



SPL.2 Challenges

Gate 4 SPICE

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SMART TECHNOLOGY FOR SMARTER MOBILITY



SPL.2

- Why focusing on it?
- General Description
- SPL.2 - Typical findings
- Impact of ASPICE 4.0
- Workshop

SMART TECHNOLOGY FOR SMARTER MOBILITY

Sébastien Gebus

Lead Competent Assessor at Valeo (ASPICE 4.0 + SEC.x/MLE.x)



Background

- Sébastien Gebus has more than 25 years of experience around Quality and Process Improvement, mainly in the telecommunication, aeronautics and automotive industry.
- Since 2010 he is involved in Automotive SPICE and has had the opportunity to lead organizational changes by defining and deploying ASPICE compliant processes as well as managing the toolchain adaptations in different companies.

Current position

- At Valeo, Sébastien is part of the GAMA organization. This transverse team composed of lead assessors has the following missions:
 - Perform ASPICE assessments to fit customer and organizational needs (e.g. catB of independence).
 - Provide guidance to the R&D network to deploy Valeo ASPICE strategy.
 - Be the face to customer for ASPICE related topics.

Main Activities

- Lead or co-assessor in 10-15 assessments yearly.
- Develop competencies in Valeo quality network (e.g. mentoring of QA engineers as co-assessors).
- Contribute to the improvement of R&D activities by analyzing yearly assessment results and identifying systemic weaknesses.
- Provide support to the deployment of ASPICE 4.0 and extensions
- Identify and maintain Valeo knowledge about customer ASPICE related expectations.

Source: Valeo analysis based on available customer documents & complemented with direct discussions



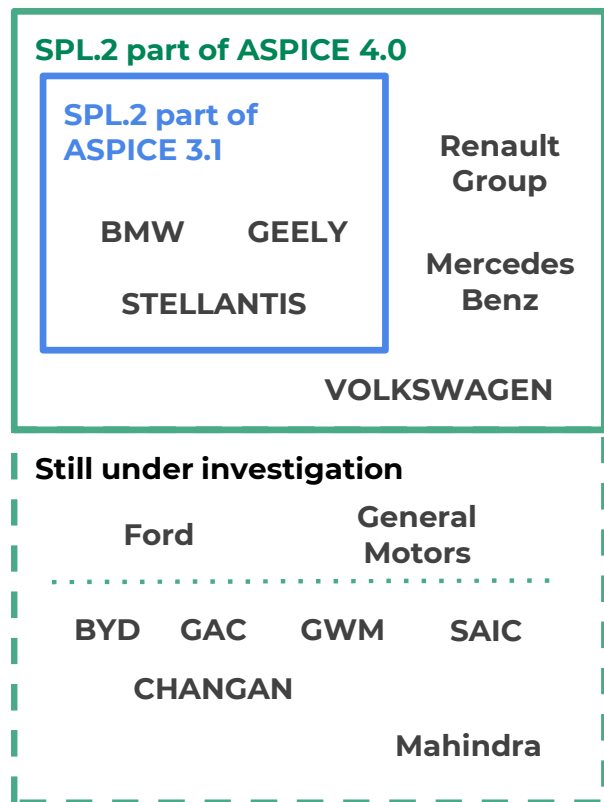
SPL.2

Why focusing on it?

SMART TECHNOLOGY FOR SMARTER MOBILITY

SPL.2 - Why focusing on it

Customer expectations - **ASPICE 3.1** + **preliminary 4.0**



- Some customers already required SPL.2 with ASPICE 3.1 (BMW, Stellantis, Geely).
- Discussions with customers on how expectations due to evolve with ASPICE 4.0 confirmed this need and included additional OEMs (Volkswagen and Mercedes have released 4.0 specs, while Renault will include it in the future release).
- Discussions are ongoing with other OEM but trend is:
 - OEMs with existing documented ASPICE expectations are likely to also require SPL.2 in the future.
 - OEMs that were until now following the trend of leading companies, are likely to align as well and require additional processes as they switch to ASPICE 4.0.

