Related Services

Related to SPiCE 1-2-1 we offer you a series of services that help you to optimize your benefits from the assessment methodology.

SPiCE 1-2-1 Adaptation and Enhancements

SPiCE 1-2-1 is not enough? No problem. Your specific processes can be modelled and together we can produce a perfect new Quest-Tool, which exactly depicts the needs of your organization. Together with your skilled personnel we will capture the structure of your processes and the result will be a reference model and an assessment tool which enables you to perform assessments efficiently and fast - exactly as you like them.

Execution of IT Service Management Assessments

The objective of assessments is to create optimal conditions for improving Software development processes based on objective evaluations of the actual situation assisted by external consultants. All employees are motivated by the assessment to work on areas of improvement and weakness that have been identified. Together with the manager goals for the improvement measures should be set, priorities should be defined and the appropriate means and resources should be made available.

This approach has proved to be successful in practice in different companies of various businesses. This is confirmed by the fact that a number of companies have already carried out several assessments, many times also delta assessments.

After some years of trial phase within the scope of the SPiCE-Project in autumn 1998 the standard ISO/IEC TR 15504 has been published. In ISO 15504 the experience of different assessment methods is integrated and a common reference model to compare results is provided. The new standard ISO/IEC IS 15504 published in 2003-2006 describes all processes that are critical for software development in the broadest sense so detailled that the conditions for an objective evalutions are given. It provides the benchmark for the evaluation of development processes. The quality level of each process is ranked on a scale from 0 to 5.

Level 5 Optimizing
PA.5.1   Process Innovation
PA.5.2   Continuous Optimization

Process improvement through organisation-wide quantitative feedback, standards are adapted correspondingly, projects adopt these

Level 4 Predictable
PA.4.1   Process Measurement
PA.4.2   Process Control

Process performance is quantitatively measured & statistically analysed to allow objective decisions and to ensure that the performance remains within defined limits in order to ultimately support business goals.

Level 3 Established
PA.3.1   Process Definition
PA.3.2   Process Deployment

A set of specific standard processes for the organisation exist, including tailoring guidelines. Standards improvement through organisation-wide feedback.

Level 2 Managed
PA.2.1   Performance Management
PA.2.2   Work Product Management

Performance is planned and tracked, responsibilities defined, results under quality assurance & configuration mg

Level 1 Performed
PA.1.1   Process Performance

Process outcomes achieved, but results created just „somehow"

Level 0 Incomplete

Process results not existent or inappropriate

The execution manner of the assessment focuses on the requirement of the company. Sometimes it is requested to burden employees as little as possible by involving only a few key people into the assessment. In other cases the contribution of as much members of the project as possible to the self-assessment is preferred. Usually only a selection of the processes covered in SPICE are analyzed. The selection of the processes is aligned with the requirements of the customer and is done in a briefing session prior to the assessment.

Contact us. We are happy to help you.