



Software and System Process Improvement

Measurably improve the process of software & systems development

For those managers in charge of development projects, the outcome of which is critical to the success of their business, we are a consulting company that can measurably improve the process of software and systems development. The business drivers for delivery of effective software dependent systems have never been stronger.

The challenges are compounded by rapidly changing technology and complex legacy systems, combined with outsourcing and regulatory compliance pressures. We help companies to industrialise their software and systems processes (SPI). With robust processes, customers become more competitive and can complete more projects on time, within budget, and with the appropriate quality.

SPI Business Strategy

We help you choose the improvement approach that best fits your business model and customer requirements. We offer you selection criteria for key elements like Process Centres & High Maturity Services and help to develop a strategic plan to implement the approach effectively and efficiently.

Our Services

- > Strategic SPI planning and objective-setting
- > Business case and ROI calculation
- > Integration of multiple approaches into a customized improvement program
- > Assessing and managing change readiness

Your Benefit

1. Best value solution optimized for your needs
2. Makes SPI investment a business decision
3. Minimizes redundant efforts and false starts

Process Development and Deployment

Each member of our team assigned to your organisation carefully considers your unique business environment and will map “best in class” practices to your environment.

Our Services

- > Process development training and workshops
- > Coaching and mentoring
- > Process development packages and support

Your Benefit

1. Quick start solutions for roadmaps, work break down, tracking and teaming
2. Utilization of proven improvement packages to increase the confidence of success

High Maturity Services

For organisations already having achieved well defined processes we provide the support to implement advanced measurement and statistical techniques as well as process optimization methods.

Our Services

- > Techniques training, coach and mentoring
- > Analysis of process data and quantitative performance bench making
- > Development of predictive process and quality models

Your Benefit

1. More predictable process performance
2. Processes tuned to current business needs
3. Efficient improvements through hands-on guidance from global process leaders with high maturity experience

MANAGING RISK



Independent Appraisals

Process appraisals and assessments demonstrate tangible progress and Return on Investment (ROI). We conduct (in) formal and appraisals using the models at the organisational or project levels to meet the needs of the organisation.

Our Services

- > Appraisal team training and planning
- > Preparation of evidence (Process Implementation Indicator Database) for appraisals
- > Gap analyses and Readiness reviews
- > Formal appraisals and appraisal method customization

Your Benefit

1. Independent appraisals by experts ensure accurate status
2. Appropriate level of formality focuses attention on improvement, not just appraisal
3. Involvement plan ensures understanding and commitment by all levels of management

CMMI OnBoard™

A proven approach to conduct an initial assessment of capabilities and process related risks, capturing relevant actions and driving improvements through the organisation.

Our Services

- > Proprietary SPI progress tracking system
- > Expert advisor coaching SPI teams

Your Benefit

1. Systematic insight into real SPI progress and timely escalation of risks and problems
2. Focus on high priority business needs
3. Increases buy-in through regular involvement of projects and management in SPI activities
4. No surprises during appraisals!

Project Support Office PSO™

A systematic approach to controlling the processes of Systems and Software development.

Our Services

- > Integrating proven project management processes and methods into daily practice
- > Solutions for systematic project planning, monitoring and tracking

Your Benefit

1. Early identification, timely escalation of risks & unrealistic planning and continuous insight into project progress
2. Transparency and alignment of projects between the manufacturers, suppliers and service providers ensures commitments are met

DNV IT Global Services

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Requirements Engineering Support Centre RSC™

Establish requirements engineering processes and methods in your organisation.

Our Services

- > Establishing state-of-the-art methods and tools for requirements engineering
- > Personal development through training, workshops and mentoring

Your Benefit

1. Continuous visibility into requirements status
2. Reduced effort due to well-defined, prioritized and agreed requirements and control over requirements changes

Acceptance, Test and Integration Centre ATIC™ Support

A systematic approach for mastering all test, integration activities in software & system engineering projects.

Our Services

- > Setting-up, operating, monitoring and coaching of an Acceptance, Test and Integration Centre for your development projects

Your Benefit

1. Continuous transparency of product maturity and quality – ability to act early and minimize problems
2. Efficiency increase with fewer (aligned) integration and test problems and acceptance strategy.

Quality Management Office QMO™ Support

Objective insight into the Quality of products and processes of your System & Software development organisation.

Our Services

- > Definition of project quality goals in line with improvement and business objectives
- > Establishing proven quality management practices for development

Your Benefit

1. Continuous monitoring of the appropriateness of and adherence to defined processes
2. Timely escalation of risks and issues
3. Support for Supplier audits and rapid learning and transfer

More Information

If you have any questions or want more information, please contact us by e-mail: itgs@dnv.com. DNV has local IT Global Services offices in China, Germany, France, Italy, Netherlands, Sweden, UK and USA. Find the local office near by you at www.dnv.com/itgs or visit the site for more information.



MANAGING RISK

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