



communications

Task Order 47: Trick CMMI Level 2

Oct – Dec 2009 Project Plan:

John Penn – Jeff Ellis – John Gouveia

September 24, 2009

Agenda

- **Task Order Description**
- **The Team**
- **Trick Gap Analysis Results and Task List**
- **FY10 Project Plan**
 - *Tasks*
 - *Project Schedule*
- **Background Material**
 - *Gap Analysis Details*

Task Order 47: Technical Requirements

- **FY09 Activities**
 - **Perform a CMMI Maturity Level 2 Gap Analysis for the Trick project**
 - **Develop a plan and schedule for Trick to reach CMMI Maturity Level 2**
- **FY10 Activities**
 - **Develop and deploy the policies, practices and processes for Trick to reach CMMI Maturity Level 2**
 - **Consider other ER7 project reuse when developing the CMMI Maturity Level 2 policies, practices and processes**
 - **Evaluate and select any COTS or GOTS CMMI tools**

Task Order 47: Deliverables

- **Deliverables and Schedules**
 - **Due 9/30/09**
 - **Trick project CMMI Maturity Level 2 Gap Analysis report**
 - **Trick project CMMI Maturity Level 2 plan and schedule including SCAMPI (Standard CMMI Appraisal Method for Process Improvement) and COTS/GOTS usage plan**
 - **Due 12/31/09**
 - **Trick Project practices, policy and process documentation to support CMMI Maturity Level 2 deployment**

The Team

- **Task Order Team**

- **The Task Order team met during the first three weeks of the project to establish an approach for the gap analysis and plan and then worked with the support team to create the gap analysis**

- **John Penn, Jeff Ellis, John Gouveia**

- **Support Team**

- **The support team met with the core team weekly and provided insight and feedback into gap analysis results.**

- **Non Trick Perspective: Hanh Pham (Robotics), Jeff Wilson (CxTF)**

- **Trick Core Team: Danny Strauss, Warrick Woodard**

Gap Analysis Summary – Generic Goals

<div>✔ Practice is currently performed</div>		Generic Goals and Practices																	
		Do	Manage										Define		Quant.		Optimize		
	Process Area	1.1	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	2.10	3.1	3.2	4.1	4.2	5.1	5.2	
Level 2	Configuration Management	✔	✔				✔	✔	✔			✔							
	Measurement and Analysis		✔			✔	✔	✔	✔	✔		✔							
	Process and Product Quality Assurance		✔																
	Project Monitoring and Control		✔																
	Project Planning	✔	✔		✔	✔	✔	✔	✔			✔							
	Requirements Management	✔	✔				✔	✔	✔			✔							
	Supplier Agreement Management																		
Level 3	Decision Analysis and Resolution	✔	✔			✔	✔		✔			✔							
	Integrated Project Management	✔	✔						✔										
	Organizational Process Definition		✔																
	Organizational Process Focus		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔					
	Organizational Training	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔					
	Product Integration	✔	✔	✔	✔	✔	✔	✔	✔			✔							
	Requirements Development	✔	✔			✔	✔	✔	✔	✔		✔							
	Risk Management	✔	✔																
	Technical Solution	✔	✔	✔	✔	✔	✔		✔	✔		✔							
	Validation	✔	✔	✔	✔	✔	✔		✔	✔		✔							
	Verification	✔	✔	✔	✔	✔	✔		✔	✔		✔							

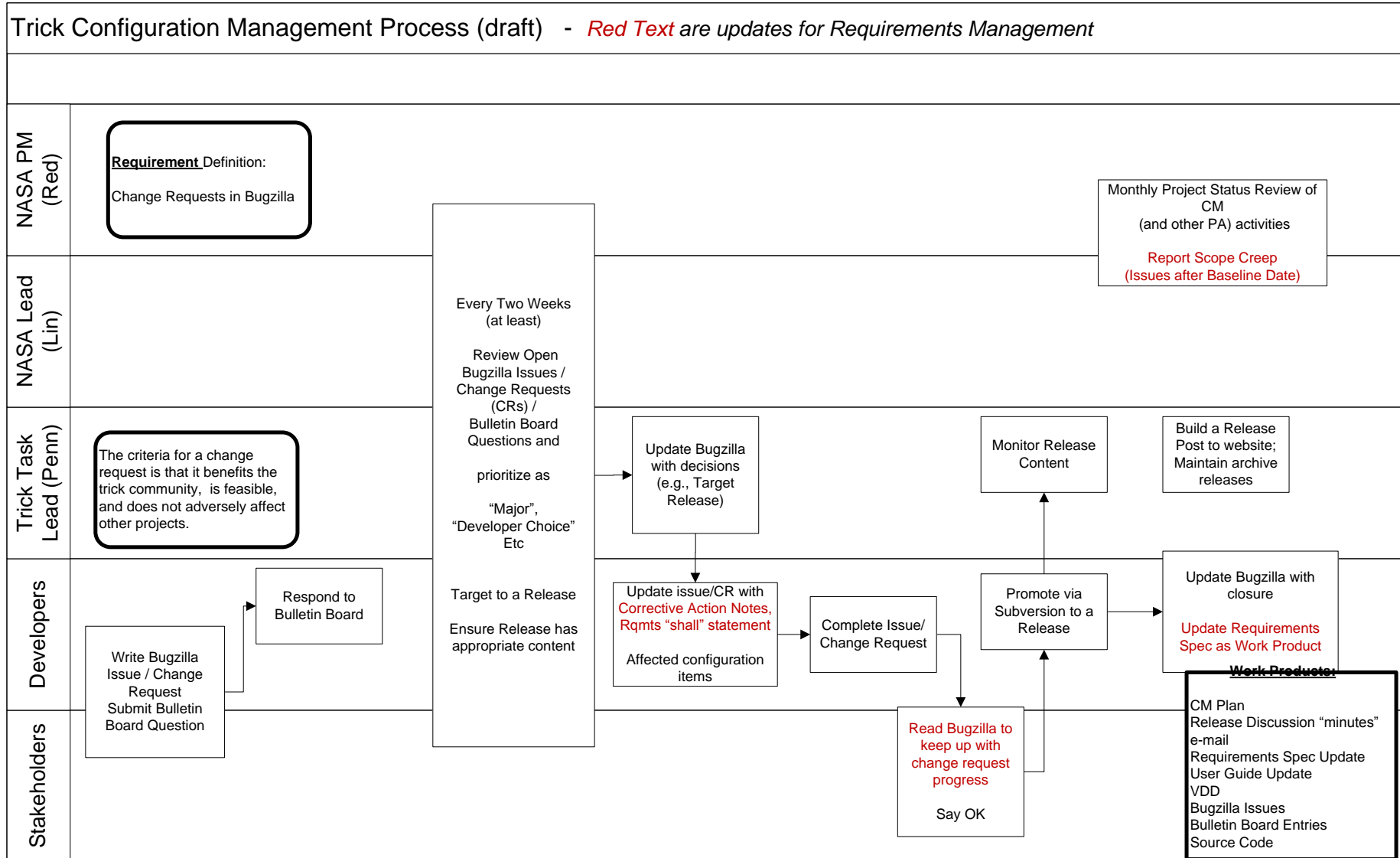
Level 2 Adherence Analysis performed by team
Level 3 Adherence Analysis performed informally