OEM request for SPL.2 is increasing:

- Valeo is planning in the next 6 months as many assessments with SPL.2 than performed over the last 3 years

Source: Valeo analysis based on available customer documents & complemented with direct discussions

SPL.2 - Why focusing on it

Customer expectations - Some examples

Volkswagen “Formel Q Capability Software” v4

The development processes that are always part of the scope of a full software assessment are the following:

- Project Management (MAN.3)
- Quality Assurance (SUP.1)
- Configuration Management (SUP.8)
- Problem Resolution Management (SUP.9)
- Change Request Management (SUP.10)
- Product Release (SPL.2)

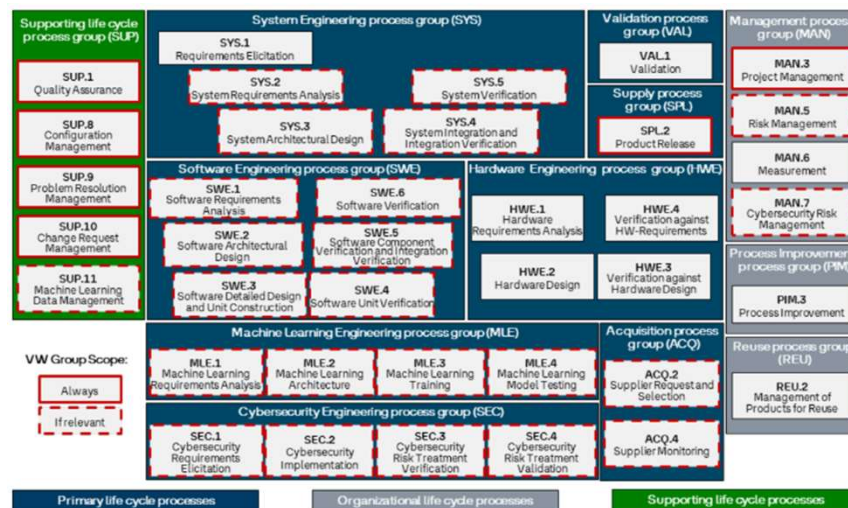


Figure 2: The VW Group scope to define the software assessment scope

Mercedes “MBAG Automotive SPICE® Assessment Guideline” v3.0

Special scope for special project constraints: Product release (2056516)

In case of complex feature development and/or, multiple product variants and/or, distribution of software and/or data by using "over-the-air" update, the **SPL.2** process should be added to the assessment scope.

Special scope for special project constraints: Certification and/or homologation relevance (2055950)

In case of certification and/or homologation relevance of the product developed in the project the SYS.1, VAL.1 and **SPL.2** processes shall be added to the assessment scope.

SPL.2 - Why focusing on it

Customer expectations - Renault

Renault “SQA1_GDN-0158-2023-0001_V3.0_a_Sw_Safety_Quality_General_Reqs.pdf”

REQUIREMENT		(RT;IVI;IVC)
ID	TITLE	ASIL min
[SPRC-CM-11-1]	Plan Configuration Management	QM
DESCRIPTION		

The Supplier shall plan the Configuration Management process for the project.

The Configuration Management Plan shall document at least :

- the description of versions and variants,
- the complete configuration definition established and maintained during all phases,
- the guidelines for naming the versions of the software releases,
- the configuration audit procedures and baselining rules,
- the branching strategy,
- the configuration management system used and its interfaces to the OEM,
- the delivery protocol,
- the release notes template and its verification criteria.

The configuration shall include all deliverables and tools used to produce the deliverables.

