

## INFORMATION SOCIETIES TECHNOLOGY (IST) PROGRAMME

**IMPRESSION**

**“Initiative for Software Requirements Management Best Practice in Embedded Systems and E-Services Organisations”**

**DELIVERABLE EXTERNAL**

**WORKPACKAGE: WP6 – RE Systems implementation and configuration**

# **D13-Validation Report**

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**Members: Automate (GR), Integrated Aerospace Sciences Corporation (GR), Oxford Company (GR), International Carpet Center (GR), KOLIOS (GR), Euroelectronics (GR), Initiative Media (GR), PRISMA (GR), DISIOS (GR).**

## TABLE OF CONTENTS

<b>1.</b>	<b>INTRODUCTION .....</b>	<b>3</b>
1.1	DEFINITIONS, ACRONYMS AND ABBREVIATIONS.....	3
1.2	LIST OF RELATED DOCUMENTS.....	3
<b>2.</b>	<b>VALIDATION CHECKLISTS .....</b>	<b>3</b>
2.1	USER 1 – AUTOMATE.....	3
2.2	USER 2 – INASCO .....	3
2.3	USER 3 – OXFORD COMPANY .....	3
2.4	USER 4 – ICC .....	3
2.5	USER 5 – KOLIOS .....	3
2.6	USER 6 – EUROELECTRONICS .....	3
2.7	USER 7 – INITIATIVE MEDIA .....	3
2.8	USER 8 – PRISMA .....	3
2.9	USER 9 – DISIOS.....	3

## 1. Introduction

This document presents the Validation report that has been produced in the context of the IST-2000-28760 IMPRESSION project for the nine user organisations participating in the project.

The document summarises the status of a number of issues with reference to the initiation of the pilot projects as follows.

For each member company, a checklist table has been produced presenting:

- A description of the pilot project
- The duration of the pilot
- Training activities conducted so far and planned
- RE techniques that have been selected to be applied in the pilot project
- RM tools that have been selected to be used in the pilot project
- Current maturity level of the organisation, as per the Maturity assessment obtained using the REAIMS model and tool
- Targeted maturity level of the organisation
- KPIs to be measured in the context of the pilot.

This information has been discussed with and approved by the user organisations.

### 1.1 Definitions, Acronyms and Abbreviations

RE : Requirements Engineering

RM : Requirements Management

CSFs : Critical Success Factors

KPIs : Key Performance Indicators

### 1.2 List of Related Documents

IST-2000-28760 IMPRESSION Project Annex I – Description of Work

D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER ORGANISATIONS

D6–Maturity Assessment Summary From User Organisations

D10 – Training Manuals Report – Project Version (Revised Deliverable Version)

D11–System Manuals Report

D12–Implementation System Report



## 2. Validation checklists

### 2.1 User 1 – AUTOMATE

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	<p>The main objective of the project CallMate is the development of an embedded system for home automation. The development of embedded systems consists of S/W development, H/W development, component manufacturing &amp; packaging.</p> <p>CallMate is the minimum system required to allow remote control of home functionality using a telephone. The user can install the device in his/her home and have the capability to control four circuits in the house. Therefore you can dial up your home number and after you get a tone which means the line was picked by the CallMate, you enter a pin number and then you can turn on or off four circuits, which could be your heater, hot water, garden watering etc.</p>
	<i>Status</i>	Requirements Capturing
	<i>Notes</i>	The pilot project is at the initial phase of “Requirements Elicitation”.
	<i>Reference<sup>1</sup></i>	D3 – KPI Manual, Part II – APPLYING THE KPI MANUAL FOR USER 1–AUTOMATE
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 9 (March 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The pilot project started according to the initial planning.
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The top users as well as the members of AUTOMATE’ s project team have attended all the training courses of the 3 phases of training activities (introductory, core, specific).
	<i>Status</i>	Completed

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
	<i>Notes</i>	Project team's members have been trained on the use of RequisitePro RM tool. The training will be continued in the form of technical support regarding the RM tool along with pilot implementation.
	<i>Reference</i>	D-10 Training Manuals Report – Project Version (Revised Deliverable Version)
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<p><i>Improvement:</i> IMP 3.2 - IMP 3.4 - IMP 3.6 - IMP 4.1 - IMP 4.4 - IMP 4.5 - TEC 0.2 - IMP 10.1 - ACT 0.1</p> <p><i>Introduction:</i> IMP 3.3 - IMP 4.3 - TEC 0.1 - IMP 9.1 - IMP 3.5 - IMP 5.1 - TEC 0.10 - TEC 0.11 - TEC 0.12 - IMP 9.4 - ACT 0.1 - IMP 5.3</p>
	<i>Status</i>	The RE techniques for the implementation of the best practices selected for improvement/introduction have been established, after negotiation and agreement with the company's project team.
	<i>Notes</i>	AUTOMATE selected all the proposed best practices for improvement (8) and therefore the related RE techniques for their implementation. From the total best practices proposed for introduction (14) AUTOMATE accepted as more important to be introduced 10 of them.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	RequisitePro
	<i>Status</i>	Installed
	<i>Notes</i>	The RM tool has been installed without any problems.
	<i>Reference</i>	D11 – System Manuals Report D12–Implementation System Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial+
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

