

Gord Systems, Implementation of IT Mark standard

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Case study on implementation of IT Mark standard

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RCI Conference, Skopje, May 16-17,2007

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Description of the Need

Company's development strategy require QA & SPI standards implementation

- GORD Systems is an independent software developer focused on eBusiness solutions for the Healthcare, Public sector and SME's.
- Our mission is to deliver best quality software solutions and IT services that will meet our customer's needs and international standards.
- GORD Systems business development strategy is based on export of products and services on the EU and USA markets.
- In order to impalement this strategy, the company realized that some of the worldwide recognized standards for quality assurance and software process improvement must be implemented.
- In August 2006, GORD Systems successfully completed the IT Mark certification, which is based on CMMI and ISO17799 / ISO27001 standards.

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Solution (1/2)

Where we are, where we aim to be

- Our goals are to conform to the CMMI Level 3 and ISO 27001 (17799) standards in the next 18-24 months.
- Having already the IT Mark certificate, we have covered a great part of CMMI Level 2 and ISO 27001.
- Currently we are working hard to complete all CMMI Level 2 Process Areas, and starting to work on several Process Areas from CMMI Level 3 that are closely linked to the Process Areas from Level 2, such as IPM (Integrated Project Management), RSKM (Risk Management), Requirement Development (RD), etc.

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Solution (2/2)

Problems we faced

- At the very beginning, we concluded that using a classical Document Management System only we cannot achieve our goals:
 - Planned time frame for implementation, as well as
 - The usability and on-time delivery of the reports required by the management team.
- We decided to develop our own software solution to cover most of the Process Areas.

Results (1/3)

Decision to develop own software solution to support the implementation of the CMMI process

- Even though prior to the IT Mark initiative, we already had implemented Methodology for Software Development, as well as many Internal Procedures (covering most of our processes), we still had a lot to improve to comply with the IT Mark Certification.
- Most of our efforts were focused on improving our Project Management and Support processes.
- Since we are a software development company, we decided to develop our own software to cover our internal processes as defined by CMMI.

Results (2/3)

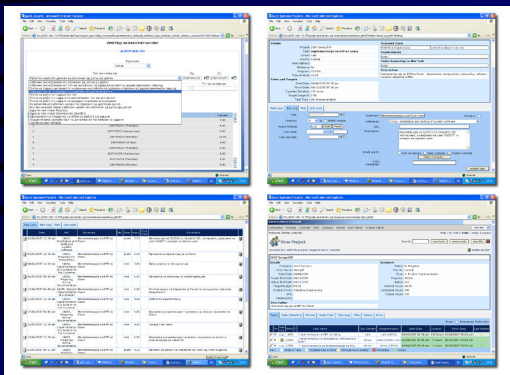
Implemented process areas

- Initially, we implemented the software solution to cover only the Project Planning (PP) and Project Monitoring & Control (PMC) processes.
- When we started using it, we concluded that we can easily extend the functionality to cover the key aspects of almost all CMMI Level 2 and some of the CMMI Level 3 processes.
- Currently our software solution covers the following process areas:
 - Project Planning (**PP**)
 - Project Monitoring & Control (**PMC**)
 - Configuration Management (**CM**)
 - Measurement & Analysis (**MA**) - partially
 - Requirements Management (**REQM**) -partially
 - Risk Management (**RSKM**) - partially
 - Integrated Project Management (**IPM**) - partially
 - Requirement Development (**RD**) -partially

Results (3/3)

Real-time reporting

- The most visible result we have seen is having real-time reporting on what is really happening within our company.
- Our managers have online access to all of their projects, and can instantly see which tasks are on time, which are lagging behind schedule so they can push the team or add more resources to the team to get the task done on time.
- The solution also saves us a lot of time; for instance, some of the reports that we use to do regularly in the past (such as the report on availability of the Human Resources in a given period of time), that used to take hours if not days to complete, now we have it instantly at any given time.



Lessons Learned (1/2)

Key elements in the implementation

- Just as with any other important change inside a company, the management commitment is the key element to institutionalizing the new ways of working.
- Every employee must understand the real reasons for the changes being implemented.
- The extra work at first seems difficult and consumes a lot of our precious time, but when regularly practiced it becomes a routine, and finally yields great results and justify the excessive energy that was initially invested.
- So far, the IT Mark implementation in our company was a real success.

Lessons Learned (2/2)

Impact on the Business development

- The impact on the business development of our company, especially the marketing add-on value is very important.
- As the standard is based on CMMI processes, our company is starting to be recognized on the market as a vendor that complies with the highest standards for software development and implementation.
- This helps us to talk to more serious clients and certainly about more profitable projects for our company.
- Now, we are at the beginning of the implementation of CMMI Level 3 and we have a lot of work and new investments ahead of us.
- The good thing is that we know it is worth it, and we are ready to take the next steps, because with the implementation of CMMI level 3, the visibility of our company on the market will be much better and our negotiation position even stronger.

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**Thank you very much
for your attention!**