Gap Analysis Summary – Specific Goals

<div>✔</div> Practice is currently performed		Specific Goals and Practices																		
		SG 1							SG 2							SG 3				
Process Area		1.1	1.2	1.3	1.4	1.5	1.6	1.7	2.1	2.2	2.3	2.4	2.5	2.6	2.7	3.1	3.2	3.3	3.4	3.5
Level 2	Configuration Management	✔	✔	✔					✔	✔						✔	✔			
	Measurement and Analysis		✔						✔	✔	✔	✔								
	Process and Product Quality Assurance																			
	Project Monitoring and Control																			
	Project Planning	✔	✔	✔	✔											✔	✔	✔		
	Requirements Management		✔				✔													
	Supplier Agreement Management																			
Level 3	Decision Analysis and Resolution			✔		✔	✔													
	Integrated Project Management					✔			✔	✔	✔									
	Organizational Process Definition																			
	Organizational Process Focus	✔	✔	✔					✔	✔						✔	✔	✔	✔	✔
	Organizational Training	✔	✔	✔	✔	✔			✔	✔	✔									
	Product Integration	✔	✔	✔					✔	✔						✔	✔	✔	✔	
	Requirements Development	✔	✔						✔	✔	✔					✔	✔	✔	✔	✔
	Risk Management	✔																		
	Technical Solution		✔						✔	✔	✔	✔				✔	✔			
	Validation	✔	✔	✔					✔	✔										
	Verification	✔	✔	✔												✔	✔			

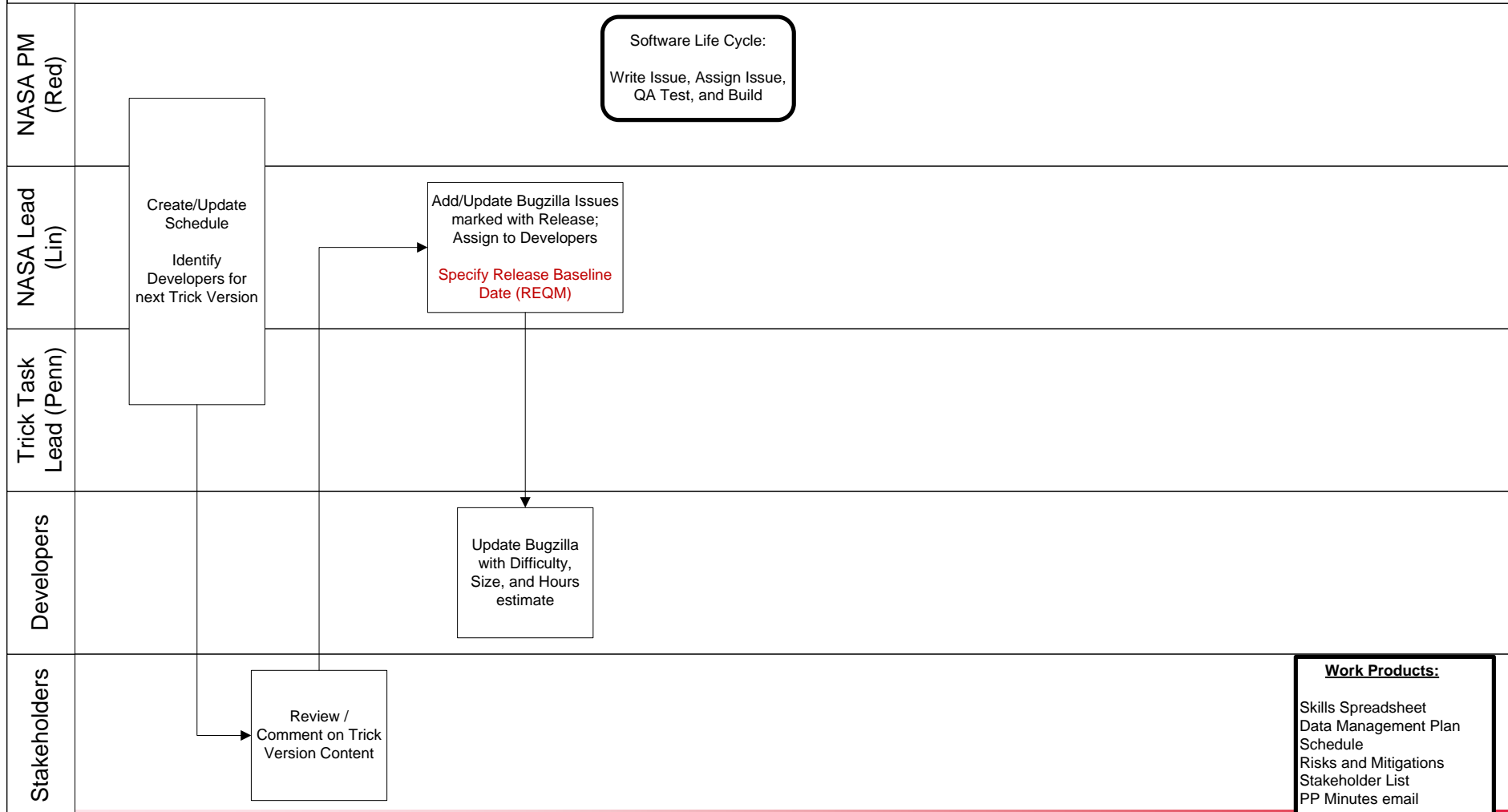
Level 2 Adherence Analysis performed by team
Level 3 Adherence Analysis performed informally