Item	Checklist	
Targeted maturity level	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
KPIs to be measured <sup>6</sup>	<i>Description</i>	<p>The KPIs that are going to be measured during the pilot project’s implementation are:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> <li>7. % Requirements satisfied in the initial design</li> <li>8. Time between system conception and delivery</li> <li>9. Number of extra months spent for the implementation</li> <li>10. Number of extra months spent for the RE process</li> <li>11. % Deviation from total budget</li> <li>12. % Deviation from the RE budget</li> <li>13. Number of additional requirements satisfied / number of additional requirements requested</li> <li>14. Cost of maintenance per 1000 lines of code</li> <li>15. Lines of code/person day spent on rework</li> <li>16. Number of person days needed for rework due to requirements capturing inefficiency</li> </ol>
	<i>Status</i>	The measurement of KPIs has not started yet.
	<i>Notes</i>	As per the review procedure described in D3-KPI Manual, Part II the KPIs will be reviewed as a result of the review of AUTOMATE’ s Business Goals, Critical Success Factors, and Yardsticks, in order to maintain their relevance and be adapted to possible changing

<sup>6</sup> in the context of the pilot project

Item	Checklist	
		processes or conditions.
	<i>Reference</i>	D3-KPI Manual, Part II – APPLYING THE KPI MANUAL FOR USER 1 - AUTOMATE

## 2.2 USER 2 – INASCO

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	<p>DiAMon lies in the process monitoring and analysis software category. The main application is the composite processing for the production of neat and reinforced structures. The combination of real-time monitoring with in-site signal material and process analysis makes the software package more powerful and flexible. The material and process knowledge is added as an extra layer in the software structure in the form of expert system, thus providing the capability for cost-effective and quality approved manufacturing. The DiAMon software package can be used either for monitoring or control of cure processes in autoclaves or RTM machines.</p> <p>According to the customer application requirements the following modules of DiAMon are affected:</p> <ul style="list-style-type: none"> <li>➤ The model of materials and processes including in the modeling module may vary.</li> <li>➤ The software may be used for controlling or monitoring cure process so the control algorithms should be included or not in the final product.</li> <li>➤ Implementation on the knowledge based system the correct knowledge filters that are fitted to the application, the inference mechanism and the cost functions for optimisation.</li> <li>➤ The interface includes graphs, visual buttons etc. It combines different outputs from the process measurements and model results in order to give the end user an integrated view for the curing process.</li> <li>➤ The type and the number of sensors that will be used by software process and their calibration, which varies according to the type of curing processes.</li> </ul>
		<i>Status</i>

Item	Checklist	
	<i>Notes</i>	The Requirements Capturing phase is underway.
	<i>Reference</i> <sup>1</sup>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 2 - INASCO
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 9 (March 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The pilot project started according to the defined timetable.
<b>Training activities</b> <sup>2</sup>	<i>Description</i>	The 3-phase training was carried out for INASCO, according to the schedule. More specifically the activities included the <i>Introductory Training</i> , during the project months 2-3, the <i>Core Training</i> , during the project months 4-6, and the <i>Specific Training</i> , during the project months 2-10.
	<i>Status</i>	The <i>Introductory and Core Training Phases</i> have been completed. The last phase of training is continuing.
	<i>Notes</i>	The <i>Specific Training</i> will also include the support of INASCO in the implementation of the selected RE Techniques and RM Tool. Therefore it will continue until project month 12, according to the schedule.
	<i>Reference</i>	D10 – Training Manuals Report - Project Version (Revised Deliverable Version)
<b>RE techniques</b> <sup>3</sup>	<i>Description</i>	<p><i>Improvement:</i> ACT 0.1- IMP 6.2 - TEC 0.14 - TEC 0.14 - TEC 0.14 - TEC 0.15 - TEC 0.14 - TEC 0.15 - TEC 0.15 - IMP 9.1</p> <p><i>Introduction:</i> IMP 4.3 - IMP 4.1 - IMP 4.2 - IMP 4.4 - IMP 4.5 - TEC 0.2 - IMP 5.1 - TEC 0.10 - IMP 8.1 - TEC 0.18 - TEC 0.19 - TEC 0.17 - IMP 9.4 - IMP 10.2 - IMP 5.3 - IMP 10.1</p>
	<i>Status</i>	The RE Techniques have been selected and agreed by the users.

