

Dear intacs members, SPICE assessors and friends of intacs,

At the beginning of the new year I would like to give you some information about the latest developments in SPICE and intacs.info.

A year full of great and exciting challenges is in front of us.

I would like to take the opportunity to wish you all a successful 2011.

Kind regards,

Christian Knüvener
intacs info management
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intacs working group „Internationalization“

The restructuring of the working group “Internationalization” is showing its first results with greatest success being in Japan. Last September a meeting of the “Japanese SPICE Community” under the direction of Kiyoshi Ogawa and Sunil Kumar – both members of the intacs Representative Board – took place at the Panasonic Corporation in Yokohama. About 40 assessors from the automotive and aerospace industries met to discuss current SPICE topics.

There are ongoing discussions to establish assessor communities and intacs representations in other parts of the world as well, for example in Canada and Turkey. We will give you further information as soon as there are concrete results. Beyond that there are of course the already existing representations in China, India and USA publishing the principles of the assessor community of intacs.

At this point we would like to remind all readers, who want to act as a contact person for intacs matters in their country, to apply to Bernhard Sechser or any other member of the intacs Advisory Board. The perception and globalization of intacs through the whole world should be increased in order to further develop the intacs scheme.

(Contact: Bernhard.Sechser@methodpark.de)

Trustworthy Assessments - Organizational Maturity – Company certification

The ISO 155004-Part 7 technical report defines a framework for ‘Organizational Maturity Assessments’ for ISO 15504 (called SPICE). Organizational Maturity Appraisals based on CMMI have been conducted for many years.

In practice, it is not always easy to determine the reliability of assessments and appraisals by third parties. This applies generally, but is valid especially for assessments by organizations (organizational maturity) and in particular in certain regions of the world. In order to justify this demand, intacs has developed a scheme, which guarantees approved assessment results and also a higher level of authenticity. The fulfillment of the scheme’s requirements may be authenticated with a certificate. The scheme can be used for organizations (organizational maturity) as well as projects (project assessments).

Key elements of this concept are that adjacent to the proven conduct of the assessment by intacs certified assessors, there are high level standards of assessment methods and assessment conduct including an examination of the assessment results by an independent inspector.

The complete “package” has now been drawn up. In addition to detailed process descriptions, all the necessary templates and checklists are also now available.

A first pilot assessment (without official certification) was conducted and the process was approved.

As before we are looking for pilot customers who are interested in this and who would like to actively shape the approach through their feedback. Please contact Markus Mueller or the Intacs Advisory Board if you are interested.

(Contact: markus.mueller@kuglermaag.com)

TestSPICE SIG – SPICE for test processes



International experts for test processes from science, software companies with specialized test departments, test service provider and test consulting companies have founded the TestSPICE Special Interest Group (TestSPICE SIG) and are developing a SPICE conform test process assessment model for the step-by-step improvement of test processes. Test departments, improving their test processes according to SPICE, are optimizing their services amongst others for such development departments that are orientating on ISO/IEC 15504-5 (SPICE) or Automotive SPICE®.

TestSPICE version 0.9 (PRM and PAM) was developed by the consolidation of a first concept and formal review loop. It was considered a relevant document by the ISO/IEC test process initiative in an internal presentation in August 2010. TestSPICE has been validated by the International Assessor Certification Scheme e.V. (www.intacs.info) and approved as 3rd valid SPICE model (TestSPICE PRM and PAM in version 1.0). At the same time an intensive formal review of the PRM was conducted involving further international test experts. An extensive formal review of the PAM is planned for the first quarter of 2011.

From summer of 2011 onwards first experiences with TestSPICE are expected as user reports. For any further information, for example about how to participate in the development of the model, contact christian.knuevener@intacs.info. Publications will also be available under www.intacs.info.

(Contact: christian.knuevener@intacs.info)

