



PULSE Software Assessment Tool

Lets have a look!
Demonstration

Agenda

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- ⇒ **Standardization Links**
 - ⇒ **Process model**
 - ⇒ **Context and approach to assessments**
 - ⇒ **Assessment tool demonstration**
 - ⇒ **PULSE trial application**
 - ⇒
 - ⇒



PULSE Trial Application

Informatique CDC

CDC :

Caisse des Dépôts et Consignations - since 1816

Domain : Bank, Assurance, Pension.

12 000 employees - 25 000 including subsidiaries

Informatique CDC :

Software development company - since 1959

1 200 employees

SBI :

Federal micro computer department - since 1997

52 employees





Help Desk

Logistics

Project
Assistance

Technological
Survey

Transverse

SBI procurement activities :

Micro computers - Peripheral hardware - Hardware components

Off the shelf software - Suites

Maintenance services



Scope of assessment

⇒ Scope

- Acquisition of hardware and software by SBI
- excluding services (external hardware maintenance)

⇒ Process selection

- ACQUISITION processes
- excluding SUPPORT, MANAGEMENT and ORGANISATION
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Experience in performing assessments

- ⇒ **Bootstrap assessments against ISO9001 and SPICE models**
- ⇒ **Training in CMM (1996), SPICE Assessor (1997)**
- ⇒ **ISO9001 audits in INFORMATIQUE CDC/ GIRET
Certified ISO9001 in May 1996**

Overall impression about PULSE assessment

- ⇒ **Well prepared**
- ⇒ **Well documented**
- ⇒ **Professionally presented and led**
- ⇒ **Efficient : effective and relevant results with low charge**
- ⇒ **Well supported : PULSE tool completed what we waited it to do.**
- ⇒ **PULSE tool could be more ergonomic and charts better built**
- ⇒



Lessons learned

⇒ About procurement processes :

- All procurement processes were not precisely defined
- Some processes have been focused by their capacity weakness

⇒ About results :

- The «weak» processes against the original target level gave SBI management the opportunity to think about imagine specific actions to implement within a general improvement action plan.
- No surprise but a focused highlight on SBI procurement activities
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Potential changes

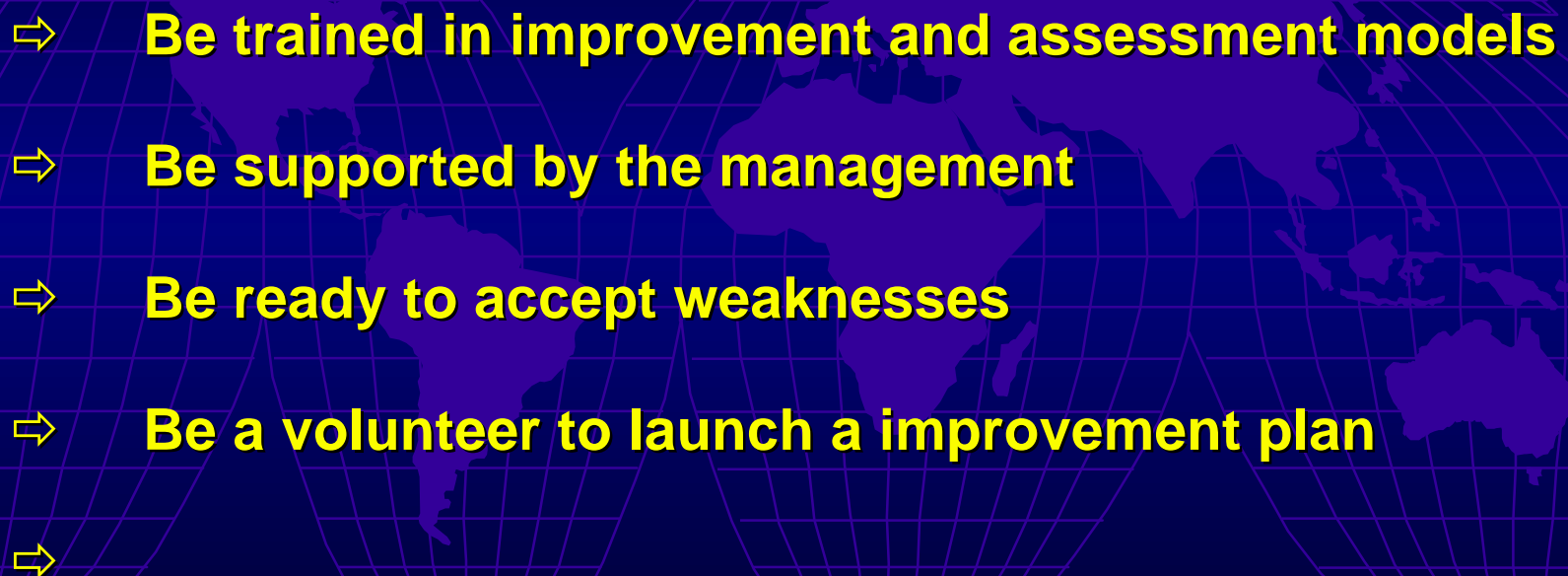
⇒ **Supplier follow-up process is being written and implemented and generalized in all SBI procurement activities.**



⇒ **Acquisition process assessment generalization inside Informatique CDC through Financial Department.**



How to gain benefit from a PULSE assessment

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- ⇒ **Be trained in improvement and assessment models**
 - ⇒ **Be supported by the management**
 - ⇒ **Be ready to accept weaknesses**
 - ⇒ **Be a volunteer to launch a improvement plan**
 - ⇒



Thank you for listening