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

<sup>3</sup> RE techniques selected to be applied in the organisation

Item	Checklist	
	<i>Notes</i>	All the suggested Best Practices (to be introduced or improved) and the related RE techniques have been accepted.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	RMTrak
	<i>Status</i>	The RM Tool has been installed.
	<i>Notes</i>	No problem has arisen during the installation of the Tool.
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial+
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Defined
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	<p>The KPIs that are going to be measured during the implementation of the pilot project are:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> <li>7. % Requirements satisfied in the initial design</li> <li>8. Time between system conception and delivery</li> <li>9. Number of extra months spent for the implementation</li> <li>10. Number of extra months spent for the RE</li> </ol>

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

<sup>6</sup> in the context of the pilot project

Item	Checklist	
		<p>process</p> <p>11. % Deviation from total budget</p> <p>12. % Deviation from the RE budget</p> <p>13. Number of additional requirements satisfied / number of additional requirements requested</p> <p>14. Cost of maintenance per 1000 lines of code</p> <p>15. Lines of code/person day spent on rework</p> <p>16. Number of person days needed for rework due to requirements capturing inefficiency</p>
	<i>Status</i>	The performance measurement has not started yet.
	<i>Notes</i>	KPIs will be reviewed as part of the review of INASCO' s Business Goals, CSFs and Yardsticks.
	<i>Reference</i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 2 - INASCO

## 2.3 USER 3 – OXFORD COMPANY

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	OXFORD COMPANY' s pilot project is an e-commerce project, which concerns the development of B2B systems: <ul style="list-style-type: none"> <li>- B2B (suppliers) systems will require product specifications in certain cases</li> <li>- B2B (clients) systems will require to be interfaced to the production planning system</li> </ul>
	<i>Status</i>	Requirements Elicitation
	<i>Notes</i>	The pilot is at the initial phase during which the system and user requirements are identified and recorded.
	<i>Reference<sup>1</sup></i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 3 – OXFORD COMPANY
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 9 (March 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The timetable of the pilot project has been revised and modified. According to the new timetable the duration of the project has been extended by 3 months.
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The 3 phases of the training activities (introductory, core, specific) have been carried out according to the schedule. The top users as well as the project team's members have been trained on all the relative subjects.
	<i>Status</i>	Underway
	<i>Notes</i>	The last training of the specific phase concerned the demonstration of the functionality as well as the use of the RequisitePro RM tool. ATC will continue to provide technical guidance concerning the use of the RM tool during the pilot implementation.
	<i>Reference</i>	D-10 Training Manuals Report – Project Version (Revised Deliverable Version)

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
<b>RE techniques<sup>3</sup></b>	<b>Description</b>	<p><i>Improvement:</i> IMP 3.1 - IMP 3.3 - IMP 3.8 - ACT 0.1 - IMP 9.1</p> <p><i>Introduction:</i> IMP 3.2 - IMP 3.4 - IMP 3.5 - IMP 3.6 - IMP 3.7 - IMP 4.1 - IMP 4.2 - IMP 4.4 - IMP 4.5 - IMP 5.1 - TEC 0.10 - TEC 0.11 - TEC 0.12 - TEC 0.14 - TEC 0.15 - IMP 8.1 - ACT 0.1 - IMP 5.3</p>
	<b>Status</b>	The RE techniques proposed for improvement /introduction with reference to the best practices selected, have been negotiated and agreed with the company's project team.
	<b>Notes</b>	<p>OXFORD COMPANY after the rating of the proposed best practices for improvement /introduction has accepted:</p> <ul style="list-style-type: none"> <li>- all the proposed best practices for improvement (5) and the related RE techniques.</li> <li>- 16 from the 23 best practices for introduction and the related RE techniques.</li> </ul>
	<b>Reference</b>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<b>Description</b>	RequisitePro
	<b>Status</b>	Installed
	<b>Notes</b>	The RM tool has been installed in OXFORD COMPANY' s location after updating and configuring the s/w and files that were necessary for the set up of the tool.
	<b>Reference</b>	D11 – System Manuals Report D12–Implementation System Report
<b>Current maturity level<sup>5</sup></b>	<b>Description</b>	Initial
	<b>Reference</b>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<b>Description</b>	Repeatable
	<b>Reference</b>	D6 – Maturity Assessment Summary From User Organisations

