

Dear intacs members, SPICE assessors and friends of intacs,

In the last intacs newsletter we encouraged you to come to the intacs General Meeting and the SPICE DAYS 2009 in Stuttgart, Germany. Both events were well attended and a great success despite the world economic crisis. There was even a report of the conference on the television news program “heute” on the second German state television station. More importantly, intacs could once again gather a great deal of new inputs from its members in order to further develop the intacs scheme.

In this newsletter we report on a series of improvements and developments and will give an outline of the SPICE DAYS 2010.

Some changes are related to the newsletters itself. For the first time it is being sent out directly from the intacs.info web platform to all registered SPICE assessors and interested parties. The last newsletter was published in English and German, “only”. It was only some weeks later that the first Japanese version of the newsletters was published. This time the intacs newsletter will be published in English, German, and Japanese at the same time. Even an edition in Chinese is being thought about, although there would be a time delay in producing this, as there is a high level of interest there.

As well as feedback in German or English, I would be happy to receive feedback from Asia. Should the situation arise, I may then need to have it translated into German or English.

As you can see, intacs is appearing more and more around the world, just as economic recovery is. intacs will continue to support you, to optimize and stabilize the development processes that you need in order to master the future complexity of the business.

Kind regards

Christian Knüvener
intacs info management

(Contact: Christian.Knuevener@intacs.info)

The code of conduct has been extended and made more precise

The code of conduct for assessors, instructors, training providers and certification bodies is integrated in the application form for assessor (re-)certification. By signing this form the signee has committed her-/himself to adhering to this code of conduct.

intacs has now made the code of conduct clearer by making the requirements more precise. Furthermore, regulations on how proceed if a violation or misuse becomes known or is (possibly anonymously) reported to intacs. This may include an independent investigation and appropriate consequences.



The enhanced code of conduct will become a document of its own, published on the intacs website as of January 2010, which then will be referenced by the application form. As before, by signing the application form for (re-)certification the signee confirms his commitment.

(Contact: Pierre.Metz@intacs.info)

intacs is the leading ISO/IEC 15504 certification scheme

intacs has established itself as the leading scheme in the spice world. No other scheme has by far established such a level of industry acceptance as well as the number of certified assessors.

During the Spice Days 2009, Peter Bölter, president of intacs e.V. announced, that intRSA has almost dropped their business and has no visibility in the market anymore. intrsa assessors are invited to sign off their program and become certified in the intacs scheme. This backdoor will be left open until June 2010. Holders of third party certificates are invited to prove their competence to intacs and join the scheme.

This step was taken by intacs to give a clear signal to the market of reliability and continuity. As non-profit organization, the main goal of intacs is to supply needed services to its members and to support the community in its assessment knowledge.

(Contact: Peter.Boelter@intacs.info)

SPICE Days 2009 and outlook 2010

The international SPICE Days 2009 were held from 22nd to 24th June in Stuttgart. It was a great success that 197 participants registered for this event, which herewith has become the most important event for SPICE Assessors. Being there was a pleasure and discussing the highlights of this conference, like safety, service management and SPICE for enterprises gave a big advantage to the participants. isQI together with the co-organizer intacs organized an event in difficult times, which gave confidence to the community to share a prosperous future. Intacs would like to thank our partner isqi with Stephan Goericke and the organization team and especially the Program Committee under the lead of Hans-Jürgen Kugler and Jörg Zimmer for doing a great job.

We are confident of having the SPICE Days back in 2010 to continue the success story. Since we are discussing some varieties on the concept, we won't tell any more for the moment. But you will be informed as soon as possible.

(Contact: Peter.Boelter@intacs.info)

intacs Working Party „Internationalization“: WP Meeting at SPICE Days in Stuttgart

The working party „Internationalization“ held its first meeting in its new constellation at the SPICE Days in Stuttgart (22nd – 24th June 2009). The goal was to find a strategy to make intacs more visible and globalised in the world. It soon became clear, that contacts to



companies, industry representatives and SPICE community members in the relevant regions are necessary. To reach this, the number of regional representatives of intacs – who serve as the local contact persons for any intacs topic – must be significantly increased.

