DCMA Software Contract Management Services CMM Based Insight Initiative

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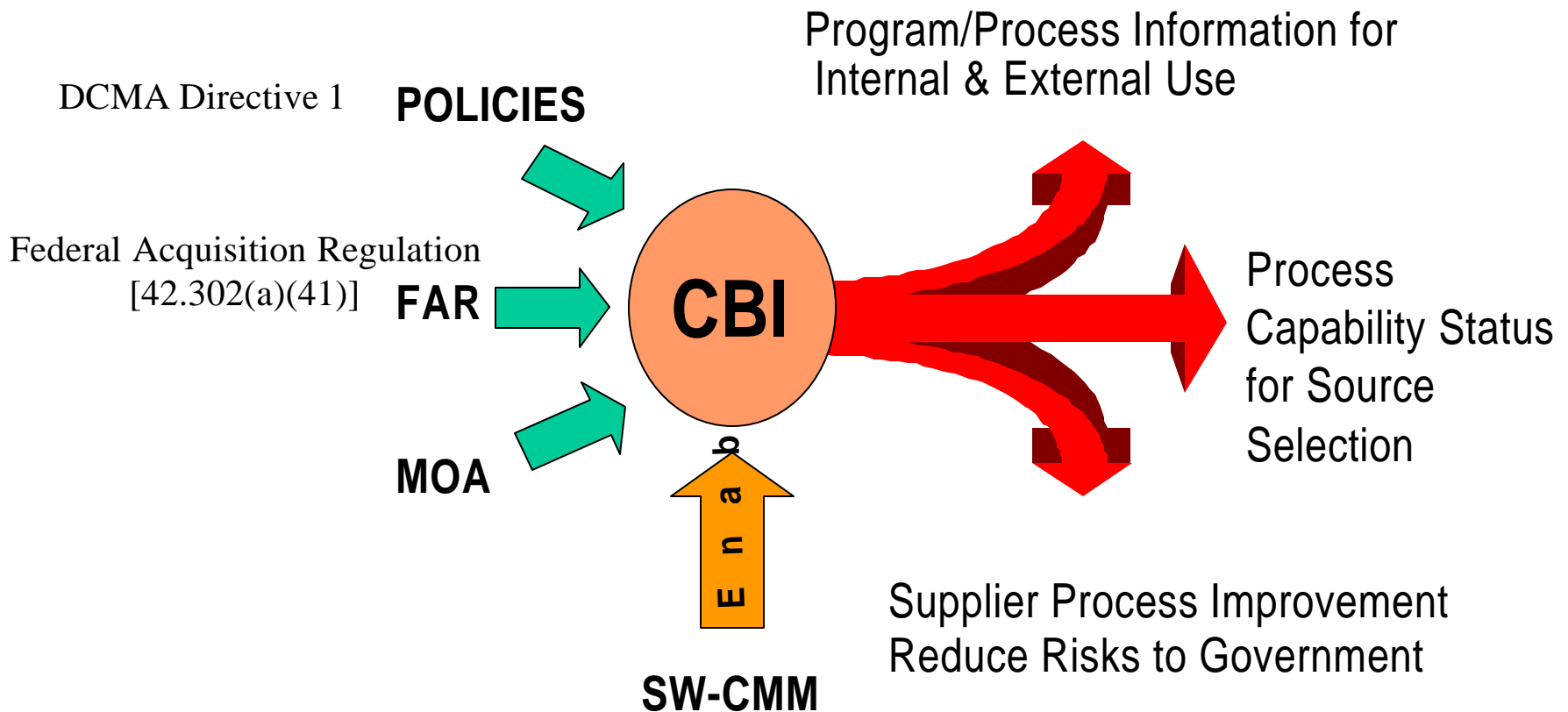Defense Contract Management Agency

Agenda

- **What is CMM Based Insight?**

- **Vision**

- **What are the Goals?**

- **What are the Benefits?**

- **Schedule and Status**

- **Process Measures**

- **Pilot Performance**

- **Summary**

CMM Based Insight

What is CMM Based Insight?

- **Performing Software Contract Administration Services (SW-CMS) using a common language**

- **This common language is the SW-CMM**

- **Organize daily observations into findings**

- **Peer reviews are performed on the observations**

- **Data is shared with supplier**

- **Overall findings used to focus DCMA effort based on risk & address internal performance**

- **Using modified data-collection tool to report results**

CMM Based Insight

Vision

Enhance customers' visibility into suppliers software processes capabilities, identification of software development process risk, possibly provide source selection data, and encourage supplier process improvement.

CMM Based Insight

DCMA — Defense Contract Management Agency

DCMA Directive 1

POLICIES

Federal Acquisition Regulation
[42.302(a)(41)]

FAR

MOA

CBI

SW-CMM

Enabl

Program/Process Information for
Internal & External Use

Process
Capability Status
for Source
Selection

Supplier Process Improvement
Reduce Risks to Government

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What are the Goals?

- **Provide program and software development process risk information to DCMA and Customers**

- **Promote supplier process improvements based on trend analysis of CMM based observations**

- **Consistently maintain data to identify process capability to possible support of source selection or contract monitoring**

- **Promote DCMA internal process improvements**

CMM Based Insight

What are the Benefits?