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

Item	Checklist	
<p><b>KPIs to be measured<sup>6</sup></b></p>	<p><i>Description</i></p>	<p>The KPIs that will be used for the performance measurement of the RE process during OXFORD COMPANY' s pilot project are the following:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> <li>7. % Requirements satisfied in the initial design</li> <li>8. Time between system conception and delivery</li> <li>9. Number of extra months spent for the implementation</li> <li>10. Number of extra months spent for the RE process</li> <li>11. % Deviation from total budget</li> <li>12. % Deviation from the RE budget</li> <li>13. Number of additional requirements satisfied / number of additional requirements requested</li> <li>14. Cost of maintenance per 1000 lines of code</li> </ol>
	<p><i>Status</i></p>	<p>The first measurement of the KPIs has not conducted yet.</p>
	<p><i>Notes</i></p>	<p>The performance monitoring is about to start. The set of KPIs will be reviewed in terms of relevance, importance and maintenance as result of the review of OXFORD COMPANY' s Business Goals, CSFs and Yardsticks.</p>

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<sup>6</sup> in the context of the pilot project

Item	Checklist	
	<i>Reference</i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 3 – OXFORD COMPANY

## 2.4 USER 4 – ICC

Item	Checklist		
<p><b>Pilot project</b></p>	<p><i>Description</i></p>	<p>ICC' s pilot project “e- interior designer”, is described as an integrated environment for assisting sales of household material by enabling interoperative design involving client, designer and salesman.</p> <p>This software will be available in three different versions:</p> <ul style="list-style-type: none"> <li>a) a version for use in small shops where all different products and qualities will be available for demonstration over the network from a centrally operated database, often located at the principal warehouse or at a supplier’s premises.</li> <li>b) a version for interoperative co-operation of a interior designer, a salesperson at the retail outlet and the client, where the designer will be able to reconfigure the interior space of the client using a typical photograph of the space as it is now, the materials selected by the client from the system described in a) and client’s advice.</li> <li>c) A version similar to b) running over the Internet, where a client will be able to perform basic only reconfiguration actions and preview the result.</li> </ul> <p>Version a) will focus on the robustness of the system and speed of downloading</p> <p>Version b) will focus on accuracy of representation</p> <p>Version c) will focus on ease of operation and a balance of accuracy of representation over speed of downloading. Message exchange systems with a service centre may be required.</p>	
		<p><i>Status</i></p>	<p>Requirements Elicitation</p>
		<p><i>Notes</i></p>	<p>The project is at the initial phase of Requirements Capturing.</p>

Item	Checklist	
	<b>Reference<sup>1</sup></b>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 4 – ICC
<b>Pilot duration</b>	<b>Start Month</b>	Project Month 10 (April 2002)
	<b>End Month</b>	Project Month 16 (October 2002)
	<b>Notes</b>	<p>There has been a modification in the time plan of the project. The duration as well as the starting date of the project have been re-estimated.</p> <p>The pilot started 2 months after the scheduled starting date and the overall timetable was extended by 2 months.</p>
<b>Training activities<sup>2</sup></b>	<b>Description</b>	The project team members of ICC have been attended the <i>Introductory</i> and <i>Core Training</i> Phase. The <i>Specific Training</i> phase has started but is not completed yet. The project team has been trained on the RE techniques but there was also a delay in the training concerning the RM Tool.
	<b>Status</b>	Underway
	<b>Notes</b>	The training on the RM Tool has started but is not completed.
	<b>Reference</b>	D10 – Training Manuals Report - Project Version (Revised Deliverable Version)
<b>RE techniques<sup>3</sup></b>	<b>Description</b>	<p><i>Improvement:</i> IMP 5.1 - TEC 0.17</p> <p><i>Introduction:</i> IMP 3.2 - IMP 3.3 - IMP 3.4 - IMP 3.7 - IMP 4.3 - TEC 0.14 - IMP 9.1 - IMP 3.5 - IMP 3.6 - IMP 3.8 - IMP 4.1 - IMP 4.4 - TEC 0.10 - TEC 0.14 - TEC 0.14 - TEC 0.15 - IMP 8.1 - IMP 9.4 -IMP 6.2 - ACT 0.1 - IMP 5.3 - TEC 0.15 – ACT 0.1</p>
	<b>Status</b>	The RE Techniques have been discussed and agreed.

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

<sup>3</sup> RE techniques selected to be applied in the organisation

Item	Checklist	
	<i>Notes</i>	ICC accepted all the Best Practices suggested for improvement as well as the appropriate RE Techniques. From the 27 Best Practices suggested for introduction, ICC selected 22.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	RMTrak
	<i>Status</i>	The tool has been installed.
	<i>Notes</i>	No problems were faced during the installation of the RM tool.
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	The set of KPIs for ICC is the following: 1. Number of RE Standards used 2. Existence of Requirements Document 3. Number of Unique Requirements 4. % Unique Requirements completed 5. % Requirements to be reworked 6. Number of modifications coming from RE errors / month
	<i>Status</i>	Pending. (The measurement of the KPIs values has not started yet).

