

# SPICE (ISO/IEC 15504) for Senior Managers

ESI Training Services:  
Awareness Tutorials

In an increasingly competitive market, organisations must be striving to differ from their competitors on a continuous basis in order to survive. It is an imperative that organisations focus on continually improving their process capability to offer a better product, which in turn yields a competitive advantage with greater customer satisfaction and economic growth. Successful organisations will be those who recognise this need and proactively pursue the improvement of their software process capability. Responding faster, better and at a lower cost to the demanding market opportunities.

SPICE ISO/IEC TR 15504, the standard for software process assessment (SPA), provides dynamic organisations with a software process model that characterises best practices, an integrated improvement path and the assessment method to track progress.

SPICE defines a common basis for assessment of software processes, across different industries and across organisations of different application domains: it is not based on particular organisational structures, management philosophies, life cycle models, technologies or development methods. It provides a basis for comparison between processes in different organisations and is applicable at both project and organisational level. Flexibility is the word that best describes the characteristic of this model to implement a Software Process Improvement (SPI) programme.

**SPICE for Senior Managers** is a one-day seminar that gives a high level view of the SPICE (ISO/IEC 15504) standard so that senior level managers have sufficient grounding in SPICE to understand what is involved in a SPICE-BASED Software Process Improvement programme, gaining an understanding of the business rationale sustaining the improvement of software processes.

The seminar addresses such issues as how to link the business objectives to a SPI initiative and how SPI can benefit those business objectives of the organisation; i.e., the RoI; understand the tangible vs. intangible benefits of SPI, and to appreciate the time and effort needed to improve their software process according to the SPICE standard.

The topics covered by the seminar:

- Why improve the software processes
- The tangible and intangible of SPI
- Process management concepts
- Overview of SPICE
- Principles of SPA based on SPICE
  - The reference model
  - Process categories
  - Capability dimension
  - Rating mechanism
  - The assessment process
  - How to achieve higher capability levels
- Usage of SPICE for Process Improvement and Determination of Capability of suppliers
- SPI organisational infrastructure
- Where is SPICE being used?

## Information & Registration

ESI Training Services  
European Software Institute  
Parque Tecnológico #204  
Zamudio, 48170  
Bizkaia - Spain  
Tel: +34.944209519  
Fax: +34.944209420  
Email: [training@esi.es](mailto:training@esi.es)  
<http://www.esi.es>

# Training

### SPICE (ISO/IEC 15504) Training

ISO/IEC 15504 provides a standard framework that can be used for assessment of processes for planning, managing, monitoring, controlling and improving the acquisition, supply, development, operation, evolution and support of software. This course provides comprehensive training in ISO/IEC 15504 software process assessment, including:

- an overview of ISO/IEC 15504
- detailed study of the ISO/IEC 15504 process model and assessment process
- practical training in performing assessments

The course runs for five days and consists of lectures, discussion and exercises. The emphasis is on the practice of assessment tasks, so there is a high proportion of active involvement by participants. Three days of the training are dedicated to leading the participants through a real-life scenario of implementing a ISO/IEC 15504-based assessment.

The course includes two examinations. Participants who pass are issued with an ESI certificate stating that they have received all the formal ISO/IEC 15504 training required to become a ISO/IEC 15504 'competent assessor'.

# Assessments

### SPICE (ISO/IEC 15504) Based Assessments

ISO/IEC 15504 provides a common basis for Software Process Assessment using many different methods yet allows assessment results to be obtained in a single form and in sufficient detail to identify where improvement is needed. ISO/IEC 15504 provides you with an indication of the maturity of each individual software process in your organisation for quick understanding and rapid identification of strengths and weaknesses. ISO/IEC 15504 is tool-supported and also recognises self-assessment as an important tool for Process Improvement.

Assessment activities are a proven approach towards implementing an improvement infrastructure and managing software quality. SPICE assessments create a framework to prioritize the software process for improvement based on the analysis of the organization business needs, tailoring the process assessment model to the specifics of the organization goals.

The key strength of ESI providing this service is the domain knowledge gathered from the experiences deploying software process assessments and improvement programs compliant with SPICE.

Based on these experiences, ESI has developed a set of guides to facilitate the implementation and delivery of a systematic software improvement process, leveraging these improvement initiatives with other ESI products and services.