TestSPICE – the model for evaluating and developing test processes

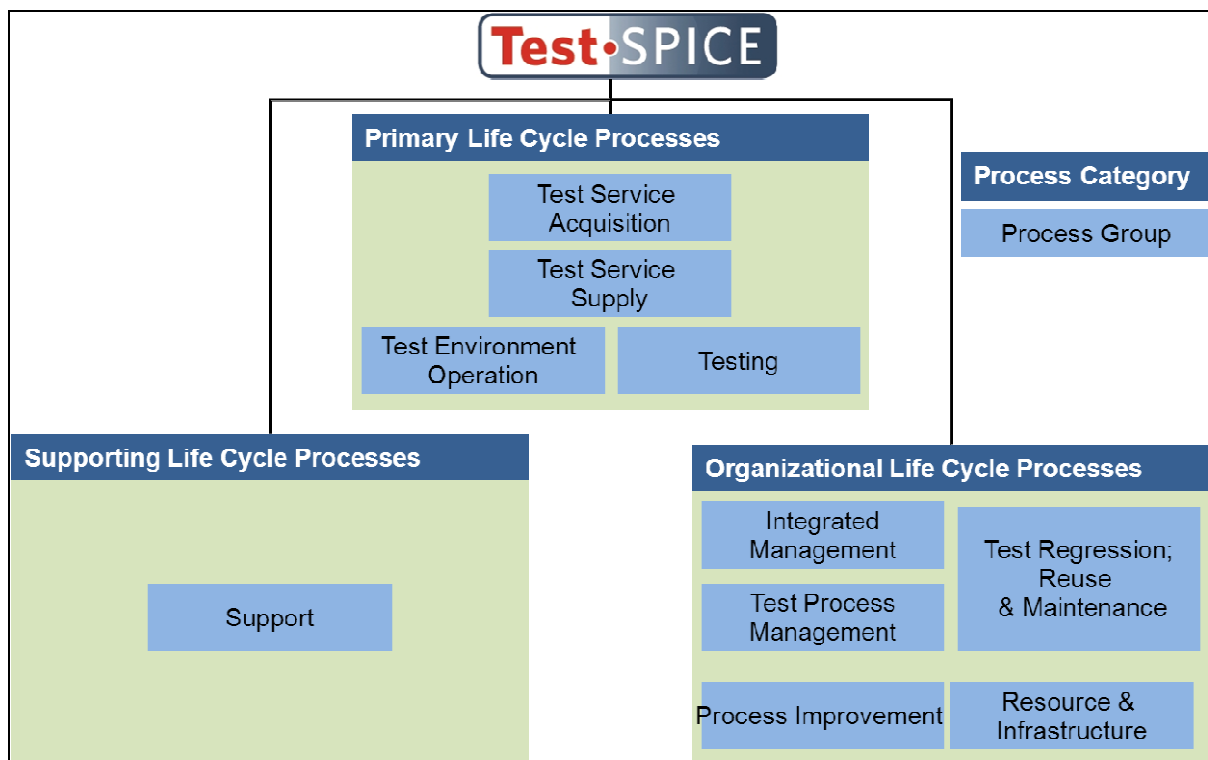
Based on the given PAM for evaluation and further development of processes (part 5) in the Standard (ISO 15504) the industry has developed specific models that allow for the requirements of the respective industries. An outstanding example is most certainly Automotive SPICE® for the automotive industry.

In addition to industry specific requirements there are now solutions for several individual areas within software and system development focusing on process development. Further advancement of quality assurance is of special importance here. (A focus is placed on the further advancement of quality assurance.)

Specific challenges are the topics of standardisation and the handling of varying and in particular agile procedures for development as well as the establishment of central and partly outsourced test centres for particularly important areas of development. The standard model does indeed address QA but offers little support for the specific requirements that result from the establishment of central test functions, the handling of test centres and / or the creation and integration of external service providers for testing.

In order to make allowance for these requirements, a Special Interest Group - consisting of specialists in the configuration and implementation of test processes - has been set up. This group has created and published a PRM (www.intacs.info). All registered users may download the model from the website.

The model covers all areas that have to account for a goal-directed definition and testing improvements, respectively:



The primary process groups (Primary Life Cycle) cover the process of the configuration for testing, the creation of test performances, the configuration of test services from third parties as well as the operation of the test environment. Those summarised Base Practices in this process category enable the pragmatic and complete implementation of the test procedure, both in the roll of the internal test organisation and as provider or purchaser of external test services. The detailed process description with scope, results and practises are available in the published model.

The process groups from the Organisation Life Cycle define the framework for the integration of the tests within the overall and project organisation. The integration of test management in the organisation and project management is especially important here. Furthermore, the comprehensive test process standards - including the strategy for reusability of tests regarding regression testing during the maintenance stage of IT systems – will be addressed.

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Processes for systematic evaluation and optimisation of the test processes and for development of resources and infrastructure will be set up along the lines of the ISO 15504 requirements.

The supporting processes that are within the framework for configuring test processes provide a fundamental contribution to an efficient and effective implementation of the processes and are of course an integral part of the TestSPICE model.

The model is currently being used in pilot assessments in various organisations and the experience collected here will be added in line with the planned further development of the model. The members of TestSPICE SIG invite all interested parties to critically examine the model - we would greatly appreciate your questions, feedback and experience.