Considerations for Release
and Content identification

Management of the actual
delivery process

SPL.2 - Why focusing on it

Customer expectations - Renault

Renault “SQA1_GDN-0158-2023-0001_V3.0_a_Sw_Safety_Quality_General_Reqs.pdf”

REQUIREMENT		(RT;IVI;IVC)
ID	TITLE	ASIL min
[SPRC-CM-15]	Perform Delivery	QM

DESCRIPTION

The Supplier shall perform and report Software Delivery according to the configuration management plan and the versioning guidelines.

The Supplier shall provide with the delivery a Software Release Notes according to the configuration management plan and the applicable template and containing at least :

- the description of the release (system composition, list of applicable specifications)
- incase of iterative development supplier shall demonstrate the SW maturity achieved along with the plan
- the list of changes (change requests, fixed problems)
- the list of known problems and deviations (list of fixed problem reports, list of remaining problems, remaining defects)
- test records
- the release documents name list
- associated calibration and configuration data
- the development environment description
- Resource usage measurements (RAM, ROM, CPU)
- the configuration index (list of sources and version)

Description of what is expected in the release note

Supplier shall measure and monitor the following and report to Renault Group

- SW RESOURCES USAGE COVERAGE(Evolution curve of ROM/RAM and CPU Load measure in time in comparison with features and safety mechanisms implemented in SW)
- SW ANOMALIES ANALYSIS COVERAGE(Number of Anomalies with a root cause documented / Number of Anomalies)
- SW ANOMALIES CORRECTION COVERAGE(Number of Anomalies closed / Number of Anomalies)
- SW FEATURE COVERAGE(Number of SW features successfully delivered / Number SW features planned)

Supplier is expected to achieve some acceptance criteria before delivery



SPL.2

General Description

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SPL.2 - General Description

Process ID	SPL.2
Process name	Product Release
Process purpose	The purpose of the Product Release Process is to control the release of a product to the intended customer.
Process outcomes	As a result of successful implementation of this process: 1) the contents of the product release are determined; 2) the release is assembled from configured items; 3) the release documentation is defined and produced; 4) the release delivery mechanism and media are determined; 5) release approval is effected against defined criteria; 6) the product release is made available to the intended customer; and 7) confirmation of release is obtained.

Highlights:

- ❖ **Control the release of a product:** Development as agreed with the customer usually happens in sequential and iterative way. Therefore, **releasing a product implies controlling and documenting the scope of a release, but also how the scope evolves between releases.**
- ❖ **The intended customer:** SPL.2 is not limited to external customers, but can be applied to internal releases

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Highlights:

❖ **Scope of Release(s):** Typically covered by a **release plan**.

⇒ This shows something that should be obvious: **The release plan is a way to prioritize content and must be aligned with customer needs**

Note: Consequently, SPL.2 also supports prioritization practices of SYS.2, SWE.1, HWE.1 and MLE.1.

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Highlights:

❖ **Scope of Release(s):** Link with **Agile Development**.

[AGE.RL.1] If evidences from project planning (e.g., backlog, burn down chart and/or sprint planning) show gaps regarding the release planning and this aspect is significant, then the indicators MAN.3.BP4, MAN.3.BP9, and SPL.2.BP1 shall be downrated.

As more and more projects are running Agile processes, [SPL.2 BP1] becomes an indicator for planning issues and a way to **ensure that effort is spent to provide the expected added value to the customer**

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Highlights:

❖ Outcomes 2, 3, 4: Configuration Management considerations

It is expected that **requirements for documentation and control of the release package** is defined. The configuration management of the release package is **dependent on the configuration management of all items** that are assembled for the release.

It is expected to have defined **how the package is to be handled** (e.g. physical means of transportation for parts, encryption method for SW...)

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Highlights:

❖ Outcomes 3, 5: Acceptance Criteria

Product release approval is based on

- **product consistency with the release plan**
- **consistency of all the supporting documentation**

Note: acceptance criteria is to be achieved **BEFORE** the actual delivery.