Trick Processes

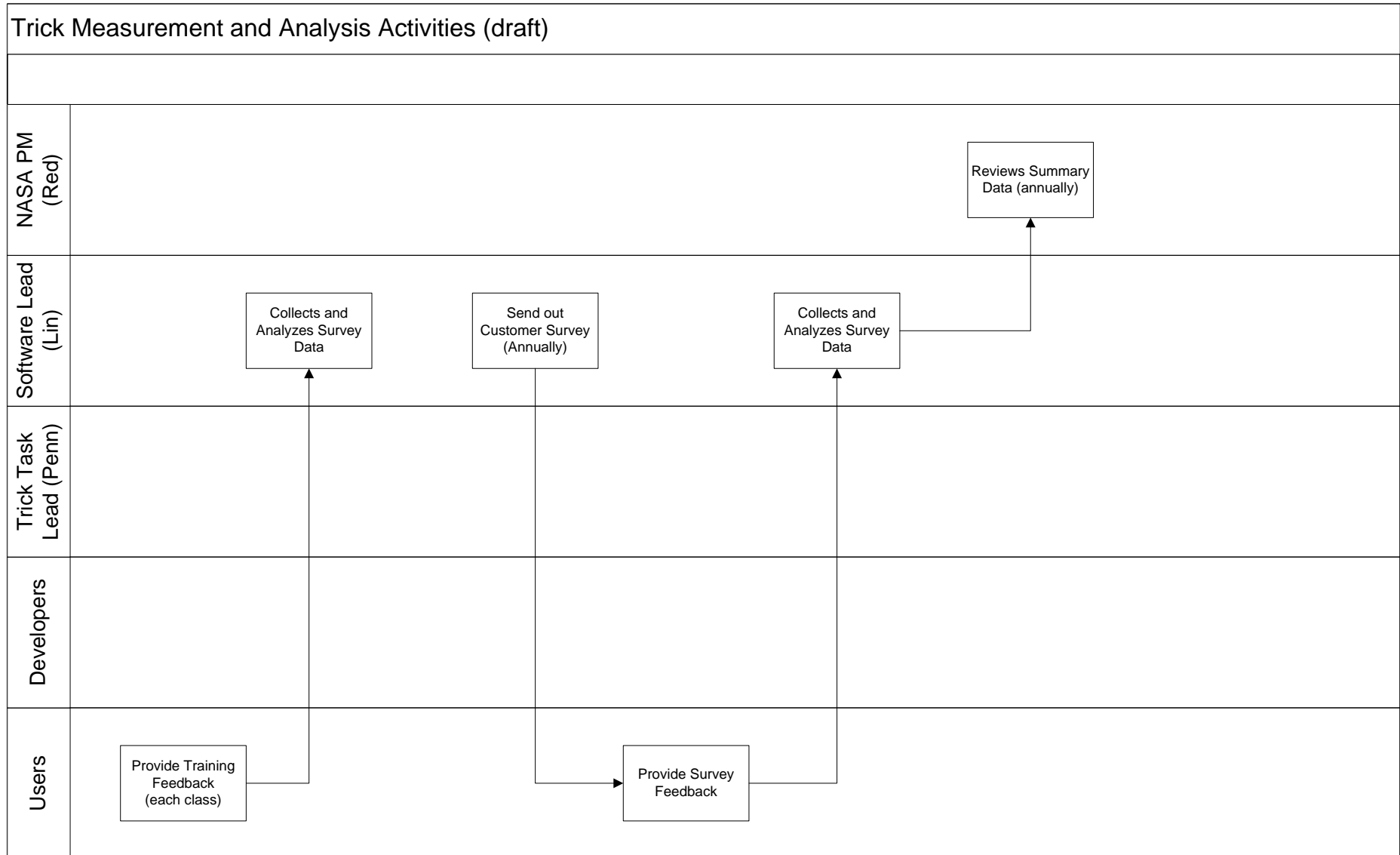


Trick Processes: PP and REQM

Trick (Major Release) Project Planning (draft) *Red Text are updates for Requirements Management*



Trick Processes: MA



Gap Analysis Tasks (1 of 3)

No.	PA	SP/SG	Priority	<u>Dog</u> Wagging the Tail or <u>Tail</u> Wagging the Dog?	Task	Effort	Duration	Details
1	REQM CM pp	GP 2.9	Low	Tail	Introduce PPQA	High	5 x 1 week	Document work products and checklists for SQA to use to monitor process.
2	PMC MA SAM PPQA	GP 2.10	High	Dog	Add activities to PSR	Medium	4 weeks	Design a PSR that complies with GP 2.10. Can follow ER6 templates and ensure the process is followed.
3	PPQA	SP 1.1-1.2 SP 2.1-2.2	Low	Tail	Introduce PPQA	High	4 weeks	Really shouldn't be us but we may need to write SQA Plan if SQA organization not identified by Oct. 1
4	CM	SP 2.2	Medium	Dog	Add Build Scripts to CM	Low	1 week	
5		GP 2.2-2.5 GP 2.8	Medium	Dog	Swimlane CM Process	Medium	2 weeks	Review with team; make updates, and store in Subversion.
6	MA	SP 1.1	Medium	Dog	Add MA Objectives to PSR Slide	Low	0	Included in Task 2.
7		SP 1.2	Medium	Dog	Add MA Results to PSR Slide (one time)	Low	0	Included in Task2.
8		SP 1.3 - 1.4 GP 2.3-2.5	Medium	Dog	Swimlane MA Process	Medium	2 weeks	Review with team; make updates, and store in Subversion.