- Establishes a "common process" for performing Software CMS

- This "Common Process" will be the driver for the Agencies Organizational Process Focus and Definition for SW CMS - *consistent method*

- Improve Agency/Supplier teaming relationship

- Establish internal process measures

- Directly supports the Agencies Directive on Supplier Risk Management

- Support CMM Level 3 ACAT I and IEPR activity

CMM Based Insight

Schedule and Status

Phased Implementation Approach

- **Planning**: 1Q FY99 - 1Q FY00
  - Plan, Schedule, Budget, Method Description
- **Phase 1**: 1Q FY00 - 3Q FY 00
  - Validates the Concept with 4 CMOs
- **Phase 2**: 3Q FY00 - 1Q FY 02
  - A: Verify the Concept with 5 more CMOs
  - B: Verify the Concept using CMM based Insight Process Measures with 11 more CMO

CMM Based Insight

Schedule and Status

- **Phase 3: 4Q FY01 - 3Q FY02**
  - **Interoperability with the Agencies Suppler Risk Management tool - Risk Assessment and Management Program (RAMP)**

- **Phase 4: 3Q FY02**
  - **Implement Agency wide**

CMM Based Insight

Schedule and Status

- **Provided on-site training with practitioners and DCM CMO Management**

- **Some training sites had Supplier in attendance**

- **Some training sites provided training to Suppliers on the Agencies CMM Based Insight initiative**

- **Pilot testing at 45% of DCMA locations**

- **Will be training remaining offices FY 02**

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Process Measures

- **Gauge _our_ performance in accomplishing the planned work scope**

- **Provide indication of Government level of effort**

- **Provides indication of Supplier process risk on individual programs or at the supplier organization level**

- **Pilot Testing three internal performance measures and refine where needed**

CMM Based Insight

Internal Process Measures

Key Practice Status

- **DCMA software personnel set their scope which is identified in their risk handling plan**
- **Shows DCMAs planned vs actual effort**
- **Shows supplier key practices satisfied**

CMM Based Insight

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Key Practice Status for Program X FOR Supplier Y (KPA's: SPE ,SSM, SQA)
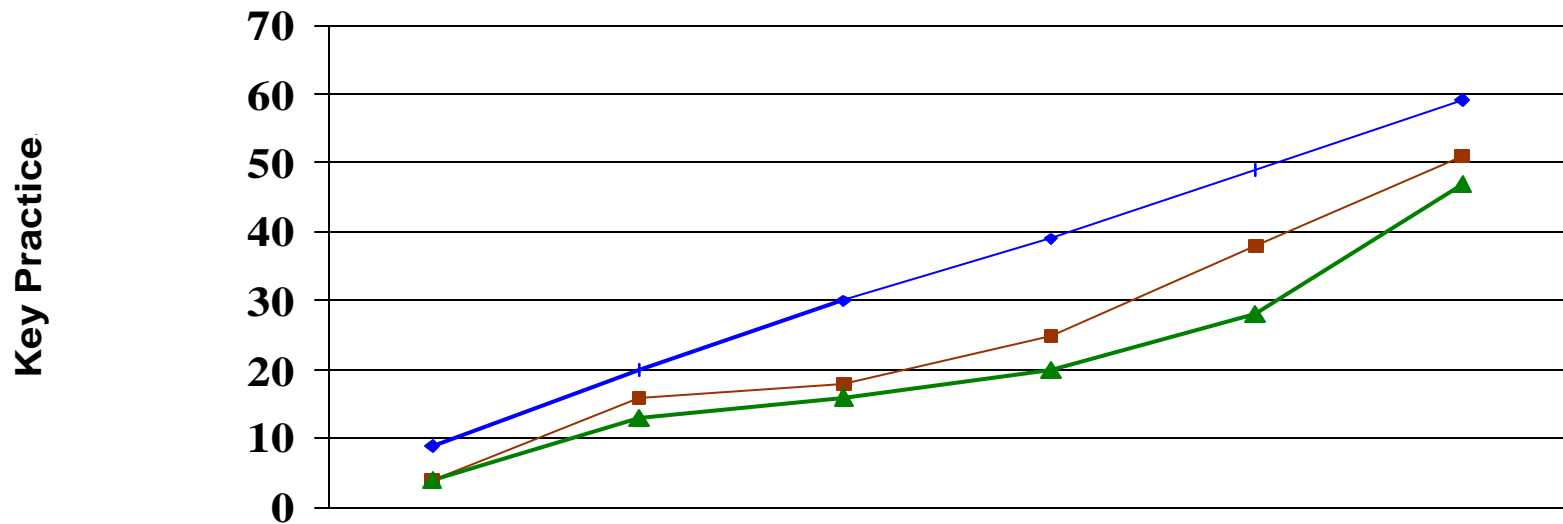
	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01
Our Planned Effort	9	20	30	39	49	59
Our Actual Progress	4	16	18	25	38	51
KP Satisfied	4	13	16	20	28	47