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Highlights:

❖ **Outcomes 6, 7:** Delivery of the release package and communication with customer

Performing a delivery covers the **production of a release note** detailing the content of the delivery and **ensuring that the customer has received the delivery package.**

Note: Confirmation of release is **NOT** about the customer accepting or not the release. As such, **SPL.2 eventually remains the responsibility of the supplier**



SPL.2

Typical Findings

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SPL.2 - Typical Findings

Level 1

Example of weaknesses for some of the Base Practices:

- Product release classification and numbering scheme is not established for the entire product scope or not consistent with the expectations of the release **[BP3]**
 - Naming conventions are not clearly defined for non software parts delivered to the customer (e.g. a delivery note mentions B sample for HW, but when checking HW process in details the latest baseline is on B_03)
 - Naming conventions and definitions related to product maturity are not completely clear (e.g. "RC" used for Release Candidate)
- Build and release activities are not fully described or do not cover all system elements **[BP4]**
 - Build activities are limited to SW elements (e.g. assembly of physical parts is not described because performed by a prototype shop on a different site)
- Documents shared with the customer are not always maintained under strict configuration management **[BP5]**
 - Transfer of files between Supplier and customer configuration management systems are not considered in the configuration management plan (e.g. some documents extracted from local CM system, may need a modification before sending to the customer. This tampering results that the version sent to the customer is not identical to the one officially managed under configuration)
- Definition for type, service level and duration of support for a release cannot be shown **[BP6]**
 - Project teams are often engaged in regular meetings with the customer to deal with all sorts of issues and in an attempt to always fully satisfy the customer they tend to forget that support cannot and should not be unlimited.

SPL.2 - Typical Findings

Level 1

Example of weaknesses for some of the Base Practices:

- Definition of delivery media, delivery content and delivery process itself is not always complete [BP7][BP8][BP9]
 - What is being delivered (e.g. SW only, sub-system or full system)
 - Supporting documentation (e.g. release note, user manual...)
 - Way of delivery (e.g. done by DHL, through encrypted server...)
 - Packaging requirements for physical parts (e.g. defined for serial parts but not for development)
- Release documentation and release note is not fully complete [BP9, BP12]
 - identification of delivery media is not specified
 - Inconsistency between release documentation and build content (e.g. versioning)
 - Identification of test environment missing
 - Release note is limited to Software
 - ...
- Formal approval on the release from the appropriate authority cannot be shown [BP10]
 - Authority for release may not be clearly defined (e.g. Who decides for the GO/NoGO of the release)
 - Deviation process is not deployed as defined in the strategy/plan
- Positive confirmation of receipt by the customer is not explicitly documented [BP13]
Note: This has nothing to do with achieving the acceptance criteria (see BP10) but is about getting the evidence that the customer received the delivery package.

SPL.2 - Typical Findings

Level 2

Level 2 typical Weaknesses:

- When a process is insufficiently described, this impacts the capability to plan, monitor and adjust [GP2.1.1-4]
- Project is used to define roles and responsibilities for development activities but not to provide a full and consistent view of roles taking part in delivery activities till the customer [GP2.1.5], including any required skills [GP2.1.6]
- Configuration management of work products is sometimes not defined beyond in-house development activities [GP2.2.2-3]
 - Configuration management of SW products ends with uploading it to a PLM, when it should describe how it goes from the PLM to the customer (e.g. type of encryption, agreed naming convention, specific tools...)
 - In case there is a need for pairing the delivered product with a target vehicle (e.g. cyber security reasons), this will involve a strict protocol for exchanging pairing keys in a secure way to ensure the delivered product is uniquely identified.

Note 1: Root cause for Level 1 weaknesses can generally be traced to a self-centered view of the project by development teams. Self-centered organizationally because SPL.2 involves stakeholders that are not used to ASPICE. Self-centered from a toolchain point of view because without SPL.2, all other processes primarily focus on development activities and not on the requirements for delivery between the supplier and the customer.