(Contact: Detlef.Vohwinkel@sqs.de)

SPICE – The next generation

ISO/IEC 15504 „Information technology – process assessment“, generally called SPICE, is an international standard for the conducting of process assessments with the main focus on software development processes. Beside the Capability Maturity Model Integrated (CMMI) it has been established as a second model for process assessments since a couple of years.

The standard was released in 1998 as a Technical Report (TR) consisting of nine parts. From 2003 to 2006 this TR was replaced by the current International Standard (IS). The development of the IS was based upon experiences of multi-usages of the standard. The standard has changed its structure (five instead of nine parts) and there were also a lot of changes with regards to the content. The process assessment model was predetermined in the TR, whilst the IS just defines requirements for the process reference and process assessment model and an example process assessment model for the software life-cycle (Part 5) is given.

But the development of the standards content hasn't stopped. Driven by the requirements and needs of the industry it has been continuously adapted. In October 2008 an example process assessment model for the developments of systems was released (part 6). And in December 2008 a model for organizational assessments of processes (part 7) was published (see table below). Up to this point – within the framework of the standard - it was only possible to make one process evaluation at the single-project level.

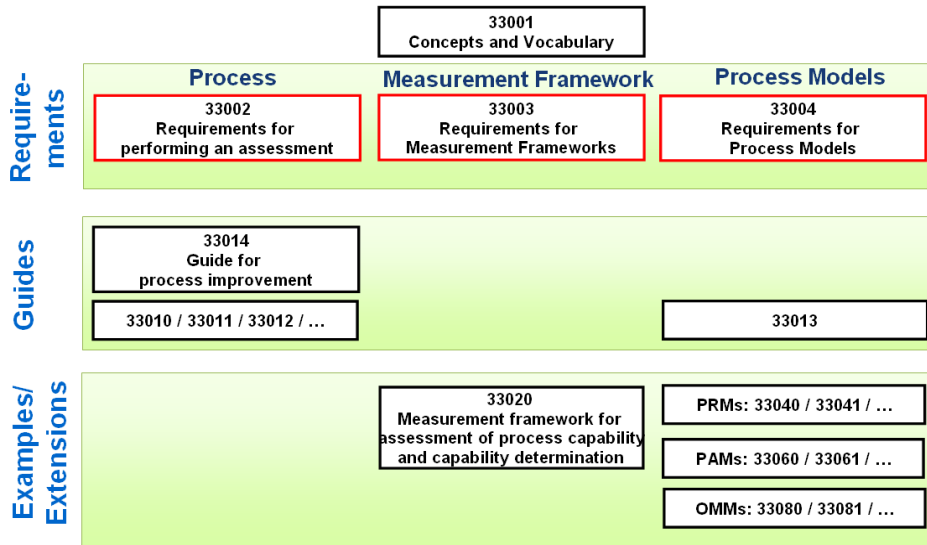
| standard number | name: Information technology - process assessment | released | normative/informative |
|---------------------------------|----------------------------------------------------------------------|----------|-----------------------|
| ISO/IEC 15504-1 | Concepts and vocabulary | 11-2004 | informative |
| ISO/IEC 15504-2 | Performing an assessment | 10-2003 | normative |
| ISO/IEC 15504-3 | Guidance on performing an assessment | 01-2004 | informative |
| ISO/IEC 15504-4 | Guidance on use for process improvement and capability determination | 07-2004 | informative |
| ISO/IEC 15504-5 ¹ | An exemplar process assessment model | 03-2006 | informative |
| ISO/IEC TR 15504-6 ¹ | An exemplar system life cycle process assessment model | 10-2008 | informative |
| ISO/IEC TR 15504-7 | Assessment of organizational maturity | 12-2008 | informative |

Overview of ISO/IEC 15504 (status of December 2010)

Beside these new two parts three further parts, not published so far, are in development. Part 8 defines a process assessment model for services based on the ISO/IEC 20000 IT Service Management. Part 9 describes how target scopes for process assessments can be derived from business objectives. Part 10 includes the already requested aspect of safety in the development of systems in process assessments. This aspect has been missed in process assessments for some sectors, for example in nuclear power technologies.

