Transportation USA
- Unisys Brasil São Paulo
- ZCR Informática (2009 e 2012)
- Zhuhai Zhengcai (China)

# 1-GP2.2 Plan the Process

*Establish and maintain the plan for performing the process.*

The purpose of this generic practice is to determine what is needed to perform the process and to achieve the established objectives, to prepare a plan for performing the process, to prepare a process description, and to get agreement on the plan from relevant stakeholders.

# PA Project Planning

## SG 1 Establish Estimates

- SP 1.1 Estimate the Scope of the Project
- SP 1.2 Establish Estimates of Work Product and Task Attributes
- SP 1.3 Define Project Lifecycle Phases
- SP 1.4 Estimate Effort and Cost

## SG 2 Develop a Project Plan

- SP 2.1 Establish the Budget and Schedule
- SP 2.2 Identify Project Risks
- SP 2.3 Plan Data Management
- SP 2.4 Plan the Project's Resources
- SP 2.5 Plan Needed Knowledge and Skills
- SP 2.6 Plan Stakeholder Involvement
- SP 2.7 Establish the Project Plan

## SG 3 Obtain Commitment to the Plan

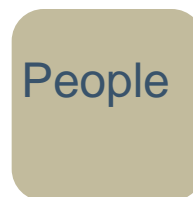
- SP 3.1 Review Plans That Affect the Project
- SP 3.2 Reconcile Work and Resource Levels
- SP 3.3 Obtain Plan Commitment

# 2-GP2.5 Train People

*Train the people performing or supporting the process as needed.*

The purpose of this generic practice is to ensure that people have the necessary skills and expertise to perform or support the process.

Appropriate training is provided to those who will be performing the work.



### **3-GP2.8 Monitor and Control the Process** *Monitor and control the process against the plan for performing the process and take appropriate corrective action.*

The purpose of this generic practice is to perform the direct day-to-day monitoring and controlling of the process. Appropriate visibility into the process is maintained so that appropriate corrective action can be taken when necessary. Monitoring and controlling the process can involve measuring appropriate attributes of the process or work products produced by the process.



## **4-GP2.9 Objectively Evaluate Adherence**

**Objectively evaluate adherence of the process and selected work products against the process description, standards, and procedures, and address noncompliance.**

The purpose of this generic practice is to provide credible assurance that the process and selected work products are implemented as planned and adhere to the process description, standards, and procedures.

# 5-PA CM SP1.2

## Establish a Configuration Management System

A configuration management system includes the storage media, procedures, and tools for accessing the system. A configuration management system can consist of multiple subsystems with different implementations that are appropriate for each configuration management environment.

### Sub-Practice 8

8. Preserve the contents of the configuration management system.

# 6-PA CM SP1.3

## Create or Release Baselines

A baseline is represented by the assignment of an identifier to a configuration item or a collection of configuration items and associated entities at a distinct point in time. As a product or service evolves, multiple baselines can be used to control development and testing.

This process area applies not only to configuration management on projects but also to configuration management of organizational work products such as standards, procedures, reuse libraries, and other shared supporting assets.

# 7-PA PP SP2.3

## Plan Data Management

Data are forms of documentation required to support a project in all of its areas (e.g., administration, engineering, configuration management, finance, logistics, quality, safety, manufacturing, procurement). The data can take any form (e.g., reports, manuals, notebooks, charts, drawings, specifications, files, correspondence). The data can exist in any medium (e.g., printed or drawn on various materials, photographs, electronic, multimedia).

Data can be deliverable (e.g., items identified by a project's contract data requirements) or data can be nondeliverable (e.g., informal data, trade studies, analyses, internal meeting minutes, internal design review documentation, lessons learned, action items).

# 8-PA PP SP2.4

## Plan the Project's Resources

Defining project resources (e.g., labor, equipment, materials, methods) and quantities needed to perform project activities builds on initial estimates and provides additional information that can be applied to expand the WBS used to manage the project.

# 9-PA PP SP2.5

## Plan Needed Knowledge and Skills

Knowledge delivery to projects involves training project staff and acquiring knowledge from outside sources.

Staffing requirements are dependent on the knowledge and skills available to support the execution of the project.

# 10-PA MA SP1.1

## Establish Measurement Objectives

*Establish and maintain measurement objectives derived from identified information needs and objectives.*

Sources of information needs and objectives can include the following:

- Established management objectives
- Strategic plans
- Business plans

# 11-PA OPD SP1.6

## *Establish and maintain work environment standards.*

Work environment standards allow the organization and projects to benefit from common tools, training, and maintenance, as well as cost savings from volume purchases. Work environment standards address the needs of all stakeholders and consider productivity, cost, availability, security, and workplace health, safety, and ergonomic factors.



# 12-PA OPF SP3.3

***Monitor the implementation of the organization's set of standard processes and use of process assets on all projects.***

By monitoring implementation, the organization ensures that the organization's set of standard processes and other process assets are appropriately deployed to all projects. Monitoring implementation also helps the organization to develop an understanding of the organizational process assets being used and where they are used in the organization. Monitoring also helps to establish a broader context for interpreting and using process and product measures, lessons learned, and improvement information obtained from projects.

# 13-PA DAR SP3.1

## Establish Guidelines for Decision Analysis

Not every decision is significant enough to require a formal evaluation process. The choice between the trivial and the truly important is unclear without explicit guidance. Whether a decision is significant or not is dependent on the project and circumstances and is determined by established guidelines.

# 14-PA OT SP1.1/1.3

## **SP1.1 - Establish and maintain strategic training needs of the organization.**

Strategic training needs address long-term objectives to build a capability by filling significant knowledge gaps, introducing new technologies, or implementing major changes in behavior. Strategic planning typically looks two to five years into the future.

## **SP1.3 - Establish and maintain an organizational training tactical plan.**

The organizational training tactical plan is the plan to deliver the training that is the responsibility of the organization and is necessary for individuals to perform their roles effectively. This plan addresses the near-term execution of training and is adjusted periodically in response to changes (e.g., in needs, in resources) and to evaluations of effectiveness.

# 15-PA OT SP2.3

## *Assess the effectiveness of the organization's training program.*

A process should exist to determine the effectiveness of training (i.e., how well training is meeting the organization's needs).

Measures can be taken to assess the benefits of training against both the project's and organization's objectives. Particular attention should be paid to the need for various training methods, such as training teams as integral work units. When used, work or process performance objectives should be unambiguous, observable, verifiable, and shared with course participants.

# Grato pela atencao

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