Note 2: Level 2 weaknesses for SPL.2 are today mostly linked to the building of experience with this process and are a direct consequence of level 1 gaps.

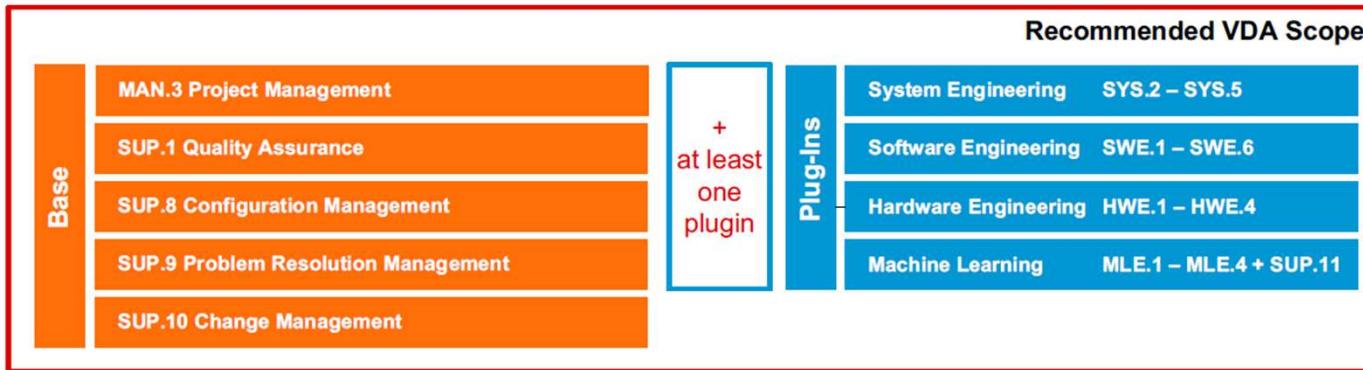


SPL.2 evolution

Impact of ASPICE 4.0

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SPL.2 - Impact of ASPICE 4.0 Assessment Scope



Flex / Optional	ACQ.4 Supplier Monitoring	VAL.1 Validation
	MAN.5 Risk Management	SPL.2 Product Release
	MAN.6 Measurement	PIM.3 Process Improvement
	SYS.1 Requirements elicitation	REU.2 Management of Products for Reuse

- SPL.2 remains out of VDA scope in ASPICE 4.0
- Nevertheless, as seen earlier, there is an increasing demand from OEMs for this process to be assessed.

SPL.2 - Impact of ASPICE 4.0

ASPICE 4.0 vs ASPICE 3.1 - Outcomes

Process outcomes

3.1

As a result of successful implementation of this process:

- 1) the contents of the product release are determined;
- 2) the release is assembled from configured items;
- 3) the release documentation is defined and produced;
- 4) the release delivery mechanism and media are determined;
- 5) release approval is effected against defined criteria;
- 6) the product release is made available to the intended customer; and
- 7) confirmation of release is obtained.



Process outcomes

4.0

- 1) The contents of the product releases are determined.
- 2) The release package is assembled from configured items.
- 3) The release documentation is defined and produced.
- 4) Release approval is performed against defined criteria.
- 5) The release package is made available to the intended customer.

2 Outcomes have been removed:

- Delivery mechanism and media is out of scope (redundant with SUP.8)
- Confirmation of release from the customer not anymore expected (has been removed from related BP)

⇒ Focus is on controlling the content of the release packages over time

SPL.2 - Impact of ASPICE 4.0

ASPICE 4.0 vs ASPICE 3.1 - Base Practices and guidelines

3.1

BP1: Define the functional content of releases.
 BP2: Define release products.
 BP3: Establish a product release classification and numbering scheme.
 BP4: Define the build activities and build environment.
 BP5: Build the release from configured items.
 BP6: Communicate the type, service level and duration of support for a release.
 BP7: Determine the delivery media type for the release.
 BP8: Identify the packaging for the release media.
 BP9: Define and produce the product release documentation/release notes.
 BP10: Ensure product release approval before delivery.
 BP11: Ensure consistency.
 BP12: Provide a release note.
 BP13: Deliver the release to the intended customer.