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

<sup>6</sup> in the context of the pilot project

Item	Checklist	
	<i>Notes</i>	The KPIs will be reviewed according to the procedure described in D3- KPI Manual, Part II.
	<i>Reference</i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 4 - ICC

## 2.5 USER 5 – KOLIOS

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	<p>KOLIOS pilot project is a Rapid Production Unit Reconfiguration System, which is a Software system for improving the efficiency (down time and loss of material) of re-configuration of production equipment and processes for manufacturing different types of cheese. The Software will be used internally.</p> <p>Practically, reconfiguration of equipment must be able to satisfy shifts in production planning, which are either:</p> <ul style="list-style-type: none"> <li>a) demand driven when specific large orders have to be satisfied rapidly or</li> <li>b) raw material supply driven when processes or production sequences must be modified due to fluctuations of supply volume or quality of raw materials.</li> </ul> <p>Variance of user requirements reflects the nature of the cause of reconfiguration. User requirements stem from all departments (marketing, purchasing, quality control, production, technical).</p>
	<i>Status</i>	Project Start-up
	<i>Notes</i>	KOLIOS pilot project has just started. At the moment meetings, between KOLIOS and the pilot project's contractor, are carried out for the identification of system and user requirements.
	<i>Reference<sup>1</sup></i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 5 – KOLIOS
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 10 (April 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The pilot project started according to the predefined timetable.
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The activities regarding the training of the 3 phases (introductory, core, specific) have been conducted as scheduled.

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
	<i>Status</i>	In progress along with pilot implementation.
	<i>Notes</i>	The last part of the specific phase's training has focused on the detailed explanation of the establishment and implementation of the RE Techniques that will be applied during the pilot project. Additional support regarding the application of the RE techniques will be provided if necessary.
	<i>Reference</i>	D-10 Training Manuals Report – Project Version (Revised Deliverable Version)
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<p><i>Improvement:</i> IMP 5.1 - TEC 0.17</p> <p><i>Introduction:</i> IMP 3.2 - IMP 3.3 - IMP 3.4 - IMP 3.7 - IMP 4.3TEC 0.1 - IMP 9.1 -IMP 3.5 - IMP 3.6 - IMP 3.8 - IMP 4.1 -IMP 4.4 - TEC 0.10 - IMP 8.1 - IMP 6.2 - ACT 0.1 - IMP 5.3</p>
	<i>Status</i>	The RE techniques have been discussed and accepted.
	<i>Notes</i>	<p>From the proposed set of best practices for improvement/introduction and the related RE techniques KOLIOS accepted:</p> <ul style="list-style-type: none"> <li>- All the best practices for improvement (2)</li> <li>- 16 from the 27 best practices for introduction</li> </ul>
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	–
	<i>Status</i>	N/A
	<i>Notes</i>	<p>KOLIOS decided not to proceed with the acquisition of an RM Tool, taking into account the following factors:</p> <ul style="list-style-type: none"> <li>- The IT Infrastructure</li> <li>- Current availability of resources</li> <li>- Employees' IT related skills</li> <li>- The company's overall strategy in terms of the implementation of IT projects (the projects are developed through outsourcing).</li> </ul>

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

Item	Checklist	
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	<p>The set of KPIs that will be used in the context of pilot' s performance measurement is the following:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> </ol>
	<i>Status</i>	The measurements have not started yet.
	<i>Notes</i>	As per the procedure described in D3-KPI Manual, PART II, the existing set of KPIs will be reviewed along with the review of KOLIOS Business Goals, CSFs and Yardsticks.
	<i>Reference</i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 5 – KOLIOS

<sup>5</sup> As per the REAIMS assessment

<sup>6</sup> in the context of the pilot project

## 2.6 USER 6 – EUROELECTRONICS

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	EUROELECTRONICS pilot project, is divided into 3 phases: <ul style="list-style-type: none"> <li>- Phase I: Redesign of the company' s Products Presentation</li> <li>- Phase II: Implementation of kiosk, operating “shop-in-shop” presentation</li> <li>- Phase III: Typical B2B e-commerce infrastructure</li> </ul>
	<i>Status</i>	Requirements Elicitation
	<i>Notes</i>	The project is at the phase of Requirements Capturing.
	<i>Reference<sup>1</sup></i>	D3 – KPI Manual, Part II – APPLYING THE KPI MANUAL FOR USER 6 – EUROELECTRONICS
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 9 (March 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The start and end month of the pilot project is according to initial schedule.
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The project team of EUROELECTRONICS has attended the training provided, which includes the <i>Introductory, Core and Specific Training</i> activities.
	<i>Status</i>	Completed
	<i>Notes</i>	Although the training has been completed, additional support will be provided regarding the implementation of the selected RE Techniques.
	<i>Reference</i>	D10 – Training Manuals Report - Project Version (Revised Deliverable Version)