In the Asian region – represented by Ravindra Nath and Dehua Ju – a lot has been already achieved

(see the following reports). Further activities are planned for the Scandinavian region. Dr. Richard Messnarz will contribute his experience and contacts to make the local SPICE community more familiar with intacs. In North America there have already been meetings of SPICE assessors similar to the Gate4SPICE meetings in the German speaking area. Bernhard Sechser – spokesman of the Working Party Internationalization in the intacs Advisory Board – will report regularly on news.

(Contact: Bernhard.Sechser@intacs.info)

ISO/IEC 15504 SC7 Plenary meeting at Hyderabad, India (24th–29th May 2009)

Ravindra Nath (intacs representative) participated in the SC7 plenary meeting held at Hyderabad, INDIA. The participation was centred around the development / revision of ISO/IEC 15504 (WG10). He has accepted to contribute as Project Editor in transition of ISO/IEC 15504 (IS) into PAS 33000 series.

(Contact: Ravindra.Nath@intacs.info)



SEPG Asia Pacific Conference, Osaka, Japan (16th–18th September 2009)



SEPG Asia Pacific conference in Osaka, Japan was represented by Ravindra Nath (intacs representative) with a presentation on usage of CMMI and Automotive SPICE on the way to process improvement. Most of the participants of the conference have a CMMI(R) background and showed great interest in understanding the usage of Automotive SPICE model in customer sponsored assessments.

(Contact: Ravindra.Nath@intacs.info)

Outsourcing Conference in Shanghai, China (planned) - 22nd October 2009

A presentation on the ISO/IEC 15504 standard, its usage and derived available and proposed models such as Automotive SPICE, Banking SPICE & IT service management is planned. The presentation is focused on addressing the members from outsourcing industry and aimed at generating interest in utilization of models/standard efficiently.

(Contact: Ravindra.Nath@intacs.info)

intacs Working Party „Internationalization“: In China the new organization SSQiP will be founded

In China the new organization Shanghai Software Quality & Process Improvement Profession (SSQiP) will be founded. It is based on the original Shanghai Software Quality Consortium (SSQC) and wants to attract more young professionals joining the enhancement of SPI activities in Shanghai area and China.

The inaugural ceremony is scheduled on 22nd October in the Shanghai Software Quality & Process Improvement Annual Conference. The chair of the SSQiP is Professor Dehua Ju who is also the Chinese region representative of INTACS.

Furthermore the China Software Industry Association (CSIA) has worked together with the Beijing Software Industry Association, Shanghai Software Industry Association and Guangdong Software Industry Association to submit a joint proposal to the Ministry of Industry and Information Technology, PRC, in which they have suggested promoting the SPICE standard in China.

SSQiP will host the 5th World Conference on Software Quality (5WCSQ) at Shanghai in 2011. Professor Dehua Ju is one of the co-chairs and hopes that many European Software Quality Professionals will participate in this event, thus bringing the SPICE wave into China. (Contact: Dehua.Ju@intacs.info)

Japan: intacs Certification Body / Assessor Community

The Software Engineering Center of Information-Technology Promotion Agency (IPA/SEC) in Japan has held discussions with intacs about establishing a local Certification Body. The talks focused on responsibility of assessor registration (ISO/IEC 15504 & Automotive SPICE) and facilitation of assessor trainings. intacs will continue its effort to set up a local support for the assessor community in Japan and expects first results in 2010.

It is also planned to set up a SPICE Assessor community with the support of Ravindra Nath, intacs representative for Japan. The purpose of this community is to share the common knowledge on process improvement and the understanding of the processes based on ISO/IEC 15504 & Automotive SPICE. The community will be similar to that of Gate4SPICE in Germany. Assessors participating in such an event may claim EE-3 & EE-4 experience points based on their level of participation. (Contact: Ravindra.Nath@intacs.info)

Not applicable (n/a) is not applicable

In the past lots of assessors have used “n/a” as an escape to avoid low scoring of processes which are within the assessment scope even though it did not appear fair to rate them N at project level. Although this motivation is understandable it is, in fact, a non-transparent and unapproved change of the original assessment scope. We strongly recommend not to use “n/a” at all when rating scoring process attributes.



An example will help to understand this issue better: consider the assessment scope including “system testing”. Further consider the project under assessment just having started implementation. Consequently, since system testing has not been prepared or even performed yet the process “system testing” would achieve a capability level of 0 due to non-existing evidence

Some assessors wanted to set the entire process as not applicable in the past in such a case. However, as the scope set by the sponsor does include that process such a score would result in an incompliant and incorrect SPICE assessment.