4.0

BP1: Define the functional content of releases.
 BP2: Define release package.
 BP3: Ensure unique identification of releases.
 BP4: Build the release from items under configuration control.
 BP5: Ensure release approval before delivery.
 BP6: Provide a release note.
 BP7: Communicate the type, service level and duration of support for a release.
 BP8: Deliver the release package to the intended customer.

[SPL.2.RL.1] If the scope of the current release is not identified in detail (features and/ or functions per release), the indicator BP1 shall be not rated higher than P.

[SPL.2.RL.2] If the release notes do not describe changes compared to previous releases, BP6 shall be downrated.

[SPL.2.RL.3] If the content in the release notes is inconsistent with the results from VAL.1, SYS.4, SYS.5, SWE.4, SWE.5, SWE.6, HWE.3, HWE.4 then SPL.2.PA1.1 shall not be rated higher than P.

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 International Assessor Certification Scheme

190 Intacs® Automotive SPICE® 4.0 Upgrade Training - Module 4 - Process Changes

- 3 BPs removed and other BPs merged
- BPs are now in a more logical order
- Introduction of 3 guideline rules



SPL.2

Workshop

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SPL.2 - Workshop

1. Define Structure and content of a release note (not performed during Gate4Spice)

Motivation: Completeness of release note is a typical finding during assessments. Often the document is not sufficiently customer oriented and does not answer the question: What information do I have to/need/want to communicate to the customer.

- ⇒ Propose and discuss a template
- ⇒ Explain the purpose and expected information for each section

1. Do you need a separate process description for SPL.2? (selected by participants)

Motivation: Interest in SPL.2 is fairly recent and current processes often do not cover product release expectations. One reason is that project teams are focusing on development activities and in this context process descriptions usually stop after having demonstrated product compliance with system requirements, thus excluding the release and delivery steps.

- ⇒ Identify what existing activities from other processes contribute to SPL.2 and how these processes could embed SPL.2 expectations
- ⇒ What could be the advantages to have a separate SPL.2 process description (consider stakeholders involved in the process, their roles, consistency...)

After vote, 2nd proposal was selected as workshop



SPL.2

Workshop 1 - Release Note

**Not Performed during
G4S**

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SPL.2 - Workshop 1 - Release note

Some references:

- **Purpose of the release note:** Documents changes and improvements compared to previous releases (VDA-Band-ASPIICE-Guidelines-2.0(2023-11)EN.pdf, Section 3.2.2.2).
- **System Information and Requirements:** Details about the system and its requirements (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Conversion Programs and Instructions:** If applicable, information on any necessary conversion programs or instructions (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Release Numbering:** Should include major, feature, defect repair, alpha/beta, and iteration numbers (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Component List:** A comprehensive list of components, including hardware, software, product elements, libraries, and associated documentation with version identification (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Parameter and Command Information:** Details of new or changed parameters and commands (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Backup and Recovery Information:** Instructions for backup and recovery procedures (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Known Issues:** A list of known problems, faults, and warnings (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Verification and Diagnostics:** Procedures for verification and diagnostics (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Technical Support:** Contact information for technical support (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Copyright and Licensing:** Copyright and license information (Automotive-SPICE-PAM-v40.pdf, ID 11-03).
- **Additional Information (Optional):** May include an introduction, environmental requirements, installation procedures, product invocation, new feature identification, defect resolutions, known defects, and workarounds (Automotive-SPICE-PAM-v40.pdf, Note 8).

SPL.2 - Workshop 1 - Release note

Some references: (Software vs. Integrated System)

- **Specific Cases**

The documents don't provide specific requirements for release notes based on delivery type (software-only vs. integrated system). It's implied that the general structure above applies to both.