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<i>Improvement:</i> IMP 3.2 - IMP 3.8 - IMP 4.3 - TEC 0.1 - IMP 6.1 - TEC 0.14 - IMP 9.2 <i>Introduction:</i> IMP 3.4 - IMP 3.7 - IMP 9.1 - IMP 3.5 - IMP 3.6 - IMP 4.1 - IMP 4.4 - IMP 4.5 - TEC 0.10 - TEC 0.11 - TEC 0.12 - IMP 8.1 - IMP 5.3 - ACT 0.1 - IMP 10.1 - ACT 0.1
	<i>Status</i>	The recommended best practices have been discussed. The applicable RE Techniques have been agreed and established.
	<i>Notes</i>	The user has selected 6 of the 8 Best Practices recommended for improvement and 14 of the 21 Best Practices recommended for introduction and has agreed to apply the correspondent RE Techniques.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	–
	<i>Status</i>	N/A
	<i>Notes</i>	–
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	The set of KPIs for EUROELECTRONICS includes the following: 1. Number of RE Standards used 2. Existence of Requirements Document 3. Number of Unique Requirements 4. % Unique Requirements completed 5. % Requirements to be reworked 6. Number of modifications coming from RE errors / month

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

<sup>6</sup> in the context of the pilot project

Item	Checklist	
		7. % Requirements satisfied in the initial design 8. Time between system conception and delivery 9. Number of extra months spent for the implementation 10. Number of extra months spent for the RE process 11. % Deviation from total budget 12. % Deviation from the RE budget 13. Number of additional requirements satisfied / number of additional requirements requested 14. Cost of maintenance per 1000 lines of code
	<i>Status</i>	No measurements have been performed.
	<i>Notes</i>	The selected set of KPIs will be reviewed when the Business Goals, CSFs and Yardsticks will be checked in terms of importance and relevance.
	<i>Reference</i>	D3 – KPI Manual, Part II – APPLYING THE KPI MANUAL FOR USER 6 – EUROELECTRONICS

## 2.7 USER 7 – INITIATIVE MEDIA

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	INITIATIVE MEDIA' s pilot project “e-media”, concerns a Corporate Portal for e-Business. This platform serves the following different purposes: <ul style="list-style-type: none"> <li>a) To provide a web presence for commercial reasons</li> <li>b) B2B: To provide an Internet based interface service with corporate clients for monitoring project evolution and exchange of digital objects</li> <li>c) B2P: To provide an Internet based interface between the company and subcontractors (professionals) for co-operative working and exchange of digital objects</li> <li>d) A system for large corporate clients for monitoring status of accounts and placing orders</li> <li>e) A system for outsourcing work with other producers. This will feature project tracking, digital object exchange and account monitoring facilities</li> </ul>
	<i>Status</i>	Requirements Capturing
	<i>Notes</i>	The pilot project is currently at the Requirements Elicitation phase. The non-functional requirements have been recorded and the functional requirements are being identified.
	<i>Reference<sup>1</sup></i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 7 – INITIATIVE MEDIA
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 9 (March 2002)
	<i>End Month</i>	Project Month 17 (November 2002)
	<i>Notes</i>	The project started 1 month later than the defined start date according to the timetable, due to contractor' s delay.

<sup>1</sup> Deliverable where item is described in detail / presented

Item	Checklist	
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The training activities of the 3 phases (introductory, core, specific) have been performed according to the initial planning. ATC has trained top users and supported the training of the project team members.
	<i>Status</i>	Underway along with pilot implementation.
	<i>Notes</i>	The users of the RM tool have been given training on the functionality and use of RequisitePro. Additional support and technical guidance along with pilot implementation will be provided by ATC.
	<i>Reference</i>	D-10 Training Manuals Report – Project Version (Revised Deliverable Version)
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<i>Improvement:</i> IMP 3.1 - IMP 3.8 - IMP 5.1 - IMP 5.3 - TEC 0.10 - TEC 0.11 - TEC 0.12 - TEC 0.14 - IMP 8.1 - IMP 9.1 - IMP 9.2 <i>Introduction:</i> TEC 0.14 - TEC 0.15 - TEC 0.18 - TEC 0.19 - TEC 0.17 - IMP 6.2 - ACT 0.1
	<i>Status</i>	The RE techniques that will be applied for the implementation of the selected best practices for improvement/introduction were negotiated and agreed.
	<i>Notes</i>	INITIATIVE MEDIA from the proposed best practices for improvement/introduction and the related RE techniques has accepted: - All the best practices for improvement (10) - 7 from the 10 best practices for introduction.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	RequisitePro
	<i>Status</i>	Installed
	<i>Notes</i>	The installation of the RM tool was completed successfully without any problems.
	<i>Reference</i>	D11 – System Manuals Report D12–Implementation System Report