Independent from this interest-driven work on the standard another mechanism is used for revision. The international organization for standardization (ISO) requires that every standard has to be checked five years after its release. Thereby it has to be evaluated as to whether the standard in its current version is sufficient or has to be reworked. As the first part of the IS had already been released in 2003, the required review was started in 2008 within the working group JCT1/SC7 WG 10, responsible for the further development of the ISO/IEC 15504. After a one-year analysis the working group got the result that the standard is not sufficient in some aspects or rather does not match with the state of the art technologies. The rework of the requirements for the assessment process, of the characteristics of higher capability levels or a generalization of the measurement framework are just a few of the topics of the result report. A complete rework of the standard and design as an open series of standards is therefore recommended to fulfill all expectations and requirements of a current standard for assessment of processes. For this purpose the number range 33001-33099 has been reserved by the ISO and split into logical blocks (see figure below). The first block contains the normative key elements. Here are the requirements for the execution of assessments (ISO/IEC 33002), the requirements for the measurement framework (ISO/IEC 33003) and then requirements for the different kinds of process models (ISO/IEC 33004) defined. All other blocks are grouped by their content and contain informative elements.

¹ To keep the consistency of the standards of JTC1/SC7, ISO/IEC 15504-5 and ISO/IEC 15504-6 are currently reworked. The process reference models (from ISO/IEC 12207 and ISO/IEC 15288) they are based on are obsolete. A new release of both standards has been already published and the changes should be maintained in the parts 5 and 6 of the ISO/IEC 15504 as well.



structure of the new ISO/IEC 330xx series

This kind of rework and restructuring of the standard allows even industry-specific process reference and assessment models to be established as an “official” international standard. It is open to all sectors and further developments.

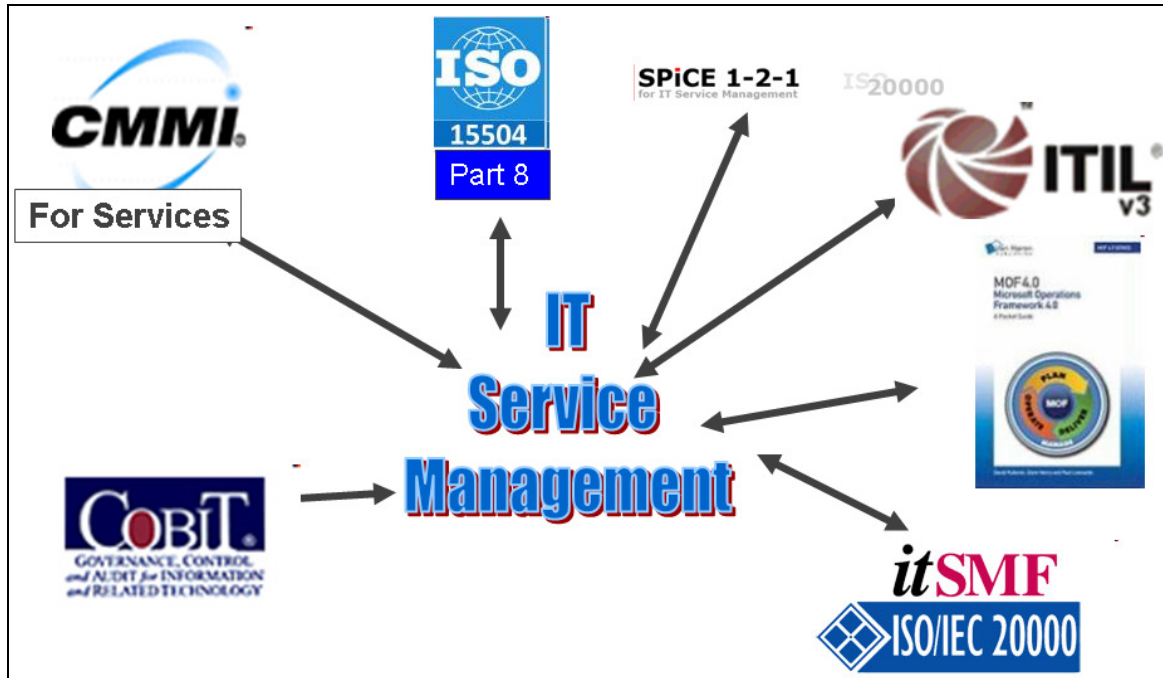
The work on the 330xx series of standards has already been started. The so called key elements of the new standard series, the ISO/IEC 33001, 33002, 33003 und 33004, are currently in development. Besides these key elements the ISO/IEC 33014 „Guidance for process improvement“ and the ISO/IEC 33020 „Measurement Framework for assessment of process capability and organizational maturity“ are also being defined. All together six standards of the new series are concurrently under construction. It is planned to start the work on the two further parts ISO/IEC 33016 „Body of knowledge for process assessment“ and ISO/IEC 33010 „Guide for performing process assessment“.

Due to the large number of new standards it is hard work being in the working group of JCT1/SC7 WG 10. It is hard work and also very exciting and it will certainly stay this way for a long time.