There are two recommended possibilities to react in this situation:

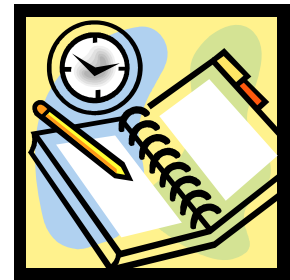
1. Upon recommendation of the assessment team leader the sponsor agrees to an adaptation of the assessment plan in terms of removing the process from the assessment scope.
2. A "poor" but still correct rating of N is given. However this rating then needs to be explicitly explained: the process is not yet of high capability because preconditions have not yet been fulfilled to perform that process completely due to the early time within the development cycle.

(Contact: Peter.Boelter@intacs.info, Christian.Knuvener@intacs.info)

Adaptation of the procedure for intacs SPICE instructor observation

Intacs has optimized the process towards recognition as an intacs instructor. Before an intacs ISO/IEC 15504 Principal Assessor is recognized by intacs as an instructor, the candidate must give the specific training course that he/she would like to be recognized for under the observation and supervision of an observer.

This observer is appointed by the intacs Advisory Board. According to the current rules the observer must be from a different training provider and must observe the candidate for at least three days against the defined criteria and evaluate the candidate's competencies. In the past this has led to huge costs that restricted many potential candidates from being able to reach instructor level.



Therefore there will now be an additional, modified way of observing. The intacs Advisory Board may also choose an observer who is not mandatory from another training provider. This observer has to objectively evaluate the candidate against the set criteria. However, instead of three days, it is in this case required that observation of all five days is necessary. The observer must strictly keep to being objective with regard to evaluation. Should this not be the case, there will be rebounds on the observer and his/her company and, also, it would mean a violation of the code of conduct (see above). The new regulation may be used on request, with immediate effect.

(Contact: Christian.Knuevener@intacs.info)

Updated syllabi for provisional and competent assessor courses



intacs has continued to collect all feedback and experiences made in 2008 and 2009 with provisional and competent assessor course deliveries from participants, instructors and certification bodies. This valuable feedback has been reflected in new versions of the provisional and competent assessor training course syllabi.

These new version will be valid from 1st Jan 2010 and all future course (re-) accreditations will be reviewed against these. You will find the new documents including revision histories in the download area under "Training Curriculae and Syllabi" on the intacs website".

(Contact: Pierre.Metz@intacs.info)

Certificate for assessors and simplification of renewal as assessor

intacs™ will be adjusting the rules for assessors regarding certification and renewal as assessor in time for the new year, 2010. From 2010 all assessors will automatically receive a personal proof of having fulfilled the requirements for the first time for getting certified on a certain assessor level in the form of a time-unlimited confirmation.

Due to recent experience the process for acknowledging and acquiring the corresponding evidence (Experience Evidence (EE)) is going to be simplified.



From 2010 on the timeframe for acquiring the necessary EE will be extended from 12 to 36 months. This makes it possible for all assessors to keep their qualification level even if they are not actively involved in assessments.

Hereby the status concept (active, idle, inactive) is abolished

Likewise, the timeframe for acquiring the EE in order to reach qualification level of a competent assessor has been extended from 24 to 60 months while the no. of required EE of type 1 (assessments) has been raised from three to five

The full regulations (Procedures) and requirements are on the intacs website (www.intacs.info) and are available to all registered assessors.

(Contact: Detlef.Vohwinkel@intacs.info)

EE4 (active): Additional opportunities for collecting EE's in 2010

In 2010 every assessor will have an additional opportunity to gain EE4: by providing additional exam questions to enhance the exam pool any assessor can gather one EE4.

The goal of intacs is to enhance the "question pool" for the examinations for provisional and competent assessors. Therefore, any assessor is invited to provide multiple choice questions and scenarios with the corresponding questions. In 2010 one EE4 will be granted if 5 questions and one scenario are accepted for inclusion in the exam question catalogue. These exam questions may be submitted by sending them to advisory@intacs.info. All questions have to be submitted in 2 languages, one of them has to be English.

In addition the criteria for EE's have been refined.

All changes are published in the EE concept procedure which is accessible for all registered users of www.intacs.info at the download area (procedures).

