

October 10, 2002

MEMORANDUM TO: Patricia G. Norry  
Deputy Executive Director for Management Services

FROM: Stuart Reiter **/RA/**  
Chief Information Officer

SUBJECT: SOFTWARE ACQUISITION PROCESS IMPROVEMENT

OCIO is about to begin a software acquisition process improvement initiative intended to more closely integrate the activities defined by the CPIC, SDLCMM, and software acquisition (from development of the statement of work through technical oversight). The purpose of this memorandum is to request your support in this effort.

#### Approach

OCIO will benchmark against a proven process model, known as the Capability Maturity Model for Software Acquisition (CMM-SA), which represents industry "best practices" in this area. This model was developed by the Software Engineering Institute, a Federally funded research and development center (FFRDC) of the U.S. Department of Defense. This model defines software acquisitions as those software development activities that are not performed in-house by agency staff. The model also defines processes, practices (activities), and commitments that are present at the various maturity levels of organizations involved in software acquisitions. The CMM-SA defines Levels 1 through 3 as:

Level 1-	Successes are based on using a few competent persons and heroics;
Level 2-	Successes are driven by basic project management; and
Level 3-	Successes are achieved through project management actions defined through process standardization.

From this benchmark activity, OCIO will develop a gap analysis and action plan to move our processes towards Level 3.

#### Resource Support Requested

The software acquisition process begins with planning, which includes defining requirements, developing statements of work, ensuring proper budget availability, and selecting service providers from the contractor community to perform the IT Project work. IT Projects that require contractor support must follow the requirements for proper selection, direction, oversight and control, and reporting defined through the CPIC and acquisition management processes. The Agency guidance documents that must be applied are Management Directive 2.2 and Management Directives in the 11.x series, along with the SDLCMM. Because a number of the Management Directives are controlled by your organization and recommendations for process improvement may concern these, OCIO needs the participation and support of your staff to

ensure a complete baseline of the NRC's current processes is achieved. This participation will take the form of interviews which are expected to consume approximately 3 to 4 hours each for up to 2 staff members in early November through mid-November 2002. Additionally, we may need up to 1 hour of your time as part of this data gathering process.

OCIO anticipates that we will continue to need participants from your offices to work with us to improve the processes in accordance with the action plan; however, we cannot define that level of effort until the action plan is delivered.

I would like to receive the names of the individual participants from your office by October 21, 2002, so that we may schedule the interviews directly.

James Schaeffer is our contact on this initiative (e-mail JBS, Phone Number 415-8720).

cc: W. Travers, EDO

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