(Contact: Bernhard.Sechser@methodpark.de and Klaudia Dussa-Zieger)

ISO 20000 / IT Service Management

With regard to IT Service Management there is an abundance of relevant standards and models, such as: ITIL, ISO/IEC 20000:, COBIT, CMMI For Services:, ISO/IEC 15504 – Part 8 SPICE 1.2.1 ISO 20000 PAM for IT Service Management, Microsoft Operation Framework (MOF), ...



In the meantime there are also two ISO 15504 compatible assessment models and one reference model. "ISO/IEC 15504 – Part 8" as well as "SPICE 1.2.1 ISO 20000 PAM for IT Service Management" are two process assessment models (PAM's) that have proved themselves through practice since about 2006. Here, ISO 20000-1 (Standard for IT Service Management Systems) from 2005 was used as a reference.

Unfortunately the ISO 20000-1 didn't fulfill the ISO 15504 requirements as a process reference model (PRM). This gap will be closed with the ISO 20000-4 "PRM for Service Management". Unfortunately neither of the two PAMs have been adjusted to the reference model. Furthermore, ISO 20000 is currently being revised. In 2011 the ISO 20000-8 "a sample PAM for IT Service Management" is planned that will be adjusted to the new ISO 20000 and will replace the existing two.

We are currently setting up an INTACS Working Party to further promote the usage of this model. The first members of this Working Group are Lars Dittmann (Volkswagen IT), Andreas Neforth and Markus Mueller.

We are looking for further comrade-in-arms. Please contact one of us or the Intacs Advisory Board if you are interested in joining.

(Contact: markus.mueller@kuuglermaag.com)

Rating Guidelines

intacs has continuously been receiving questions about how to best rate in particular scenarios encountered in assessments. These questions include:

- Can PA 3.2 (Employment of standard processes) receive a higher rating than PA 3.1 (Definition of standard processes)?
- Can GP 2.2.4 (review of work products) receive a high rating, even though requirements for work products (GP 2.2.1) do not exist?

Answers and suggestions can be found in the module "Rating Guidelines" of the standardized Competent Assessor training course materials, which intacs has now decided to make publicly available, courtesy of the training providers who have jointly developed these. This module explains existing rating philosophies and gives examples of solutions that are accepted in the community.

Any registered user is free to download from
www.intacs.info → *community menu* → *downloads* → *Publications and content* → *"intacs Rating Guidelines.pdf"*

(Contact: Pierre.Metz@intacs.info)

New VDA conference: Quality management for vehicle electronics development

System orientation is the central element of the new conference of the German Association of the Automotive Industry (VDA):

VDA Automotive SYS Conference
„Quality Management for Automotive software-based systems and functionality”

This international conference will take place for the first time from 5th to 6th July 2011 in Berlin. On 4th July there will be a tutorial day with workshops for this topic.

With high-ranking international speakers and experts from industry this events', main focus lies on quality assurance for electrical software-based components, increasingly developed based on customer experienced functions in networked systems.

Another important aspect of the conference is the embedding and connection of process and product requirements (for example Automotive SPICE®, ISO 26262) in existing quality management systems.

The automotive industry's view of other sectors, for example the aerospace or railway-sector, will be part of this event.

Active or passive participation in the “VDA Automotive SYS Conference” will be honored by intacs with an EE-3 (passive as participant) or EE-4 (active for example as speaker) evidence. A large reduction of the fees for participants is planned for intacs assessors. Further information will soon be published under www.vda-qmc.de or under intacs.info.

(Contact: morenzin@vda-qmc.de)

