



REACH

Software Process Improvement the Easy Way

Introduction

REACH is a training and mentoring programme offered by the Centre for Software Engineering (CSE). It is specifically designed to help organisations that want to improve their software development processes. Participating organisations meet on a regular basis to receive training and to share experiences and to help keep up the momentum for process improvement. The programme is based on the CMMI® but would be suitable for an organisation wishing to improve their software development approach regardless of which framework is used.

Structure and Format

The programme is based on group workshops, attended by all participating organisations. The workshops are delivered by experienced trainers, supported by on-site visits made by individually assigned consultants who act as Mentors.

Each participating organisation will be expected to choose one or more process areas to concentrate their improvement efforts on and to apply the principles learned during the workshop sessions to a suitable project.

The programme is made up of three essential elements, Training, Assessment and Mentoring.

1. Training

Two representatives from up to eight organisations will attend nine 1-day workshops held at the Centre for Software Engineering over a six-month period. One person who will be known as the Process Champion is expected to attend every session. The second person is at the discretion of each organisation.

The workshop sessions will provide each attendee with all the information they need on how to handle cost effective process improvement in their organisation. During the workshops the attendees will be exposed to best practice concepts and will understand the key issues in implementing successful SPI.

Each workshop will be a combination of:

- Training - based mainly on the concepts of the CMMI and focused on the Level 2 process areas
- Experience exchange and interaction
- Exercises, Case Studies and Homework Assignments

A high emphasis will be placed on the "people" issues of implementing a successful SPI programme, including:

- Management commitment and support
- Cultural change necessary to make your improvements a success
- Motivation and Teamwork

2. Assessment

Using the CMMI as a reference model, CSE will carry out an assessment of each organisation's current practices in their chosen area of improvement. The results of this assessment will form the basis for planning the improvements to be implemented. This assessment will be carried out at the organisation's site and will involve reviewing existing procedures & standards, interviewing members of project teams and reviewing project documentation.

3. Mentoring & Support

Each company will have an experienced CSE consultant assigned as their Mentor who will work with them individually and guide them through choosing the right improvement project, planning the project, gaining the necessary support from members of their own organisations, implementing the necessary changes and monitoring and sustaining the benefits of the improvements made.

This will be provided through a number of on-site visits and ongoing telephone and email support. It is recommended that the first mentoring visit should happen at the start of the programme, with the remaining visits at regular intervals throughout the 6 months as agreed between the Champion and the Mentor

Benefits to Attendee

The programme enables an individual to implement improvements with excellent training and individual support from an assigned Tutor. The training sessions are taken as a Cluster, with other companies going through the same process, and enables you to discuss progress and to exchange ideas and ways of overcoming problems if and when they occur. Having confidence to do the work in-house but with the knowledge that there is support available when you need it makes this programme an excellent choice.

By allowing two people to attend each of the training sessions, you are sharing the expertise and not relying solely on one individual to make the project succeed.

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Benefits to Organisation

By following the programme you will be sure of implementing process improvements that not only meets the requirements of CMMI but will be flexible to change as your operation evolves into the future. The organisation will benefit in that:

- An employee is trained as the Process Champion with the skills to implement a successful SPI programme
- The champion is knowledgeable in all CMMI Maturity Level 2 process areas.
- Problems can be identified more quickly
- Improvements can be made to increase efficiency and other attributes of projects.

Outline of Programme

	Topic	Description
1.	Introduction	Introduction to the REACH Programme and SPI
2.	Implementing SPI & Assessment	Provide the "How" to prioritise, plan, resource & implement a successful SPI improvement project. Understand reasons for & benefits of assessment
3.	CMMI Level 2 Requirements Management	Understanding maturity level 2 of CMMI Understanding, documenting and managing user requirements
4.	Project Management	Planning, estimating, scheduling, getting commitment to and tracking the project
5.	Supplier Management	How to manage external suppliers.
6.	Measurement & Analysis	Developing measurements to measure & monitor process & product quality
7.	Configuration Management	Planning CM and carrying out CM activities
8.	Quality Assurance	Understanding and carrying out Quality Assurance
9.	CMMI Level 3	Understanding how to progress further, moving to CMMI Level 3, understanding difference in level 2 & 3, know at a high level the process areas of level 3

For More Information

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