<sup>2</sup> Conducted so far, any planned

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

Item	Checklist	
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial+
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Defined
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	<p>The set of KPIs that will be measured with reference to the performance monitoring of RE process is:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> <li>7. % Requirements satisfied in the initial design</li> <li>8. Time between system conception and delivery</li> <li>9. Number of extra months spent for the implementation</li> <li>10. Number of extra months spent for the RE process</li> <li>11. % Deviation from total budget</li> <li>12. % Deviation from the RE budget</li> <li>13. Number of additional requirements satisfied / number of additional requirements requested</li> <li>14. Cost of maintenance per 1000 lines of code</li> </ol>
	<i>Status</i>	No measurements have obtained so far.

<sup>5</sup> As per the REAIMS assessment

<sup>6</sup> in the context of the pilot project

Item	Checklist	
	<i>Notes</i>	Changes or refinements with reference to the set of KPIs that will be measured in the context of the pilot project may result from the review of INITIATIVE MEDIA' s Business Goals, CSFs and Yardsticks.
	<i>Reference</i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 7 – INITIATIVE MEDIA

## 2.8 USER 8 – PRISMA

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	<p>Through the project “e-Business front Office”, Prisma will develop a web base front office (B2B and B2C) for supporting orders, transactions, marketing activities. The system will be interfaced with a back-office (ERP and MIS) system currently under installation.</p> <p>The Front Office Suite will be used in conjunction with the Back-office (ERP) system and the system of Business Intelligence (MIS, Statistics, Budget) for creating an integrated e-Business suite of products.</p> <p>The project will include at least:</p> <ul style="list-style-type: none"> <li>▪ Customer’s Orders</li> <li>▪ Providers’ orders and closed – group auctioning services</li> <li>▪ Customers’ Account Monitoring</li> <li>▪ Technical Information center</li> </ul>
	<i>Status</i>	Project Start-up
	<i>Notes</i>	The project has just started. The initial meetings between the project team and the pilot’ s contractor are carried out.
	<i>Reference</i> <sup>1</sup>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 8 – PRISMA
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 10 (April 2002)
	<i>End Month</i>	Project Month 14 (August 2002)
	<i>Notes</i>	The project started with 1 month of delay, due to delay in contract signing.
<b>Training activities</b> <sup>2</sup>	<i>Description</i>	PRISMA has participated in the scheduled training activities included the <i>Introductory and Core</i> Phase. Regarding the <i>Specific</i> Phase, the user has attended the training that concerns the implementation of the selected RE Techniques.

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
	<i>Status</i>	Incomplete. RM Tool training has not been completed.
	<i>Notes</i>	Training about the RM Tool is about to be completed.
	<i>Reference</i>	D10 – Training Manuals Report - Project Version (Revised Deliverable Version)
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<p><i>Improvement:</i> IMP 3.1 - IMP 3.5 - IMP 3.8 - IMP 4.5 - TEC 0.2 - IMP 6.1 - IMP 9.1</p> <p><i>Introduction:</i> IMP 3.3 - IMP 3.4 - IMP 3.7 - IMP 3.6 - IMP 4.1 - IMP 4.2 - IMP 4.4 - IMP 5.1 - TEC 0.11 - TEC 0.12 - TEC 0.14 - TEC 0.15 – IMP 8.1</p>
	<i>Status</i>	The best practices to be improved and introduced as well as and respective RE Techniques, have been selected, agreed and established.
	<i>Notes</i>	7 of the 8 Best Practices recommended for improvement and 16 of 22 recommended for introduction were selected. PRISMA agreed to implement the corresponding RE Techniques.
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	RMTrak
	<i>Status</i>	The RM Tool has been installed in PRISMA's location.
	<i>Notes</i>	The user has not proceeded with the use of the tool so far, as the project has just started and the related training is not completed.
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial+
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