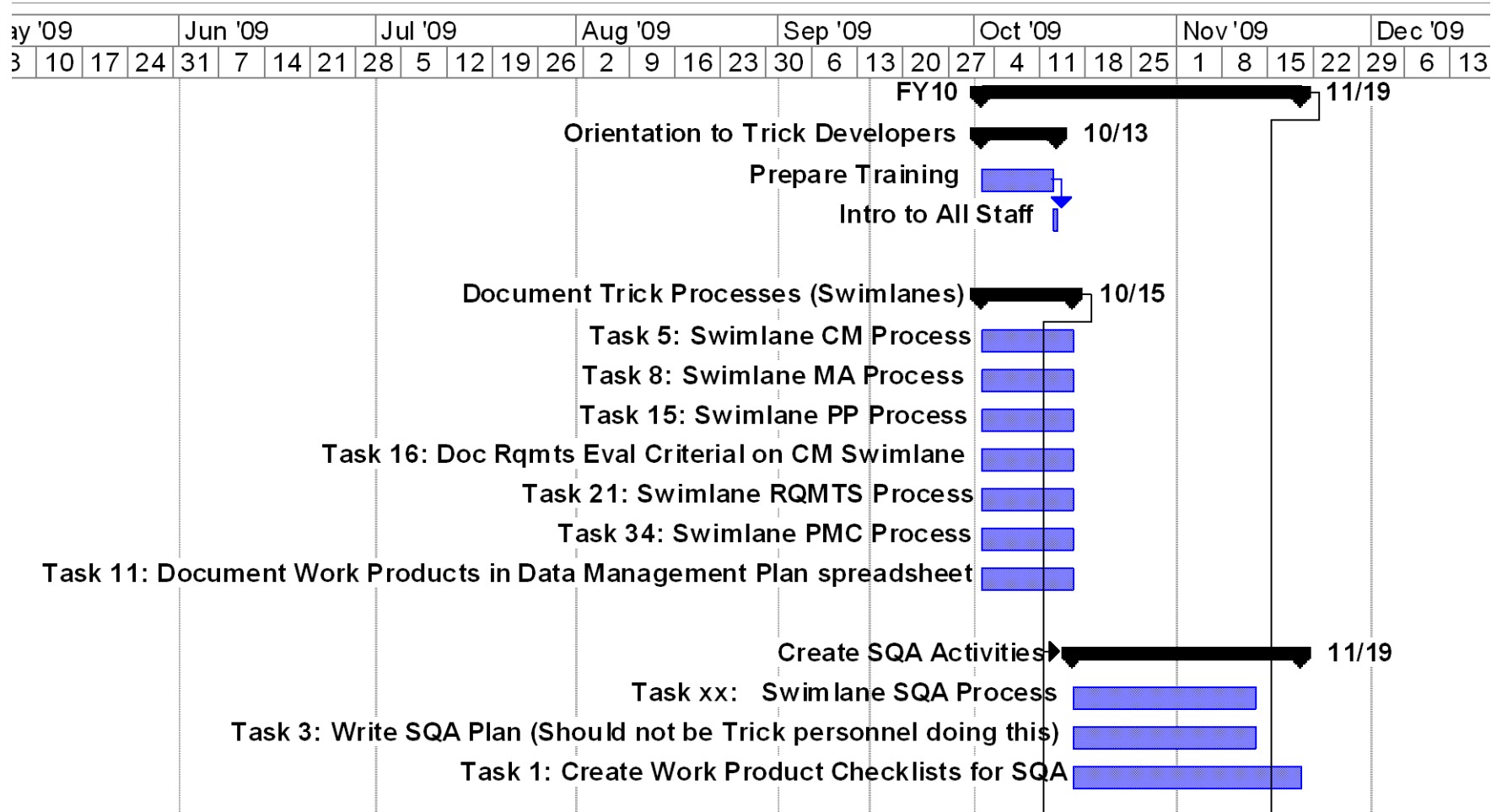
Gap Analysis Tasks (2 of 3)

No.	PA	SP/SG	Priority	Dog Wagging the Tail or Tail Wagging the Dog?	Task	Effort	Duration	Details
9	PP	SP 2.1	Low	Dog	Add line above schedule saying who is working the project in total	Low	1 week	
10		SP 2.4		Tail	Add list of risks and mitigations to plan	Medium	2 weeks	
11		SP 2.2	Low	Dog	Add a spreadsheet to subversion that contains a list of the types of project data files that should be put in subversion	Medium	2 weeks	Review with team; make updates, and store in Subversion.
12		SP 2.3	Low	Tail	Add a skills spreadsheet	Medium	4 weeks	Review with team; make updates, and store in Subversion.
13		SP 2.5	Low	Dog	Add a list of relevant stakeholder representatives who get notice of major release decisions [Gouveia suggests RACI format]	Medium	2 weeks	Create distribution list
14		SP 2.6	Low	Tail	Place Alex's schedule under subversion	Low	1 week	
15		SP 2.7	Low	Tail	Swimlane PP Process	Medium	2 weeks	Review with team; make updates, and store in Subversion.
16	REQM	GP 2.2-2.5	Low	Dog				
17		SP 1.1	Medium	Dog	Document rqmts evaluation criteria on Swimlane	Low		0 Included in Task 21.
18		SP 1.1	Medium	Dog	Make Bugzilla read-only so users can see developers' interpretation of their requests	Low	1 week	Put a link on the Downloads page (?) and notify community letting them know.
19		SP 1.3	Medium	Tail	Specify "initial baseline" date in PSR so scope creep can be identified.	Low		0 Include in Task 2.
20		SP 1.4	Medium	Tail	Add rqmts "shall" affected to each change request in Bugzilla if RQMTS doc needs updating	Medium	1 week	Update Bugzilla template and evaluate to make sure it is followed.
21		SP 1.5			Issue comment recording corrective action. No - This is documented in subsequent issue.			
		GP 2.2-2.5			Swimlane REQM Process (Included in PP and CM Swimlanes)			
		GP 2.8	Medium	Dog		Medium	2 weeks	Review with team; make updates, and store in Subversion.

