

**ESI Training Services:**

Technology Introduction Courses

# SPICE (ISO/IEC 15504) Training

## Compliant with ISO/IEC 15504 ATC V4.0

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 an ISO/IEC 15504 'competent assessor'.

ESI began offering ISO/IEC 15504 training in 1996 and has so far trained over 400 IT professionals.

ESI also formed the team of experts who developed the ISO/IEC TR 15504 set of documents, participating as members of the ISO/IEC JTC1/SC7 WG 10 Group.

ESI has also carried out over 70 in-house software process assessments conformant to the ISO/IEC TR 15504 requirements for leading European and Latin American companies.

**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>

## INSIDE ►

- What is SPICE? ►
- Who Should Attend? ►
- Benefits of the Course ►
- Prerequisites ►
- Presenters ►
- Agenda ►
- Key Topics ►

## What is SPICE (ISO/IEC 15504)?

SPICE (ISO/IEC 15504) is an emerging standard for software process assessment and improvement which was recently published as an ISO Technical Report (ISO/IEC 15504). It 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. For ease of understanding and rapid identification of strengths and weaknesses, ISO/IEC 15504 provides you with an indication of the maturity of each individual software process in your organisation. ISO/IEC 15504 is tool-supported and also recognises self-assessment as an important approach to Process Improvement.

## Who Should Attend this Course?

You should attend this course if you wish to:

- Obtain an in-depth understanding of ISO/IEC 15504 and how it can be used within your organisation
- Take the first step towards becoming a competent ISO/IEC 15504 assessor
- Be an effective member of a ISO/IEC 15504 assessment team
- Improve your knowledge of the processes necessary for successful acquisition, supply, development, operation, evolution and support of software

## Benefits of the Course

- You will learn the ways that you can use ISO/IEC 15504 to benefit your organisation, either as a basis for improving internal software process management or for determination of suppliers' software process capability.
- You will obtain a detailed knowledge of the process management model against which ISO/IEC 15504 assessments are made.
- You will be able to participate effectively in a ISO/IEC 15504 assessment under the leadership of a competent assessor.
- You will have satisfied the ISO/IEC 15504 training requirements for a competent ISO/IEC 15504 assessor.
- You will learn how ISO/IEC 15504, as an emerging standard, will influence your business.
- You will be able to function more effectively in management and quality roles using your improved knowledge of best practice in software process.

## Prerequisites

Attendees must be familiar with the language of software engineering, quality assurance and management. Attendees should also have first-hand experience of these areas.

## Presenters

The course instructors have extensive experience of software development, quality assurance and assessment and have been actively involved in the development and trialling of SPICE (ISO/IEC 15504).

## Agenda

09.00 - 17.30: each day except Friday.

09.00 - 16.30: Friday.

## Course Materials

Each participant will receive a self-explanatory course manual and additional reference materials.

Please note that the SPICE (ISO/IEC 15504) documentation is available for reference only during the course. ISO 15504 is ISO property, and we are therefore unable to distribute copies of the documentation to course attendees. Details will be provided on where to obtain the standard in your region.

## Key Topics

### 1. Introduction to SPICE (ISO/IEC 15504) Standard

Background to software process assessment

Overview of SPICE (ISO/IEC 15504)

Overview of reference model

Overview of exemplar model

Engineering processes

Management processes

Customer-supplier processes

Support processes

Organisation processes

Capability dimension

Process assessment with SPICE (ISO/IEC 15504)

Process improvement with SPICE (ISO/IEC 15504)

Process capability determination with SPICE (ISO/IEC 15504)

### 2. Practical Software Process Assessment with SPICE (ISO/IEC 15504)

Background to practical software process assessment with ISO/IEC 15504

Data collection techniques

Assessment preparation

Collection, validation & rating

Results & debriefing

Case study: performing a ISO/IEC 15504 compatible assessment

The European Software Institute (ESI) is one of the world's leading independent authorities on software process improvement. We help businesses design, implement and measure improvement programmes that achieve real commercial goals such as reduced effort and costs and increased product quality.



## About ESI

Established in 1993 and with its headquarters in Spain, ESI is a non-profit organisation, which offers consultancy and training services, supported by a highly qualified team of experts and an extensive network of international alliances.

ESI offers a broad **training portfolio** that will help meet your needs, whether you are a beginner seeking an introduction to SPI or an expert looking for more advanced SPI diagnosis and implementation programmes.

## ESI's Training Philosophy

Our training is developed in line with ESI's work in emerging, cutting-edge technologies. Our philosophy is always to help turn theory into actual implementation in the work environment, calling on industry experience, case studies and ESI's Best Practice Repository.

In addition to its open programme, ESI also offers in-company training and consultancy packages and is developing a number of Internet-Based Training products.

For further information contact **ESI Training Services Unit**.

ESI can offer in-company training in SPI,  
or combine training with consultancy activities to  
offer an **integrated service** approach  
to support the implementation of SPI  
in your organisation.

