

2. CMM Level 2 - Repeatable

KPA ->	Requirements Management	SW Project Planning	SW Proj. Tracking & Oversight	SW Subcontract Management	SW Quality Assurance	SW Configuration Management
Goals	<ol style="list-style-type: none"> 1. Control System Requirement baseline (B/L) 2. Keep SW processes consistent with B/L 	<ol style="list-style-type: none"> 1. Document SW estimates 2. Plan & document project activities & commitments 3. Affected people agree 	<ol style="list-style-type: none"> 1. Track actual vs. plans 2. Correct for deviations between actual & planned 3. Affected people agree change(s) 	<ol style="list-style-type: none"> 1. Pick qualified SW contractors 2. Parties agree commitments 3. Parties maintain commitments 4. Track performance vs commitments 	<ol style="list-style-type: none"> 1. Plan SW QA activities 2. Objective check vs standards etc 3. Inform those affected 4. 'Promote' unresolvables 	<ol style="list-style-type: none"> 1. Plan SCM 2. 'Configure' selected items 3. Control changes 4. Do status accounting

3. CMM Level 3 - Defined

KPA ->	Organisation Process Focus	Organisation Process Defn.	Training Program	Integrated SW Management	SW Product Engineering	Inter-group Coordination	Peer Reviews
Goals	<ol style="list-style-type: none"> 1. Coordinate SW process definition & improvement 2. Identify strengths & weaknesses vs a Standard 3. Plan development & improvement 	<ol style="list-style-type: none"> 1. <u>A standard SW process</u> for the organisation is developed & maintained 2. Information related to use of the standard SW process by projects is generated & circulated 	<ol style="list-style-type: none"> 1. Plan training activities 2. Provide training re SW management & technical roles 3. SW engineers etc get necessary training 	<ol style="list-style-type: none"> 1. A project's defined SW process is a tailoring of the standard process 2. Plan & manage project per the project's defined SW process 	<ol style="list-style-type: none"> 1. SW engineering tasks are defined, integrated and performed consistently. 2. SW work products are kept consistent with each other 	<ol style="list-style-type: none"> 1. Customer's requirements agreed by all affected groups 2. Agree inter-engineering group commitments 3. Manage inter-group issues 	<ol style="list-style-type: none"> 1. Peer review activities are planned 2. Defects in SW work products are identified & removed.

4. CMM Level 4 - Managed AND CMM Level 5 – Optimizing

KPA ->	Level 4		Level 5		
	Quantitative Process Management	Software Quality Management (QM)	Defect Prevention	Technology Change Management*	Process Change Management*
Goals	<ol style="list-style-type: none"> 1. Plan quantitative process management activities 2. Control process performance of a project's defined SW process quantitatively 3. Process capability of the organisation's standard SW process is known quantitatively 	<ol style="list-style-type: none"> 1. Plan project QM activities 2. Define measurable goals 3. Quantify and manage actual progress toward achieving the quality goals for the SW products 	<ol style="list-style-type: none"> 1. Defect prevention activities are planned 2. Common defect causes are sought out & identified 3. Common causes of defects are prioritised & eliminated 	<ol style="list-style-type: none"> 1. Incorporation of technology changes is planned 2. New technologies are evaluated to determine their effect on quality & productivity 3. Appropriate new technologies are transferred to normal practice 	<ol style="list-style-type: none"> 1. Continuous process improvement is planned 2. Participation is organisation-wide 3. Organisation's standard SW process & project's defined SW processes are improved continuously