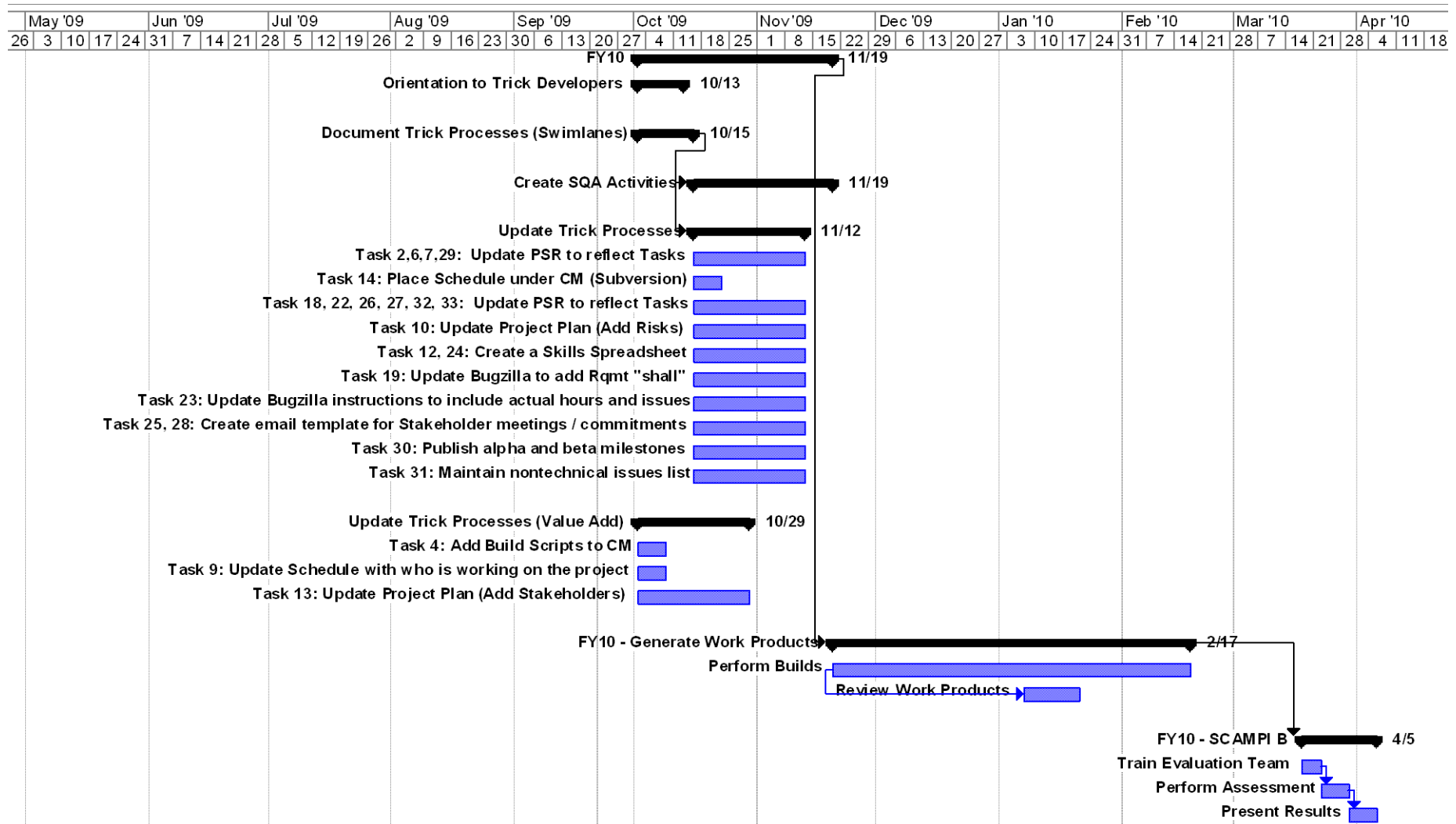
Gap Analysis Tasks (3 of 3)

No.	PA	SP/SG	Priority	Dog Wagging the Tail or Tail Wagging the Dog?	Task	Effort	Duration	Details
22	PMC	SP 1.1	Low	Tail	Add Alex's schedule and resource usage to PSR	Low		0 Included in Task2.
23		SP 1.1	Low	Tail	Update Actuals in Bugzilla	Medium	1 week	Have Developers update Issues with actual hours and update size/difficulty (if needed) every month
24		SP 1.1	Low	Tail	Maintain skills spreadsheet (Task 12)	Low		0 Review/Update Skills spreadsheet annually
25		SP 1.2	Low	Tail	Document evidence of commitments	Low	1 week	Add email template to document commitment tagups.
26		SP 1.3	Low	Tail	Add risk status to PSR			0 Included in Task2.
27		SP 1.4	Low	Tail	Mention adherence to Data management in PSR; evidence would be Subversion logs, if requested	Low		0 Included in Task2.
28		SP 1.5	Low	Tail	Document evidence of stakeholder discussions	Low		0 Included in Task 25
29		SP 1.6 GP 2.7	Low	Dog	Invite stakeholders to PSR. Add task progress and issues and measure results to PSR.	Low		0 Included in Task 2
30		SP 1.7	Low	Tail	Institute Milestone Reviews	Low	1 week	Schedule Alpha and Beta Release milestones; present to community
31		SP 2.1	Low	Tail	Maintain issues list	Low	1 week	Alex keeps list of (non-technical) issues;
32		SP 2.2	Low	Tail	Document non-technical corrective actions in PSR - negotiations with stakeholders and effect to commitments.	Low		0 Included in Task 2
33		SP 2.3	Low	Tail	Document corrective actions in PSR - Summarize their results.	Low		0 Included in Task 2
34		GP 2.2-2.5 GP 2.8	Low	Dog	Swimlane PMC Process	Medium	2 weeks	Review with team; make updates, and store in Subversion.
35		GP 2.6	Low	Dog	Add a spreadsheet to subversion that contains a list of the types of project data files that should be put in subversion	Low		0 this is Task 11