CMM Based Insight

Internal Process Measures

Observations Generated per Month

- **Shows number of observations performed for all the programs for a given time period**

- **Provides an indication of where DCMA level of effort is being applied**

CMM Based Insight

Obervations Per Month by Program for Supplier Y

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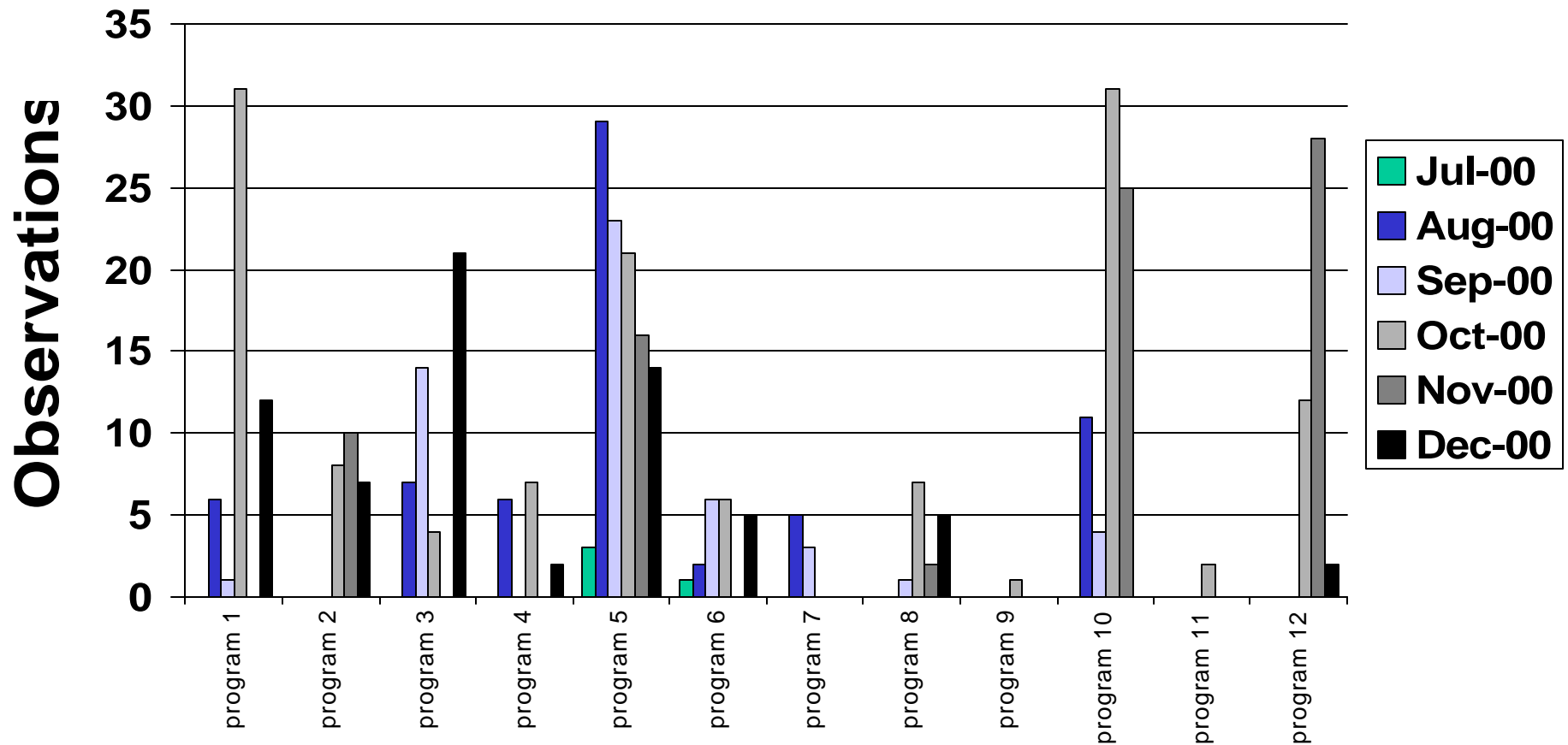
Internal Process Measures

Percent Observations by KPA and Percent of each KPA rated

- **KPA and current risk level (L, M, H)**

- **Number of KPA observations based on the total observation made across all KPAs**

- **Number of KPA observations made during the current reporting month**

- **Percent KPAs satisfied vs KPAs rated**

CMM Based Insight

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Pilot Performance

- **45% of DCMA locations equates to 20 offices**
- **Data collection tool improvements**
- **CMOs with strong SCE, CBA-IPI, Lead Evaluator skills is good asset**
- **CMO management highly motivated - very interested in internal performance measures**
- **Process improvement data readily accepted by customers**
- **Resource allocation focus**

CMM Based Insight

Summary

- **Discussed what CMM Based Insight is, vision, goals, and benefits**

- **Discussed the current schedule**

- **Discussed process measures and pilot performance**

- **Future Enhancements**

  – **Plan, team, tentative schedule in place to migrate over to CMMI**sm

  – **Agency part of SEI CMMI Steering Group, SW-CMM/CMMI turnover within DoD**

Software CAS Process Guidebook

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