However, the "Component List" section would naturally reflect the different components involved: primarily software components for a software delivery and a mix of hardware and software components for an integrated system delivery.

The "Installation Procedures" section (if included) would also differ significantly.

- **Release Package**

A release package typically includes the released product, information about the product and the release, and any necessary supporting tools (VDA-Band-ASPICE-Guidelines-2.0(2023-11)EN.pdf).

For a software delivery, this might include the software installer, documentation, and configuration files.

For an integrated system, it could involve physical parts, assembly instructions, software, and calibration tools.

SPL.2 - Workshop 1 - Release note

Release Note Sections

- **title**
content

**Not Performed during
G4S**



SPL.2

Workshop 2 - Do we need a specific SPL.2 process description

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SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP1: Define the functional content of releases. Define the functionality to be included and the release criteria for each release.

Note 1: This may include the hardware elements, software elements, and extra application parameter files (influencing the identified system functionality) that are needed for the release.

Processes that contribute to SPL.2

- **MAN.3 BP1/BP2: Define scope of work and project lifecycle**
- **MAN.3 BP9: Ensure consistency**
MAN.3 defines the scope of work along the project lifecycle and against customer milestones. These milestones describe expectations in terms of content.
MAN.3 then also checks consistency of all produced work products (including the deliveries) with defined scope.
- **SUP.10 BP3: impact analysis and approve before implementation**
BP3 impacts the priority of changes and eventually the release plan
- **SYS.2 BP2: Structure system requirements**
- **SWE.1 BP2: Structure software requirements**
- **MLE.1 BP2: Structure MLE requirements**
- **HWE.1 BP2: Structure hardware requirements**
Requirements prioritization can be done according to project needs. This means that Requirements can be mapped to releases

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP2: Define release package. Define the release as well as supporting tools and information.

Note 2: The release package may include also programming tools.

Processes that contribute to SPL.2

- **SUP.8.BP1: Identify configuration items.**
Supporting tools / programming tools are expected to be part of CIs.
- **MAN.3 BP1/BP2: Define scope of work and project lifecycle**
- **MAN.3 BP9: Ensure consistency**
⇒ Same reason than for BP1. These BPs are for mapping content against release expectations.
- **ACQ.4 in case third party is involved**
If applicable, ACQ.4 related WPs should appear in CI List and covered by SUP.8 BP1

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP3: Ensure unique identification of releases. Ensure a unique identification of the release based upon the intended purpose and expectations of the release.

Note 3: Unique identification may be realized by a classification and numbering scheme for product releases.

Processes that contribute to SPL.2

- **MAN.3 BP1/BP2: Define scope of work and project lifecycle**
Milestones impact the expectations for releases ⇒ numbering is to be in line with intended purpose.
- **SUP.8.BP2: Define configuration item properties.**
Defines CI properties such as released status, naming conventions... for a single CI or **group of CI** (release is considered as built from other CIs)
- **SUP.8.BP3: Establish configuration management.**
Defines configuration management mechanisms that ensures unicity of each CI
- **GP2.2.2 [All processes]**
CM rules for all CIs contained in the release will be found in these practices.

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP4: Build the release from items under configuration control. Build the release from items under configuration control to ensure integrity.

Note 4: This practice may be supported by the SUP.8 Configuration Management Process.

Processes that contribute to SPL.2

- **SUP.8. BP3: Establish configuration management.**
Defines configuration management mechanisms that ensures unicity of each CI.
- **SUP.8 BP4: Control modifications.**
Is the deployment of the configuration mechanisms (can include assembly steps) that will result in the release package.
- **GP2.2.3 [All processes]**
Provides information about the deployment of CM rules in each process.
- **SWE.5 BP4 / SYS.4 BP3: BPs about integration steps**
Integration steps can be seen as an assembly user manual.