Item	Checklist	
<p><b>KPIs to be measured<sup>6</sup></b></p>	<p><i>Description</i></p>	<p>The set of KPIs for PRISMA is the following:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> <li>7. % Requirements satisfied in the initial design</li> <li>8. Time between system conception and delivery</li> <li>9. Number of extra months spent for the implementation</li> <li>10. Number of extra months spent for the RE process</li> <li>11. % Deviation from total budget</li> <li>12. % Deviation from the RE budget</li> <li>13. Number of additional requirements satisfied / number of additional requirements requested</li> <li>14. Cost of maintenance per 1000 lines of code</li> </ol>
	<p><i>Status</i></p>	<p>The measurement of the KPIs values has not started.</p>
	<p><i>Notes</i></p>	<p>As planned, the KPIs will be reviewed along with the review of Business Goals, CSFs and Yardsticks.</p>
	<p><i>Reference</i></p>	<p>D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 8 – PRISMA</p>

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<sup>6</sup> in the context of the pilot project

## 2.9 USER 9 – DISIOS

Item	Checklist	
<b>Pilot project</b>	<i>Description</i>	DISIOS pilot project concerns an e-commerce project for B2B and B2C systems. The objective is to provide a B2B service for retailers providing technical information and order handling capabilities and to provide a B2C service for individuals providing a battery-type finder system and an efficient logistics system.
	<i>Status</i>	Requirements Elicitation
	<i>Notes</i>	The pilot project has started and at the moment is at the initial phase of requirements capturing.
	<i>Reference<sup>1</sup></i>	D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 9 – DISIOS
<b>Pilot duration</b>	<i>Start Month</i>	Project Month 10 (April 2002)
	<i>End Month</i>	Project Month 16 (October 2002)
	<i>Notes</i>	The pilot project has started 1 month later from the initial planning, due to unavailability of DISIOS project team.
<b>Training activities<sup>2</sup></b>	<i>Description</i>	The activities with reference to the 3 phases of training (introductory, core, specific) have been carried out, according to the initial planning.
	<i>Status</i>	Completed
	<i>Notes</i>	The top user as well as the project team members have been trained on the RE techniques that will be applied as part of the best practices implementation.
	<i>Reference</i>	D-10 Training Manuals Report – Project Version (Revised Deliverable Version)

<sup>1</sup> Deliverable where item is described in detail / presented

<sup>2</sup> Conducted so far, any planned

Item	Checklist	
<b>RE techniques<sup>3</sup></b>	<i>Description</i>	<p><i>Improvement:</i> IMP 3.1 - IMP 3.8 - TEC 0.11 - TEC 0.12</p> <p><i>Introduction:</i> IMP 3.2 - IMP 3.3 - IMP 3.4 - IMP 3.7 - IMP 4.3 - TEC 0.1 - IMP 9.1 - IMP 3.5 - IMP 3.6 - IMP 4.1 - IMP 4.2 - IMP 4.4 - TEC 0.2 - IMP 5.1</p>
	<i>Status</i>	The RE techniques have been discussed and agreed.
	<i>Notes</i>	<p>As regards the RE techniques related to the proposed best practices for improvement/introduction, DISIOS accepted:</p> <ul style="list-style-type: none"> <li>- All the proposed best practices for improvement (3)</li> <li>- 13 from the 29 proposed best practices for introduction</li> </ul>
	<i>Reference</i>	D11 – System Manuals Report
<b>RM tools<sup>4</sup></b>	<i>Description</i>	–
	<i>Status</i>	N/A
	<i>Notes</i>	DISIOS decided not to proceed with the acquisition of an RM Tool.
	<i>Reference</i>	D11 – System Manuals Report
<b>Current maturity level<sup>5</sup></b>	<i>Description</i>	Initial
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations
<b>Targeted maturity level</b>	<i>Description</i>	Repeatable
	<i>Reference</i>	D6 – Maturity Assessment Summary From User Organisations

<sup>3</sup> RE techniques selected to be applied in the organisation

<sup>4</sup> RM tools selected to be used in the organisation

<sup>5</sup> As per the REAIMS assessment

Item	Checklist	
<b>KPIs to be measured<sup>6</sup></b>	<i>Description</i>	<p>The KPIs that will be measured during the pilot project' s implementation are the following:</p> <ol style="list-style-type: none"> <li>1. Number of RE Standards used</li> <li>2. Existence of Requirements Document</li> <li>3. Number of Unique Requirements</li> <li>4. % Unique Requirements completed</li> <li>5. % Requirements to be reworked</li> <li>6. Number of modifications coming from RE errors / month</li> </ol>
	<i>Status</i>	<p>The procedure of KPIs measurement has not started yet.</p>
	<i>Notes</i>	<p>Modifications in the defined set of KPIs may result along with the review procedure of Business Goals, CSFs and Yardsticks.</p>
	<i>Reference</i>	<p>D3-KPI Manual, Part II - APPLYING THE KPI MANUAL FOR USER 9 – DISIOS</p>

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<sup>6</sup> in the context of the pilot project