(Contact: Detlef.Vohwinkel@intacs.info)

Intacs exams soon to be tool supported

Intacs is further optimising its own workflows to the latest technology in cooperation with the certifying bodies. It was reported by Lars Dittmann, leader of the working group Exams at the last Advisory Board Meeting on 11th September at Friedrichsdorf, that the exam tool is nearly finished. Partner for the development and the operation of the web based Skill & Exam Portals is the International Software Consulting Network (ISCN). Alongside the many new functions like e.g. Online solutions and online correction it will also in future be possible to assign each examinee a different version of the exam. After completion of the system tests, instruction to the certification bodies and implementation of the new processes this application should be ready for activation in 2009.

(Contact: Lars.Dittmann@intacs.info)

Process Assessment Performance / Organisational Maturity

The technical report of ISO 155004 Part 7 provides a framework for assessments of organisational maturity based on ISO 15504 (called SPICE). Organisational Maturity Appraisals based on CMMI are performed since many years. The situation: assessments and appraisals performed by third parties (consultants, freelancers) are hard to be judged whether they are trustworthy or not. This is true in general, but especially for Organizational Maturity Assessments and especially for some regions in the world.

To face this and to provide clear requirements for trustworthy assessment results of ISO 155004 assessments, intacs has set up a new working party called "Process Assessment Performance". (WP leader is Klaus Hörmann. Klaus.hoermann@kuglermaag.com)

Objective of the working group is to set up scheme which provides accepted assessment results which provide a decent level of trustworthiness. If the requirements of the scheme are fulfilled, this can be proved by a certificate. The scope are SPICE assessments for organizational maturity but also for projects.

The approach is as follows: Assessment certificates assuring that the assessment was performed according to high quality standards by certified professionals and that the assessment results were quality checked by an independent authority.

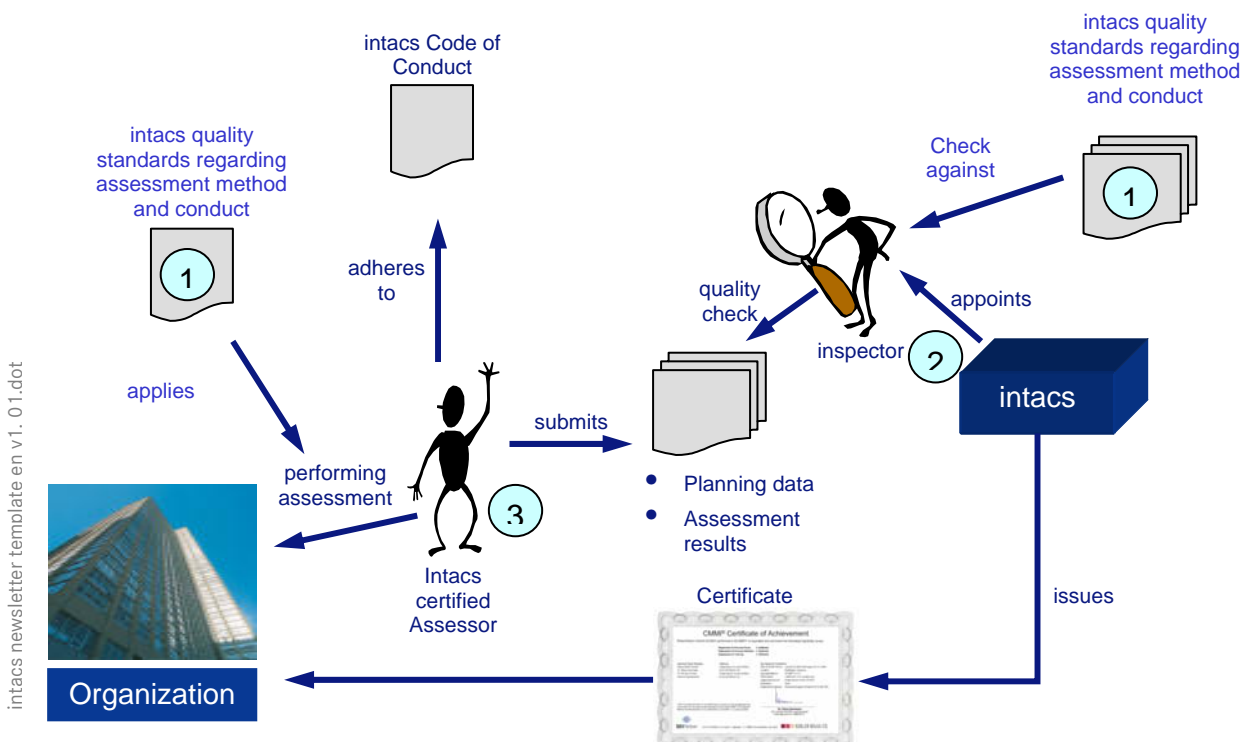
There are three elements which shall provide trustworthiness:

1. High quality standards regarding assessment method and conduct
2. Assessment result validation by an independent authority
3. Assessment services are provided exclusively by certified individuals who adhere to a code of conduct

The following picture explains how it works in principle.

How it works : 3 Elements

- High Quality Standards
- Independent assessment result validation
- Qualified Assessors



Currently, the concept is being developed. Plan is to publish to concept till end of 2009.
 (Contact: Markus.Mueller@intacs.info)

Informationen from HIS AK Assessments

The working group of HIS (the German Manufacturer Software Initiative, "Hersteller Initiative Software"), an initiative from the companies of Audi, BMW, Daimler, Porsche and Volkswagen, has recently redesigned its website www.automotive-his.de and has received a great deal of praise from its visitors. The working group is publishing the working results on this website. Furthermore, HIS AK Assessments have answered some questions regarding their work for us:

Intacs.info: Is the at the SPICE DAYS 2009 announced mapping of CMMI practices to Automotive SPICE practices now available for interested parties?

HIS AK Assessments: The mapping of the model practises will be available to buy with the next update of the VDA Blue Gold series.

Intacs.info: Which topic is HIS going to focus on in the coming 12 months?

HIS AK Assessments: Our topic of focus is going to be "Transfer of experiences and results of the HIS and its members to extended working groups (AutomotiveSIG, VDA) for further developments"

Intacs.info: What information is already available about the planned process of exchanging supplier results? What objectives does this process have? When and at what pace should it be established?

HIS AK Assessments: For information regarding the established scheme "Definition of a framework for exchanging assessment results" I would ask you to quote from the HIS website, pages 17-19 and 21-23.

Intacs.info: Are updates of the HIS Scopes planned, for instance an enhancement of processes REU.2, PIM.3 and SPL.2 is often asked about.

HIS AK Assessments: There is no planned enhancement to the recommended assessment scopes.

Intacs.info: From the 15 Automotive SPICE processes of HIS scopes only 5 refer solely to software development and the other 10 process to system development or rather the development project of the system (support processes, management processes and supplier processes). On analysis on the processes during assessment of the safeguarding of risk, are the practises of part development from HW and mechanics incorporated, i.e. the project management activities in this area?

HIS AK Assessments: The expectations of HIS AK Assessments are that also e.g. hardware and mechanics development is adequately accounted for in process management activities. These (part) aspects are brought into the assessment on a project specific basis.

Intacs.info: The definition of the HIS scopes has in the past lead to necessary clarification and adjustment of the process improvement of the concerned development departments at the suppliers. With a similar statement from HIS regarding the topic of safety i.e. ISOIEC 26262 a similar clarification was expected. Is such a statement planned or can a direction be indicated?

HIS AK Assessments: This is an area that the VDA AK 16 is working on. Please inquire there.

Intacs.info: What expectation does the HIS working group SW Assessments have in respect to the size and independence of the assessor teams?

HIS AK Assessments: We have expectations regarding the assessor leading the assessment (see slides, page 24-27, in the internet)

Intacs.info: How often is the HIS Exchange process of the assessment result actually used per year?

HIS AK Assessments: The members of HIS do not exchange any results amongst themselves. But suppliers have already requested HIS results to be handed over. The exchange process is established, concrete numbers of cases will however not be raised.

Intacs.info: Is there any positioning by HIS about the groups AutoSIG, Procurement Forum and VDA AD 13, in which the division of tasks or the function of the group becomes apparent?