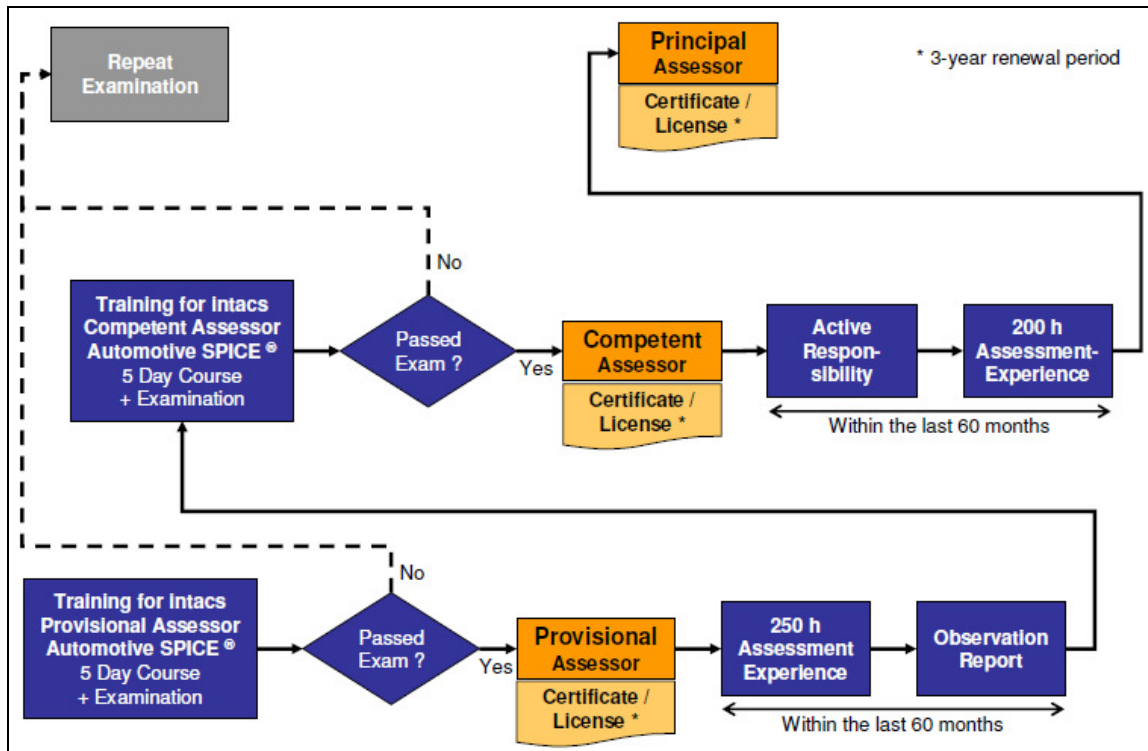
Why and how should a Provisional Assessor become a Competent Assessor?

A lot of requirements are recommended to become a Competent Assessor, but why is this step really worth? Even as a Provisional Assessor you learn to understand SPICE and actively participate in assessments.

But the status of a Competent Assessor comes with a lot advantages. These are for instance:

- The chance to lead ISO/IEC 15504-conform assessments on your own.
- A detailed view of some SPICE topics, for example:
 - deepening the process dimension
 - deepening the capability dimension
 - planning and reporting of assessments
 - multi-sided and multi-national assessments
 - team leading
 - etc.

Furthermore as a Competent Assessor you are able to start to build an extensive network to other assessors. This helps you to get a lot of useful information, e.g. for planning and conducting assessments, by sharing your experiences at congresses.



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To apply for the Competent Assessor status (according to ISO/IEC 15504 or Automotive SPICE®) a couple of preconditions have to be fulfilled:

1. The assessor should have at minimum four years of experience in development of software or systems, project management, quality assurance, or something similar.
2. In addition, he has to prove his academic qualification.
3. The successful participation in a week-long training course (according to ISO/IEC 15504 or Automotive SPICE®) during the last 12 month held by one of the approved training providers leads to successful qualification. The successful completion consists of:
 - Active participation during the training course
 - Rated exercises (both included in the observation report of the training provider)
 - Official exam (by the responsible intacs certification body)Of course, precondition is also that the applicant already has the status of a Provisional Assessor (according to ISO/IEC 15504 or Automotive SPICE®) by one of the intacs certification bodies
4. Finally, the proof of three EE1 reports totalling a minimum of 250 assessment hours collected within the last 60 months.
 - These reports should be collected after nomination as Provisional Assessor.
 - They have to match a minimum three process groups.
 - At minimum two EEs should refer to the relevant PAM (meaning ISO/IEC 15504 part 5 or Automotive SPICE®)

At least one of these assessments should be planned and conducted by the applicant under inspection of a certified Competent or Principal Assessor. This should be after passing the Competent exam and will be rated in an observation report. This report is also part of the application as Competent Assessor.

(Contact: timo.karasch@iav.de)

Call for attendance - competent Assessor course

As experience shows, the demand for Provisional Assessor trainings is higher than for Competent Assessor courses. In particular, this was the case during last year's tough economic depression.

There are currently a few assessors interested in a Competent Assessor course; however, due to low participant numbers the course has to be repeatedly postponed. The minimum participant number for a course to run is 5.

intacs now asks everybody who would be interested in participating in a Competent Assessor course for Automotive SPICE® to contact intacs in order to arrange for a course in the first half of 2010. The venue has not yet been fixed and this course may also be held in-house, for companies interested in qualifying their Provisional Assessors as Competent Assessors.

