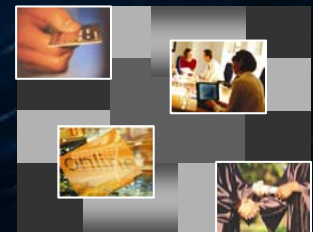


*ITSoft case study*  
*with*  
*Software Process Improvement*

By: Sameh S. Zeid



## Services

Off-shore/On-Site Software Development

Software Localization & Customization

Customer Support Services

Documentation Services

Training



## Vertical Industry Focus

**Banking & Finance**

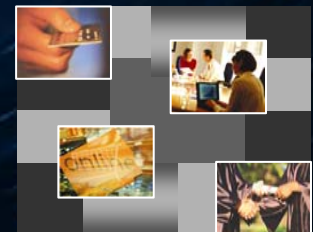
**Higher Education**

**Telecommunication**



## *Mission*

*To be world-class  
offshore software services provider  
for partners around the world*



# *Business Goals & Strategies*

- ❑ Focus on Offshore Software Services.
- ❑ Enhance our Offshore Process to Meet International Standards.
- ❑ Study The Process of Successful Offshore Companies.
- ❑ Apply a Mature and Proven Offshore Process with International Partners.



# ITSoft Quality Policy

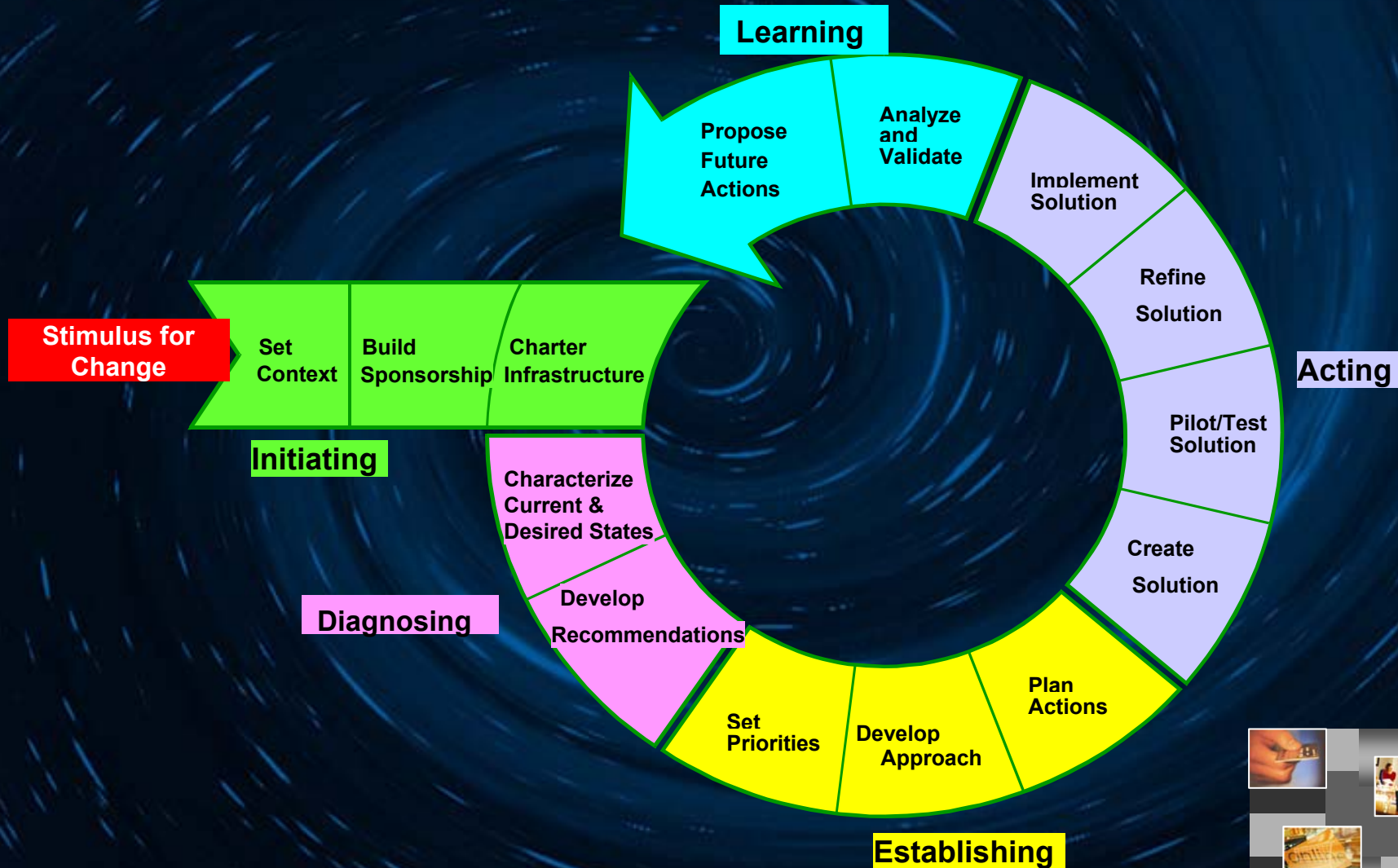
Providing Quality software products and services to its clients globally at competitive cost by:

- *Providing its employees the opportunity to continuously improve their knowledge and expertise,*
- *Monitoring the effectiveness and level of excellence of all its business processes, and*
- *Continual process improvement.*

HIGH QUALITY



# Process for SPI



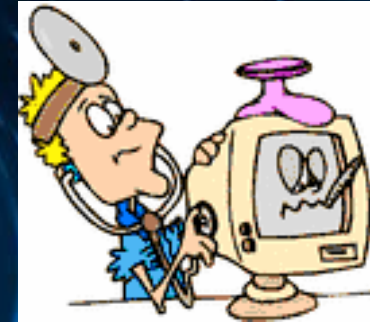
# INITIATING

- Project Charter
  - Designated a PM
  - Defined specific goals (CMM level-2 this year) while maintaining ISO certification.
- Sponsoring
  - SEPG formation reporting to ITSoft management.
- Set Context
  - Core Team
  - Training on CMM
  - Retain help from external consultant



# DIAGNOSING

Gap Analysis  
(Mini Assessment)

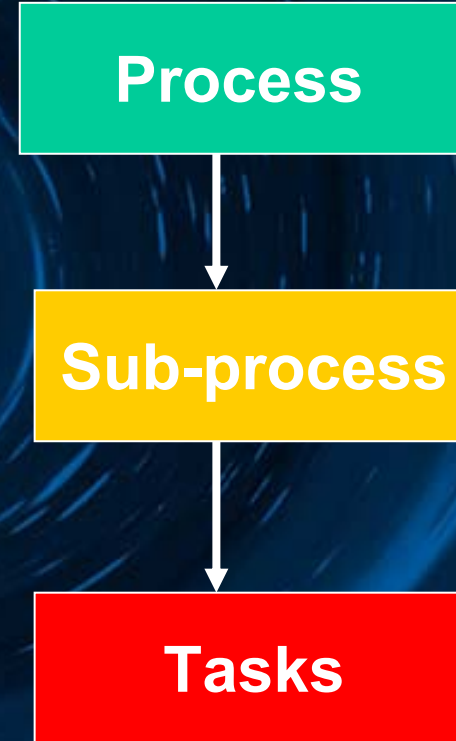


Agree on 'next' Actions



# ESTABLISHING

- Process Development
  - Unique to organization
  - Iterative
  - Training on new processes



# ESTABLISHING



Establish layer of Project Software Managers (PSMs).



Segregate QA from QC



Practitioners participate in Auditing



# ESTABLISHING

## Software Process Data Base (SPDB)



QMS  
Projects  
Training  
Quality



Owned by SEPG updated by practitioners



# ESTABLISHING

Organization-wide process

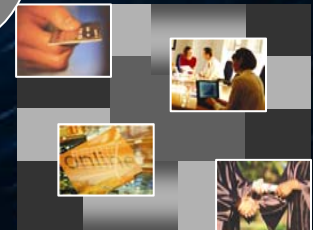
Organization-wide Standard Process

Product Line-1

Product Line-2

Product Line-3

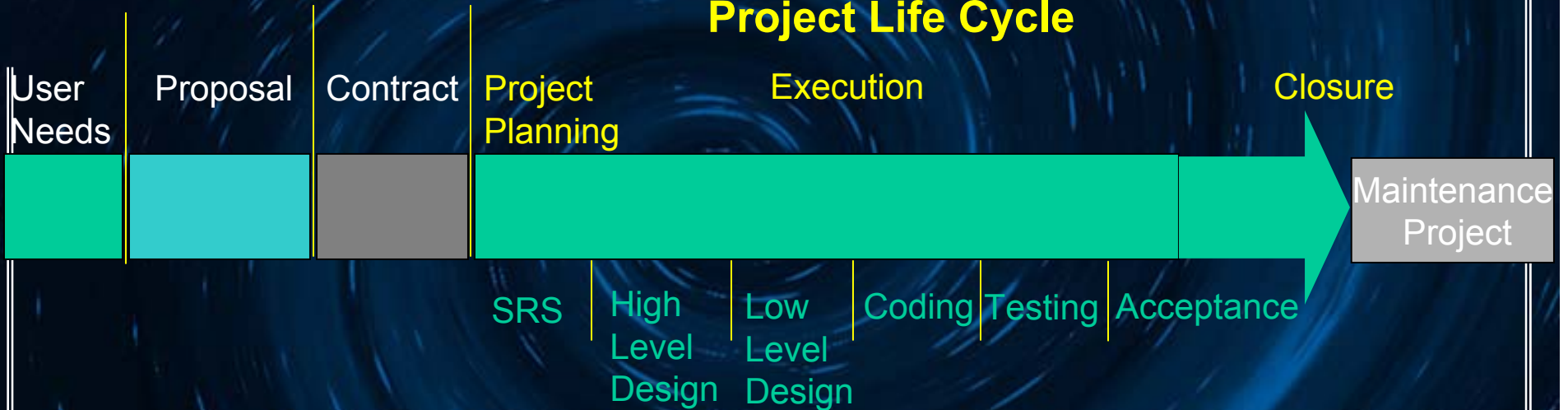
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# ESTABLISHING

