Assessing Software Processes with ISO/IEC 15504
- A five day accredited lead assessor course

The course is intended for delegates who want to extend their knowledge in process assessment with a focus on software development in order to be able to work as an assessor or with process development based on ISO/IEC 15504.

During the course you will through lectures, exercises and a case study learn and practise the preparation, execution and reporting of a process assessment.

Many companies with certified quality systems are looking for new ways to improve their effectiveness and quality. ISO/IEC 15504 is the international standard for measuring process capability. The standard has already had an impact within software development of embedded systems, both for the purpose of internal process development and as a tool to determine the capability of and to select suppliers. ISO/IEC 15504 is today a basic requirement for suppliers of software based systems within the automotive industry.

The course documentation is extensive and after the training can be used to support assessments. In the documentation is included a real case study which is used as a basis for the exercises. The course documentation is in English.

The course is normally conducted in the English language. In the case that all delegates are Swedish the course will be presented in Swedish.

Become a Registered Assessor

A delegate may after successfully completing the course and the final examination (part of the course) apply for registration as Provisional Assessor according to the International Registration Scheme for Assessors (IntRSA). Following practical experience a provisional assessor may advance through the assessor grades to principal assessor.

Course Venue:
SIS, Stockholm, 2006-11-13 -- 2006-11-17

Register at: [www.sis.se](http://www.sis.se)

You will find additional information on the following pages.
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Background
The ability to develop quality software in a cost effective manner has become of
paramount importance to industry as the number of functions implemented in
software has increased. With the higher software content the impact of software
quality on overall product quality, reliability and customer satisfaction has increased.
Many companies who today have certified quality management systems are seeking
new ways to increase their effectiveness and quality. ISO/IEC 15504 is a new
international standard for measuring process capability both of internal process
development and also of suppliers. The standard has already had an impact in
software development of embedded systems in automotive, defence and medical
applications. ISO/IEC 15504 is today a requirement for suppliers of automotive
embedded software.

Target audience:
The course targets delegates who want to extend their knowledge to be able to work
as internal or external assessors or with process development based on ISO/IEC
15504.
You should be familiar with development and maintenance of software and with different software development lifecycles. You should be able to communicate effectively.

If you have previous experience from process assessments you will be provided the opportunity to test and develop your skills with experienced assessors.

The course
You will through lectures, exercises and a case study learn and train how to prepare, conduct and report a process assessment. After the course you will be able to conduct a process assessment compliant with the standard.

During the course you will learn how:

• process assessment can be used to evaluate process capability and to develop the processes within an organisation,
• to plan a process assessment in accordance with the requirements and guidelines in the standard,
• to lead an assessment team and conduct an assessment,
• to interpret the assessment results, and create an improvement program based on these, and
• to present the results of a process assessment to the stakeholders.

An overview of the course:
The structure of the standard
The latest publication of the standard (2003-2006) is presented and we learn to navigate the different parts of the standard and understand their relationship.

Process capability – levels and attributes
On a conceptual level we describe how process capability is measured on a six point ordinal scale from “incomplete” to “optimising”. We review the definitions of the nine process attributes that form the basis for the capability level determination.

Measuring achievement
We present the scale for measuring achievement of the process attributes and what characterizes different levels of achievement. The theory is illustrated with practical examples.

Process reference model
Different process reference models can be used with the ISO/IEC 15504 standard. During the course we will primarily use the process reference model from ISO/IEC
12207 “Software Lifecycle Processes”. We discuss the management, development, supporting and organisational processes.

**Process assessment model and indicators**
We introduce a rich set of indicators to support the assessment of process capability. The course leader will exemplify based on broad international assessment experience how these indicators can be used when conducting a process assessment.

**Using assessment results**
To use assessment results in order to draw conclusions and suggest appropriate improvements is an important part of an assessment. We provide guidance based on experience and material from the standard on how use assessment results for the purpose of process improvement. We also provide guidance based on experience and material from the standard on how to establish target capability levels and to use the results of an assessment to determine the capability of potential suppliers.

**Conducting an assessment**
We examine the requirements in the standard on a compliant assessment. The different steps: planning, data collection; data validation; processes attribute rating and reporting the results are reviewed.

**Case study**
More than half of the course is devoted to a realistic case study where the delegates plan, conduct and report a process assessment in a fictitious company. The role play in the case study illustrates typical problems that can arise during an assessment and provides ample opportunities to test the application of the standard under realistic conditions.

**Examination**
The final part in the course is an examination. Successful completion of the course and examination provides the possibility for the delegate to apply for registration as Provisional Assessor according to the International Registration Scheme for Assessors, for more information about the scheme see [http://www.intrsa.org](http://www.intrsa.org).

**Course Documentation**
Included in the course fee is a complete course material including an extensive case study. A demo version of the “SPICE Vision” assessment tool is also included. Part five of the international standard (the exemplar process assessment model) is included in the course fee. The other parts of the standard will be available during the course and can be purchased at a discounted price after the course.
**Training provider**
The course is collaboration between SIS Forum, Impronova and InterSPICE.

**SIS Forum**
SIS Forum is a subsidiary of SIS, *Swedish Standards Institute*, and is tasked with helping users make efficient use of standards.

SIS Forum has during 15 years been one of the leading partners in management systems and process development with a broad and highly appreciated training offering.

**Impronova**
Impronova is an internationally leading company in ISO/IEC 15504 process assessment and improvement. Impronova has extensive experience in the assessments of companies worldwide. Impronova has recently conducted the first worldwide ISO/IEC 15504 certification of organisational maturity at Wipro Technologies in India.

**InterSPICE**
InterSPICE is the developer of the course. InterSPICE has played a leading role in the development of the international standard

**Tutor**
The course leader will be either Alec Dorling or Mats Ramnefors both from Impronova. Today they both work with process assessment and process improvement in Europe and Asia. Alec Dorling is the international convenor of the standardisation project.

**Questions**

**Question about the content of the course**
Questions about the course content are answered by Impronova. Send an email to info@impronova.com and you will be contacted. You can also call SIS Forum at +46-8-555 522 50.

**Question about course arrangements.**
General questions about travel, hotels, the venue, food and the schedule are answered by SIS Forum at +46-8-555 522 50.
Registration:
You may register through mail or phone to SIS Forum at forum@sis.se or +46-8-555 522 50. You may also register through Impronova at info@impronova.com.

Terms and Conditions

Pricing
Course: 2006, November 13 – 17: 2,835 Euro
Prices include documentation, lunch and refreshments. A copy of part five of the standard is included in the course fee. All prices exclude VAT (MOMS). We reserve the right to change prices without notice.

Payment terms
The course will be invoiced at the start of the course and payment is due within 30 days. In case of delayed payment interest will be charged at 24% plus a 45 SEK reminder fee.

Cancellation
Cancellation can be made up to four weeks before the start of the course without costs. After this date the full course fee will be charged.

General Information

The venue
The course will be held at the SIS training centre, Sankt Paulsgatan 6, Stockholm, Sweden.

Schedule
The course daily schedule is 08.30-17.00 with the following exceptions; on Wednesday the course will continue until 20:00; on Friday the course will end at 15.30.