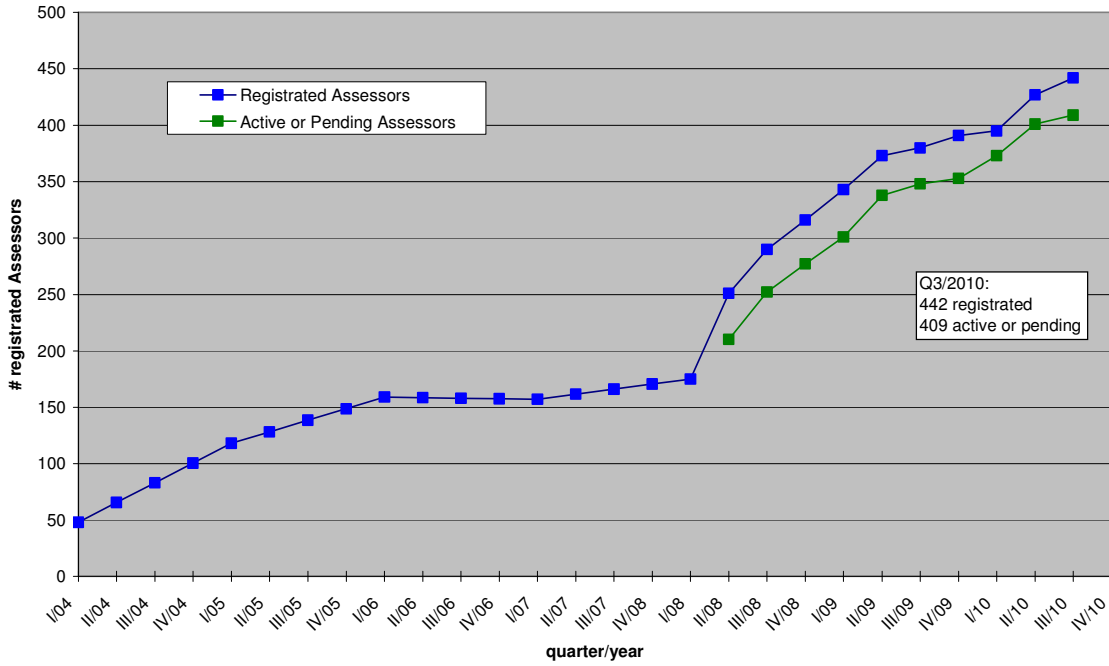
Thank you in advance!

(Contact: Pierre.Metz@intacs.info)

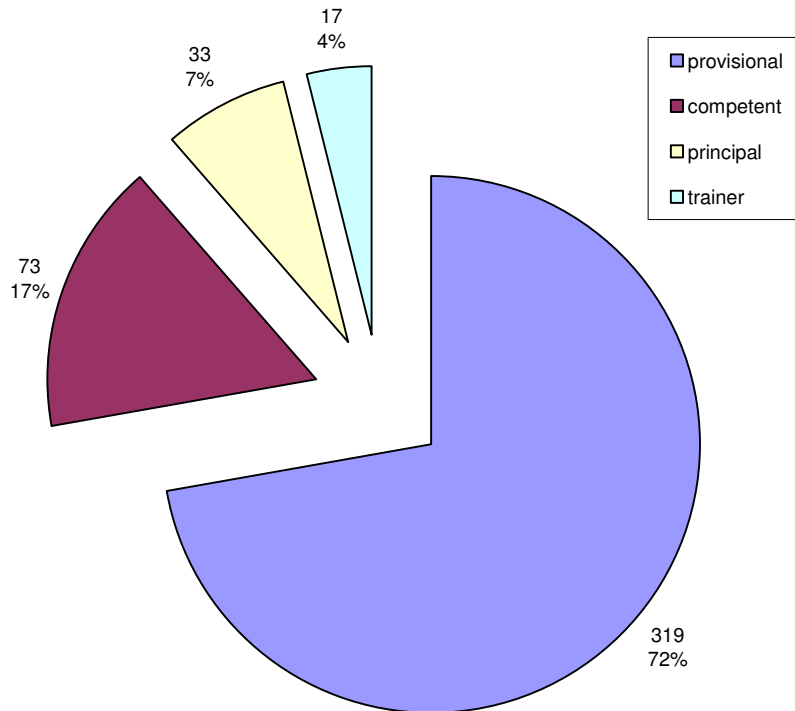
Certification statistics (status: Q3/2010)

Here are the certification statistics for SPICE Assessors (iSQI) and Automotive SPICE Assessors (VDA):

