

Weekly tasks 3

Exercise 1

Why are software process assessments performed?

Exercise 2

Define the terms formal and real process.

Exercise 3

(CMMI) Select three activities or subprocesses of your overall study process at the university. Which level in CMMI would you put them? (justify your answer)

Exercise 4

For each of the three activities / subprocesses specified in task 3:

- Define a goal for improvement.
- Define three variables (measurements/metrics) that would indicate whether you have achieved the goal defined above.

Exercise 5

Discuss how different cultural aspects may affect what processes are suitable in projects with people in different countries? You can have a look at this:

<https://www.hofstede-insights.com/country-comparison/japan,the-netherlands,norway,switzerland/>

Note that there may be larger individual differences among the people within a country than between the stereotypes in the Hofstede model.

Exercise 6: Multiple Choice

a) What is the correct order of activities in a systematic approach to Software Process Improvement (SPI)?

- i) Check, act, do, and plan
- ii) Plan, do, check, and act
- iii) Act, check, do, and act
- iv) Plan, act, check, and do

b) The questions such as, “How do we get there?”, “Where are we today?” are asked in which of the following phases of a systematic approach to SPI?

- i) Do
- ii) Act
- iii) Plan
- iv) Check

c) According to CMMI, the level with focus on process improvement is at which of the following maturity levels?

- i) Defined
- ii) Managed
- iii) Performed
- iv) Optimizing

d) The focus on ITIL (IT Infrastructure Library) is on which of the following area?

- i) Continuous improvement
- ii) Service management or operations
- iii) Software development, integration, deployment and maintenance
- iv) Application development, ICT infrastructure projects