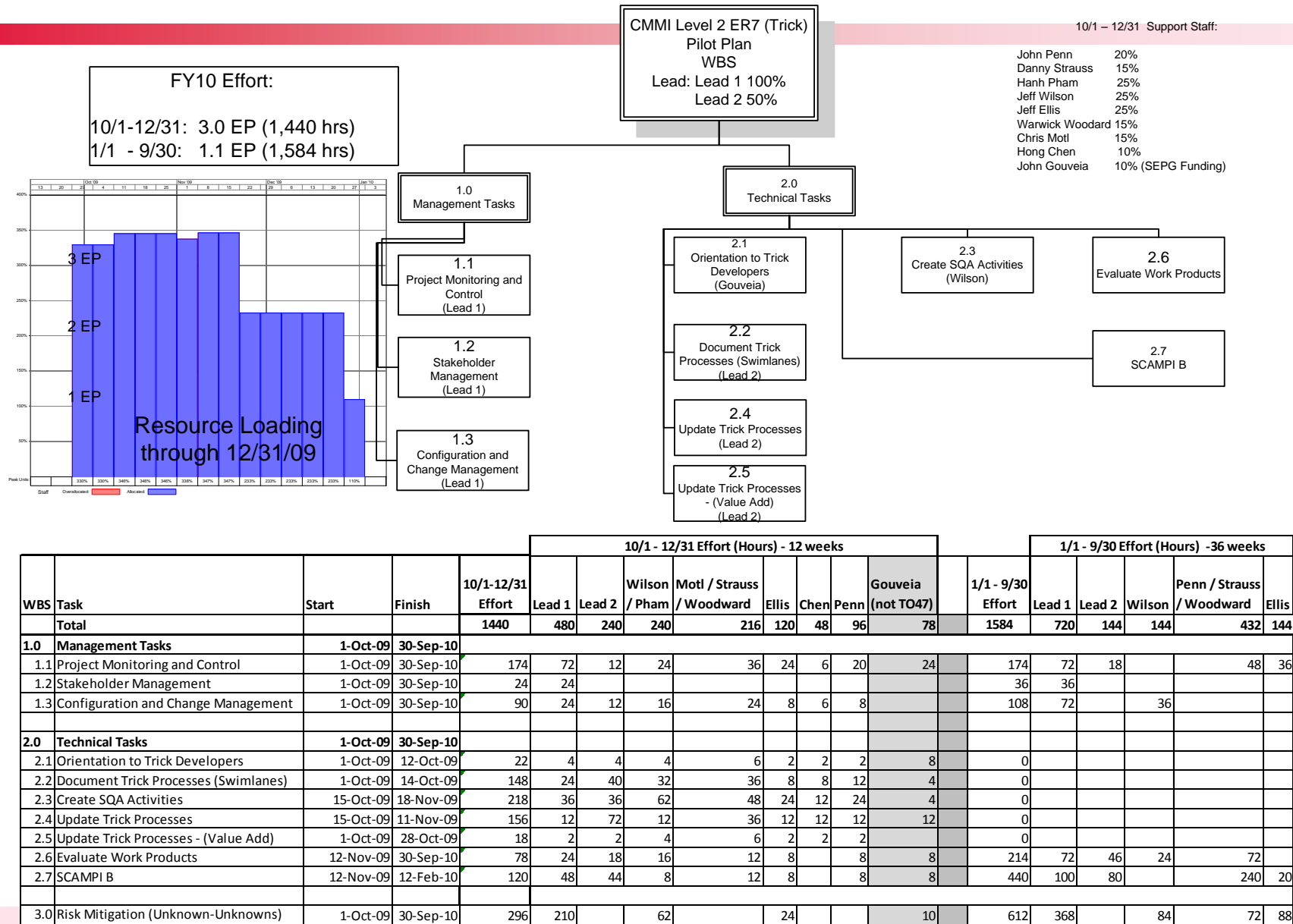
FY10 Project Schedule



FY10 Project Schedule (2 of 2)



Staffing Plan



Summary

- **Majority of Gap Actions were**
 - *Tail wagging the dog (as determined by Trick Culture)*
 - *Very low cost enhancements to process with the exception of SQA*
- **Team approved of use of Swim lanes to document process**
- **Achieving SCAMPI A assessment by May**
 - *Requires SCAMPI B appraisal in February*
 - *Will not have enough products for sensible February assessment*
 - *Needs coordination with other target projects*

Background Material

- **Trick Process Flows**
- **Gap Analysis Specific Goals**
- **Gap Analysis Generic Goals**

Level 2 Specific Goals: CM

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
SG1	Establish Baselines				
SP1.1	Identify Configuration Items	None	Release Change Log	OK	
SP1.2	Establish a Configuration Management System	None	Bugzilla / Subversion	OK	
SP1.3	Create or Release Baselines	None	Downloads Page	OK	
SG2	Track and Control Changes				
SP2.1	Track Change Requests	None	Bugzilla	OK	
					Support products need to be under appropriate CM.
SP2.2	Control Configuration Items	None	Subversion	OK	Specifically Subversion build scripts
SG3	Establish Integrity				
SP3.1	Establish Configuration Management Records	None	Subversion reports and Bugzilla reporting, revision history, change	OK	
			Subversion configuration items (CIs) can only be checked out under a Bugzilla issue number.		
SP3.2	Perform Configuration Audits	None	A report shows any CIs that are not scheduled for the current release	OK	There are no audits to check that documentation (rqmts/user guide/tutorial) are in synch with the release in which they are included

Level 2 Specific Goals: MA

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
SG1	Align Measurement and Analysis Activities				
SP1.1	Establish Measurement Objectives	None	None	Gap	PSR Slide with Measurement Results has Objectives listed
SP1.2	Specify Measures	None	Student Feedback and customer survey forms	OK	PSR Slide with Measurement Results has measures listed
SP1.3	Specify Data Collection and Storage Procedures	None	None	Gap	Specify server and file drawer location for customer email responses and training feedback; document in swim lane; PSR repository;
SP1.4	Specify Analysis Procedures	None	None	Gap	Specify in swim lane
SG2	Provide Measurement Results				
SP2.1	Collect Measurement Data	None	course evals and Trick Survey results	OK	
SP2.2	Analyze Measurement Data	None	We changed the Trick course; new issues based on customer feedback, therefore we analyzed the feedback	OK	
SP2.3	Store Data and Results	None	Results are in email and file cabinet of Alex, John and L3 Mgt	OK	
SP2.4	Communicate Results	None	emails of survey and email message saying course evals are making the circuit	OK	