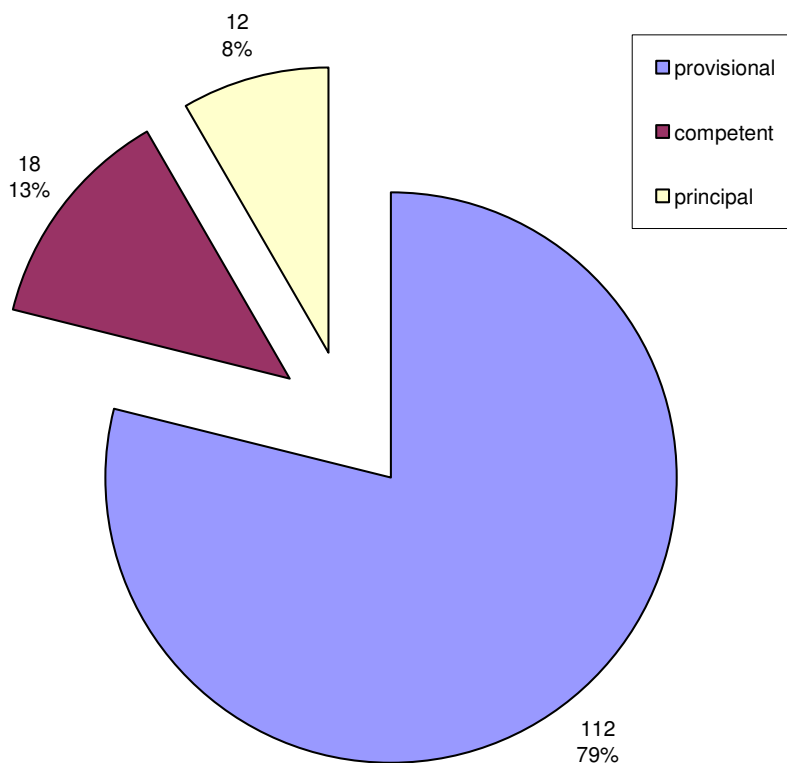
Number of Assessors Automotive SPICE



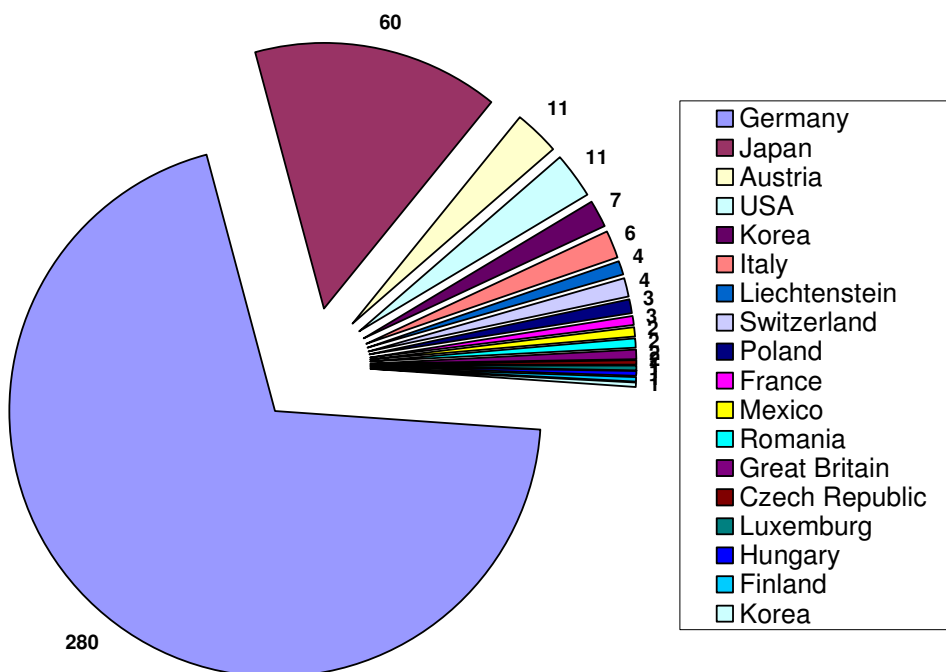
VDA registered Automotive SPICE Assessors per level



isqi registered SPICE Assessors per level



VDA registered Automotive SPICE Assessors per country



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Appointments: Gate4SPICE and ASQF Specialist Group Maturity Model

The planned dates for Gate4SPICE and the ASQF's Maturity Model special group will be published under www.asqf.de/fachgruppen/maturity-models/ and in the event calendar of intacs.info.

Registration is necessary.

Legal details

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