## Project and Software Development Life Cycle

### Project Life Cycle



### Software Development Life Cycle



# ESTABLISHING



Software Size Estimation based on Function Point

Size is tracked through the project

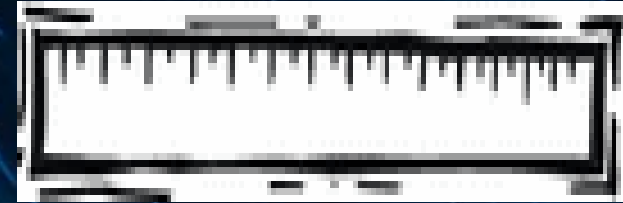


Varies by Project Category



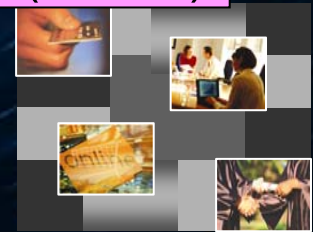
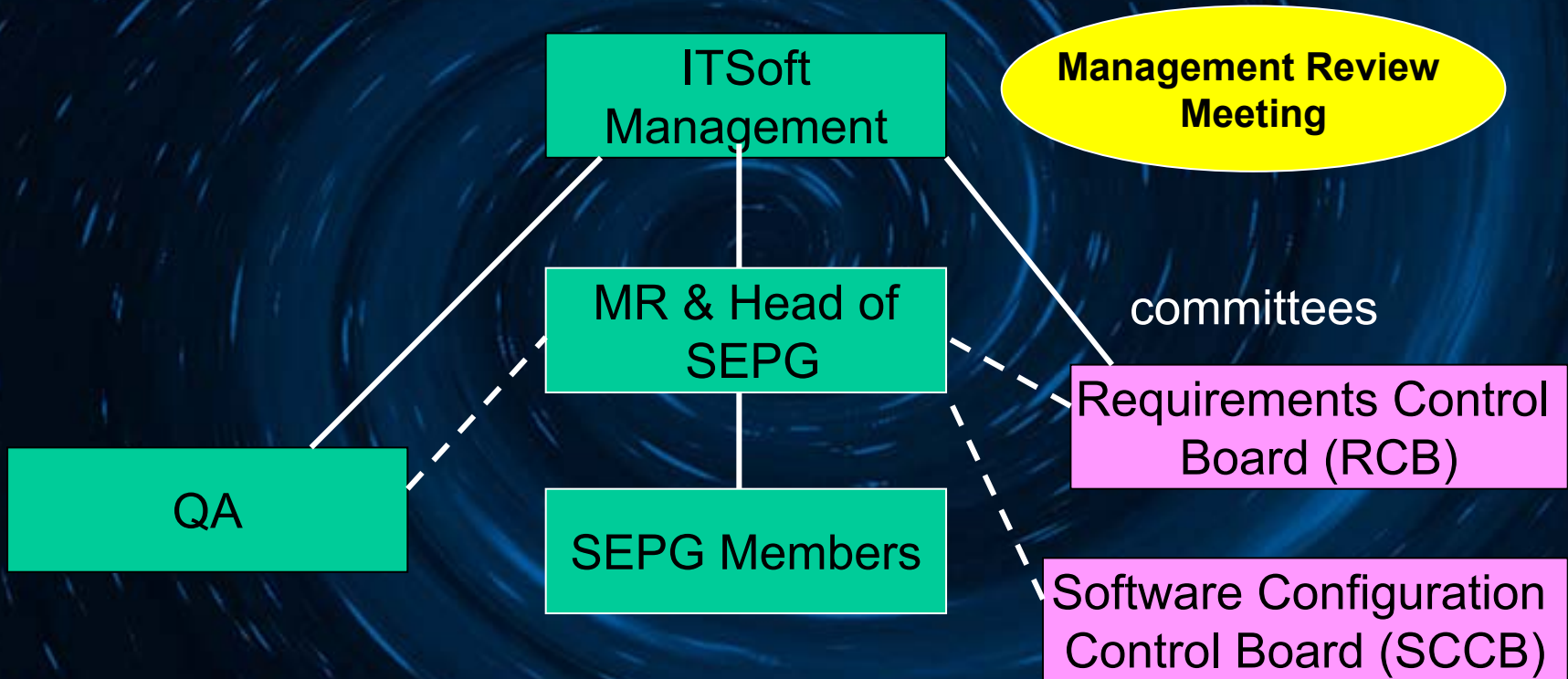
# ESTABLISHING