Level 2 Specific Goals: PPQA

PPQA Process and Product Quality Assurance				
ID	Name	Documentation	Evidence	Gap?
SG1	Objectively Evaluate Processes and Work Products			
SP1.1	Objectively Evaluate Processes	None		Gap
SP1.2	Objectively Evaluate Work Products and Services	None		Gap
SG2	Provide Objective Insight			
SP2.1	Communicate and Ensure Resolution of Noncompliance Issues	None		Gap
SP2.2	Establish Records	None		Gap

Level 2 Specific Goals: PMC

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
SG1	Monitor Project Against Plan				
SP1.1	Monitor Project Planning Parameters	None	None	Gap	1. Add Alex's schedule and resource usage to PSR 2. Have Developers update Issues with actual hours and update size/difficulty (if needed) every month 3. Review/Update Skills spreadsheet annually
SP1.2	Monitor Commitments	None	None	Gap	Add email template to document commitment tagups.
SP1.3	Monitor Project Risks	None	None	Gap	Add risk status to PSR.
SP1.4	Monitor Data Management	None	None	Gap	Mention adherence to Data management in PSR; evidence would be Subversion logs, if requested
SP1.5	Monitor Stakeholder Involvement	None	None	Gap	Add email template to document meetings with stakeholders
SP1.6	Conduct Progress Reviews	None	None	Gap	Invite stakeholders to PSR. Add task progress and issues and measure results to PSR.
SP1.7	Conduct Milestone Reviews	None	None	Gap	Schedule Alpha and Beta Release milestones; present to community
SG2	Manage Corrective Action to Closure				
SP2.1	Analyze Issues	None		Gap	Alex keeps list of (non-technical) issues; For technical issues, either a Bugzilla issue is opened or the developer documents the corrective action in the associated Bugzilla issue.
SP2.2	Take Corrective Action	None		Gap	Document non-technical corrective actions in PSR - negotiations with stakeholders and effect to commitments. Technical corrective actions handled by Bugzilla process
SP2.3	Manage Corrective Action	None		Gap	Document corrective actions in PSR - Summarize their results.

Level 2 Specific Goals: PP

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
SG1	Establish Estimates				
SP1.1	Estimate the Scope of the Project	None	Bugzilla report of R10 targeted issues	OK	
SP1.2	Establish Estimates of Work Product and Task Attributes	None	Bugzilla size and complexity entries	OK	
SP1.3	Define Project Lifecycle	None	Bugzilla milestones for issues	OK	Mention life cycle in Swimlane
SP1.4	Determine Estimates of Effort and Cost	None	Bugzilla issue hours estimate	OK	
SG2	Develop a Project Plan				
SP2.1	Establish the Budget and Schedule	None	Alex's schedule - budget is verbal only	Gap	Add line above schedule saying who is working the project
SP2.2	Identify Project Risks	None	verbal only	Gap	Add list of schedule/technical risks to schedule with high probability / high impact risks contain line describing mitigation/acceptance of risk
SP2.3	Plan for Data Management	None	None	Gap	Add a spreadsheet to subversion that contains a list of the types of project data files that should be put in subversion
SP2.4	Plan for Project Resources	None	verbal only	Gap	Addressed in SP 2.1
SP2.5	Plan for Needed Knowledge and Skills	None	verbal only	Gap	Skills spreadsheet
SP2.6	Plan Stakeholder Involvement	None	verbal only	Gap	Add a list of relevant stakeholder representatives who get notice of major release decisions [Gouveia suggests RACI format]
SP2.7	Establish the Project Plan	None	Alex's schedule	OK	will be put under subversion
SG3	Obtain Commitment to the Plan				
SP3.1	Review Plans That Affect the Project	None	Changes to R10 Bugzilla content	OK	
SP3.2	Reconcile Work and Resource Levels	None	Alex's schedule revised in Subversion	OK	
SP3.3	Obtain Plan Commitment	None	There are emails to some stakeholders	Gap	Need email to stakeholders in Sp 2.6

Level 2 Specific Goals: REQM

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
SG1	Manage Requirements				
SP1.1	Obtain an Understanding of Requirements	None	Bugzilla list of changes	Gap	Document criteria on Swim Lane Make Bugzilla read global so users can see developers' interpretation of their request
SP1.2	Obtain Commitment to Requirements	None	Bulletin board issue rejections	OK	
SP1.3	Manage Requirements Changes	None	None	Gap	Specify "initial baseline" date for a release so scope creep can be identified.
SP1.4	Maintain Bidirectional Traceability of Requirements	None	Source Code checked out under change number.	Gap	Add rqmts "shall" affected to each change request in Bugzilla
SP1.5	Identify Inconsistencies Between Project Work and Requirements	None	None	OK	Issue comment recording corrective action.

Level 2 Specific Goals: SAM

Supplier Agreement Management was out of scope for this Task Order and can be fulfilled by following ER6 procedures.