Note: no specific BP for HW integration

(see “Hardware SPICE PRM/PAM v3.0”

Rationale 12 - HW Integration)

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- Integration in terms of software or mechanical lifecycle processes is understood as a stepwise assembly of a product, and performing tests along, or in between, the assembly steps. This notion is not always applicable per se to hardware development. Rather, a HW often is fully assembled first, and then HW testing is performed on the fully assembled hardware by e.g. using measuring points inside the HW to test the inputs and outputs with variations.
 - Further, testing of a single HW element always includes the testing of the interfaces as such tests need electrical input signals and output load. This means, there is no conceptual distinction between ‘testing a single HW element in isolation’ and ‘testing interfaces between HW elements’. Therefore, examples on how to understand the

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP5: Ensure release approval before delivery. Criteria for the release are satisfied before delivery takes place.

Processes that contribute to SPL.2

- **SUP.1.BP3: Assure quality of work products.**
- **SUP.1.BP7: Escalate non-conformances.**
Are needed to ensure a quality criteria is met or appropriate level of authority is notified.
- **SUP.8.BP6: Summarize and communicate configuration status.**
- **SUP.8.BP7: Ensure completeness and consistency.**
Both BPs contribute to the acceptance decision making process
- **SUP.9.BP4: Raise alert notifications.**
- **SUP.9.BP7: Report the status of problem resolution activities.**
- **SUP.10.BP5: Confirm the implementation of change requests.**
Are all needed to confirm or inform about completeness of expected content for the release
- **MAN.3.BP9: Ensure consistency.**
General consistency for project management. Here release content is expected to be in line with release plan.
- **SWE.4-5-6 / SYS.4-5 / MLE.3-4 / HWE.3-4: Summarize and communicate results**
Communication of test result is expected to enable other parties to judge the consequences.
- **MAN.3 GP2.1.4: Define the authority that decides for delivery**

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP6: Provide a release note. A release is accompanied by information detailing key characteristics of the release.

Note 5: The release note may include information about legal aspects like relevant target markets, legislation that is considered etc. See also VAL.1 Validation.

Processes that contribute to SPL.2

- **Generally all BPs that contribute to SPL.2 BP5**
At the very least, the release note should contain the information that resulted in the decision to release.

Additionally:
- **SUP.8.BP5: Establish baselines.**
Release note also contains any information that will be needed for reproducibility of the release.

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SPL2.BP7: Communicate the type, service level and duration of support for a release.

Identify and communicate the type, service level and duration of support for a release.

Processes that contribute to SPL.2

- **SUP.8.BP8: Verify backup and recovery mechanisms availability.**
Support requires availability of development data for previous releases.
- **MAN.3.BP7: Define and monitor project interfaces and agreed commitments.**
- **MAN.3.BP5: Define and monitor project estimates and resources.**
SLA and Support are mostly linked to contractual agreements that may impact general resource and planning management of the project.

Note: SLA and Support does not apply to after market activities.

Aftermarket activities take usually place after closure of the project and are handled by a different organization.

SPL.2 - Workshop 2 - Do we need a separate process description?

SPL.2.BP8: Deliver the release package to the intended customer. Deliver the release package to the intended customer.

Note 6: The intended customer may be an internal organizational unit or an external organization.

Processes that contribute to SPL.2

- **MAN.3 GP2.1.6: identification of project interfaces**
Part of the external project interfaces.

SPL.2 - Workshop 2 - Do we need a separate process description?

PROs and CONs of a separate SPL.2 process description

- **PROs**
 - Despite strong links with other processes, there are remaining gaps.
 - SPL.2 involves stakeholders that are not part of the development activities and usual ASPICE related project scope.
 - SPL.2 requires a continuity of the processes and toolchain between supplier and customer for which there has usually not been a strong focus in the past.
 - Improved consistency of a process that interfaces with the customer.
- **CONs**
 - Risk of redundancies.



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