HIS AK Assessments: For non-competitive software (products and processes) the German manufacturers (Audi, BMW Group, Daimler AG, Porsche and Volkswagen) are working together in the HIS (Herstellerinitiative Software) in order to achieve and use joint standards in the areas of

- Standard software modules
- Software test
- Flash programming of electronic control units (ECU)
- Process assessments
- Simulation and tools

Intacs.info would like to thank HIS Assessment for the detailed and informative answers. (Contact: christian.knuevener@intacs.info)

Gate4Spice now hosted on intacs.info

We are happy to announce that from 1st July the Gate4Spice community is hosted on intacs.info. As the users more than 90 % overlap, it was a logical decision to merge the two web platforms on intacs.info. This in no form whatsoever effects the independence of Gate4Spice. All content has been transferred to intacs.info as listed:

1. Articles --> Command Menu / Gate4SPICE
2. Forum Categories --> Main Menu / Forum
3. Events Overview --> Community Menu / Event Calendar / List Events / Gate4SPICE
4. Event booking --> Subscribe to a selected event
5. Result documentation --> Downloads / Download Directory / Gate4Spice or Gate4SPICE / G4S Results

The merge saves time and money on administration. The intacs.info platform has been built on an open source content management system, allowing the highest level of flexibility and efficiency. Full functionality is granted to all Gate4Spice members. All users have been migrated to intacs.info. If there was a matching user on the intacs site, the intacs user survived. User specific details were not migrated to avoid data security violation.

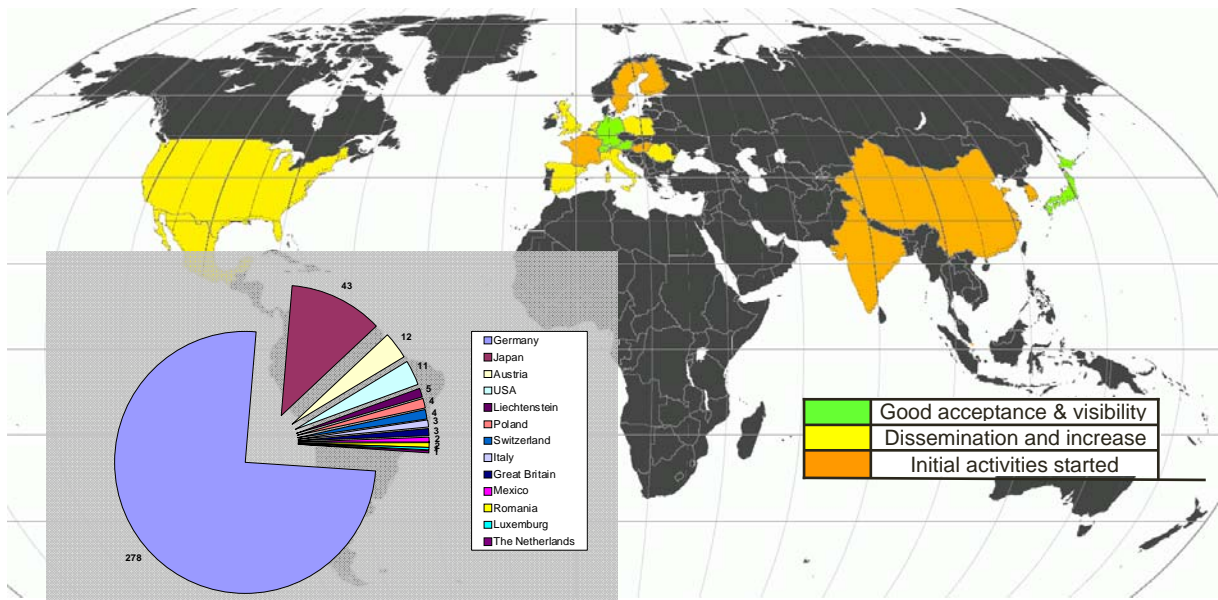
(Contact: Christian.Knuevener@intacs.info)

New Automotive SPICE Release

The next Automotive SPICE Release of the Process Assessment Model and Process Reference Model will be a minor revision planned for release Q3/Q4 2009. The release will address a) strengthening of terminology to emphasise use of terminology from ISO/IEC

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15504-1 b) inclusion of additional notes for application parameter management c) updates in work products due to release of revision of IEEE 829 System and Software Test Documentation d) additional guidance on extending storage beyond current lifetime guarantee of media e) guidance on project attributes and process performance to clarify need for schedule and effort (planned, actual and remaining) with other attributes advisable but not necessarily required. Source and Contact: www.automotivespice.com.



(Contact: Christian.Knuevener@intacs.info)

Impressum

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