- Measurements & Metrics
  - Defects
  - Project Planning & Tracking
  - Requirements Management
  - SQA
  - Process Efforts



# ESTABLISHING

## Establish Quality Organization



# ACTING



Prioritize Implementation



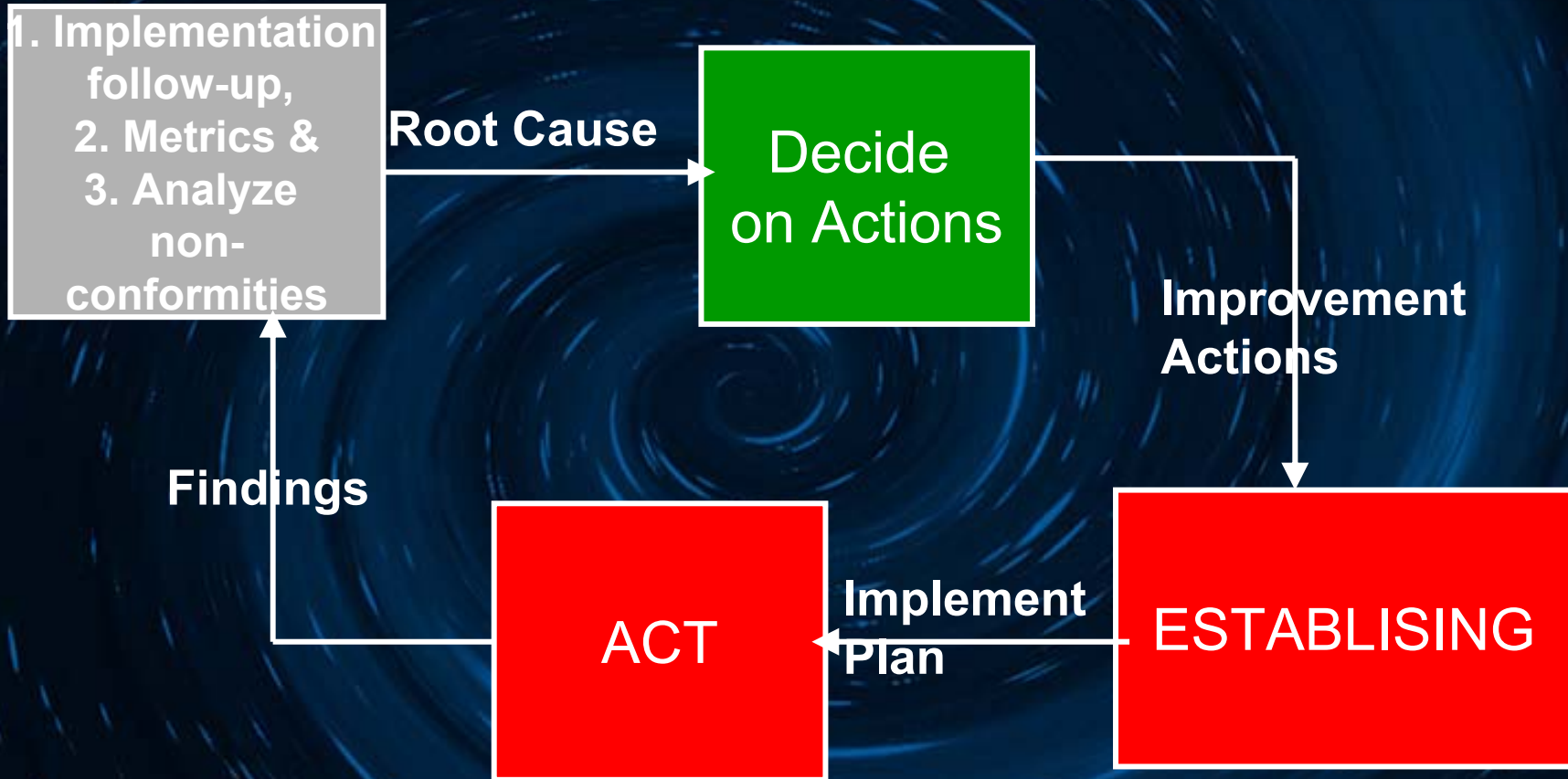
Have Process Facilitation through Project



QA is frequent activity and a key for getting implementation feedback.



# LEARNING



# Thank You