Level 2 Generic Goals: CM

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy		ER Policy	OK	
GP2.2	Plan the Process	None	None	Gap	A Swimlane process flow will show the CM process is planned
GP2.3	Provide Resources	None	Release Change Logs show people do the process; Bulletin board, Bugzilla, and emails show people discuss the content of a release	Gap	A Swimlane process flow will show there are resources provided for CM
GP2.4	Assign Responsibility	None	Release Change logs (shows who does a build, who checks in/out Cis Alex has emails showing he makes final decision on release content	Gap	A Swimlane process flow can provide the current list of responsible people who support the CM roles
GP2.5	Train People	None	OJT	OK	A Swimlane process flow can list the major responsibilities in the CM process
GP2.6	Manage Configurations	None	Trick Download Page	OK	OK
GP2.7	Identify and Involve Relevant Stakeholders	None	Interaction of Alex with Stakeholders in ER7 staff meetings; Bugzilla customer names	OK	Should include field in each issue identifying primary customer
GP2.8	Monitor and Control the Process	None	None	Gap	A Swimlane process flow can ...
GP2.9	Objectively Evaluate Adherence	None	None	Gap	PPQA activity
GP2.10	Review Status with Higher Level Management	None	Trick Status with Mike Red	OK	

Level 2 Generic Goals: MA

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy		ER6 has on somewhere in M&A Planning Document	OK	
GP2.2	Plan the Process	None	No evidence	Gap	Add to swimlane; annual calendar reminder to do customer survey?
GP2.3	Provide Resources	None	No evidence	Gap	Add to swimlane as responsibility of task lead
GP2.4	Assign Responsibility	None	emails of survey and email message saying course evals are making the circuit	OK	Add to swimlane as responsibility of task lead
GP2.5	Train People	None	OJT	OK	A Swimlane process flow can list the major responsibilities in the MA process
GP2.6	Manage Configurations	None	SATERN and Penn's template	OK	
GP2.7	Identify and Involve Relevant Stakeholders	None	Class students and customer list	OK	
GP2.8	Monitor and Control the Process	None	email of mgr asking for customer survey	OK	
GP2.9	Objectively Evaluate Adherence	None	None	Gap	PPQA
GP2.10	Review Status with Higher Level Management	None	L3 monthly to Mike Red	OK	Include in PSR

Level 2 Generic Goals: PPQA

PPQA Process and Product Quality Assurance					
ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy			OK	
GP2.2	Plan the Process	None		Gap	A Swimlane process flow will show the PPQA process is planned
GP2.3	Provide Resources	None		Gap	A Swimlane process flow will show there are resources provided for PPQA
GP2.4	Assign Responsibility	None		Gap	A Swimlane process flow can provide the current list of responsible people who support the PPQA roles
GP2.5	Train People	None		Gap	A Swimlane process flow can list the major responsibilities in the PPQA process
GP2.6	Manage Configurations	None		Gap	QA Reports can be saved in Subversion
GP2.7	Identify and Involve Relevant Stakeholders	None		Gap	A Swimlane process flow can list the relevant stakeholders
GP2.8	Monitor and Control the Process	None		Gap	The SQA Plan is reviewed against actual SQA activities to ensure they are performed
GP2.9	Objectively Evaluate Adherence	None		Gap	The SQA Plan is reviewed against actual SQA activities to ensure they are performed
GP2.10	Review Status with Higher Level Management	None		Gap	Include activities in PSR

Level 2 Generic Goals: PMC

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy			OK	
GP2.2	Plan the Process	None	None	Gap	A Swimlane process flow will show the PMC process is planned
GP2.3	Provide Resources	None	None	Gap	A Swimlane process flow will show there are resources provided for PMC
GP2.4	Assign Responsibility	None	None	Gap	A Swimlane process flow can provide the current list of responsible people who support the PMC roles
GP2.5	Train People	None	None	Gap	A Swimlane process flow can list the major responsibilities in the PMC process
GP2.6	Manage Configurations	None	none	Gap	Data Management Plan wil identify the products to keep in Subversion
GP2.7	Identify and Involve Relevant Stakeholders	None	None	Gap	Invite stakeholders to monthly PSR
GP2.8	Monitor and Control the Process	None	None	Gap	A Swimlane process flow can ...
GP2.9	Objectively Evaluate Adherence	None	None	Gap	PPQA activity
GP2.10	Review Status with Higher Level Management	None	Trick Status with Mike Red	Gap	

Level 2 Generic Goals: PP

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy		ER Policy	OK	
GP2.2	Plan the Process	None	None	Gap	A Swimlane process flow will show the PP process is planned
GP2.3	Provide Resources	None	Alex's job is PM	OK	A Swimlane process flow will show there are resources provided for PP
GP2.4	Assign Responsibility	None	Alex's job is PM	OK	A Swimlane process flow can provide the current list of responsible people who support the PP roles
GP2.5	Train People	None	OJT	OK	A Swimlane process flow can list the major responsibilities in the PP process
GP2.6	Manage Configurations	None	Project Plan in Subversion	OK	
GP2.7	Identify and Involve Relevant Stakeholders	None	email that planning for R10 will take place	OK	
GP2.8	Monitor and Control the Process	None	None	Gap	A Swimlane process flow can ...
GP2.9	Objectively Evaluate Adherence	None	None	Gap	PPQA activity
GP2.10	Review Status with Higher Level Management	None	Trick Status with Mike Red	OK	

Level 2 Generic Goals: REQM

ID	Name	Documentation	Evidence	Gap?	Easy Fix?
GG2	Institutionalize a Managed Process				
GP2.1	Establish an Organizational Policy			OK	
GP2.2	Plan the Process	None	None	Gap	A Swimlane process flow will show the REQM process is planned
GP2.3	Provide Resources	None	Release Change Logs show people do the process; Bulletin board, Bugzilla, and emails show people discuss the content of a release	Gap	A Swimlane process flow will show there are resources provided for REQM
GP2.4	Assign Responsibility	None	Bugzilla shows the developers and requesters of changes	Gap	A Swimlane process flow can provide the current list of responsible people who support the REQM roles
GP2.5	Train People	None	OJT	OK	A Swimlane process flow can list the major responsibilities in the REQM process
GP2.6	Manage Configurations	None	Bugzilla and the Bulletin board have the requirements changes.	OK	OK
GP2.7	Identify and Involve Relevant Stakeholders	None	Interaction of Alex with Stakeholders in ER7 staff meetings; Bugzilla customer names	OK	Should include field in each issue identifying primary customer
GP2.8	Monitor and Control the Process	None	None	Gap	A Swimlane process flow can ...
GP2.9	Objectively Evaluate Adherence	None	None	Gap	PPQA activity
GP2.10	Review Status with Higher Level Management	None	Trick Status with Mike Red	OK	

Level 2 Generic Goals: SAM

Supplier Agreement Management was out of scope for this Task Order and can be fulfilled by following ER6 procedures.