

Integrated Process Group (iPG)

Process Improvement Training Schedule and Catalog
As of April 3, 2003

Process Improvement Training Schedule and Catalog 2003

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Training Class Registration Information

Registration Process and Ground Rules

- Registration is open when class is announced and remains open until class is filled.
- Authorization required prior to class to enroll: if FAA, from Training Coordinator, if Contractor, from FAA sponsor.
- Registration for class enrollment announced approximately three weeks to one month prior to class, when possible.
- Confirmation of attendance no later than one week prior to class.
- Cancellation notice required a minimum of 48 hours prior to class.
- Failure to cancel or attend class after registering, results in a “No Show” notation in the Process Improvement Training Database records.
- Provide required information, as listed below, to: Rebecca D. Ross, iPG Training Coordinator/AIO-200, at the following E-mail address: Rebecca.D.Ross@baesystems.com, (202-646-5821). Alternate contact(s): Stephanie Austin, Training Database Administrator at Stephanie.Austin@baesystems.com, (202-646-5991) or Dr. Linda Ibrahim/FAA/AIO-200, (202-267-7443).

Student Registration Data Required*:

Student/Registrant Name:

Class Name:

Class Date:

Organization/Company (e.g., FAA, TRW):

Org./Routing Symbol, (e.g., AIO-200; if Contractor, provide customer org/routing symbol):

As of /or Hire Date (Optional Information):

Student Telephone No:

Student E-mail Address:

Student Mailing Address/Mail Stop:

Contract Name (if applicable, e.g., AUA TAC, SETA-II):

Project(s) (List all applicable):

Training Coordinator or POC/Org-Routing Symbol/Tel#:

FAA Authorizing Individual (Name, Org/Routing Symbol, Telephone #, Title and E-mail address.): IMPORTANT: If student is a Contractor, provide name of the FAA authorizing customer, Org/Tel.#, etc. as above. ***This course authorization data is required for registration and must be submitted prior to class attendance.***

(*Note: Failure to cancel or attend class after registering, results in a “No Show” notation for the student in the Process Improvement Training Database).

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Process Improvement Training Course Dates

For the current schedule of classes, please click here:

[iPG Training Schedule](#)

Course Descriptions

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iPG Sponsored Course Descriptions

Metric/Measurement Courses

Overview of Practical Software & Systems Measurement (PSM)

(Formerly entitled: PSM Overview)

Associated PAs/GPs: PA 11 Project Management; PA 18 Measurement and Analysis; GP 2.12 Measure Process Performance
Course Length: half-day session - 4 hours; full-day session - 8 hours

PSM is an effort sponsored by the Office of the Undersecretary of Defense (Acquisition, Technology, & Logistics). The FAA is a transition partner with PSM. The goal of PSM is to provide executives; program/project managers, team leaders, and management process personnel with the objective information needed to successfully meet cost, schedule, and technical objectives on software and systems acquisitions and maintenance. This course will give the student guidance in selecting and implementing organization, project and process level system and software measurements as appropriate. The difference between the 4 and 8-hour courses are in the level of detail provided, and the time devoted to conducting hands-on exercises.

More info on PSM can be found at www.psmc.com, including full Guidance material plus a corresponding measurement tool: INSIGHT.

The course is recommended for those who want to learn how to identify, implement and use measurements effectively with their organizations. (Although not required, some background in statistical methods is a plus for improving the capability of a measurement process within your organizations.) This is an overview course; it is recommended that those students wanting to apply what they have learned, set up a PSM Measurement Planning Workshop to focus on a project or organization particular needs. The PSM trainers can assist you in this activity.

This training is sponsored by AIO-200 and the integrated Process Group (iPG). For further information contact the PSM certified trainers: POC: Keith Kratzert, (AND-4), 202-493-4953 or Amos Rohrer, (SETAII/AIO-200), 202-646-5989.

Planning Workshops on Measurement

Associated PAs/GPs: PA 11 Project Management; PA 18 Measurement and Analysis; GP 2.12 Measure Process Performance
Course Length: 2 half-day sessions

The FAA Measurement Planning Workshops are designed to help software and/or systems programs develop a measurement plan tailored to meet specific projects' management, technical and process information needs. During the workshop, project/process issues are identified, prioritized, and documented using the PSM methodology. The measures needed to provide insight into the selected issues are also identified, existing data are identified, and measurement data requirements are defined. The results of the workshop form the basis for a draft Measurement Plan for the project and processes covered. The measurements will be summarized by the facilitator(s) and given to the project teams for further refinement and implementation.

The Measurement Planning Workshops are designed particularly for project management and/or process improvement under the guidelines provided below. The PSM approach is adaptable for organizational level measurement needs, also.

Who should attend?

- Project Managers or deputies who know the projects' issues (goals, risks, problems, etc.)
- Those committed to doing measurements that will address the project issues; willing to provide resources to make measurement happen - collected and used.
- Owners/users of process areas of a project being improved: The 'to-be' processes are repeatable, documented, understood - measures will be integrated into the process improvement plan.

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- A copy of the process documentation and/or project management plan must be provided to the workshop facilitator one week prior to the workshop.
- Measurement analysts: at least one who has attended the PSM overview class (see description above) or one experienced in project measurements. This individual should be the lead in implementing the measurement plan within the organization participating in this workshop.

This training is sponsored by AIO-200 and by the integrated Process Group (iPG). For further information contact PSM certified trainer: Keith Kratzert, (AND-4), 202-493-4953 or Amos Rohrer, (SETAII/AIO-200), 202-646-5989.

Practical Software & Systems Measurement (PSM) Train the Trainer

Associated PAs/GPs: PA 11 Project Management; PA 18 Measurement and Analysis; PA 22 Training; GP 2.11 Measure Process Performance

Course Length: 3 days

The purpose is to train measurement specialists to be able to teach the PSM methodology. **The PSM Overview course is a prerequisite for this course.** For further information, please see www.psmc.com. This training is sponsored by AIO-200 and the integrated Process Group (iPG).

For further information contact PSM certified trainer: POC: Keith Kratzert, (AND-4), 202-493-4953 or Amos Rohrer, (SETAII/AIO-200), 202-646-5989.

Evolutionary Spiral Process (ESP) Overview

Associated PAs/GPs: PA 11 Project Management; PA 13 Risk Management; GP 2.3 Plan the Process; GP 2.4 Provide Adequate Resources; GP 2.5 Assign Responsibility; GP 2.6 Ensure Skill and Knowledge; GP 2.13 Review Performance with Higher-level Management; GP 2.14 Take Corrective Action; GP 2.15 Coordinate with Participants and Stakeholders

Course Length: 4 hours

The Evolutionary Spiral Process (ESP) is a comprehensive management approach that emphasizes reducing risk and planning for change. It has proven valuable in creating a win-win environment for both government acquirers and development contractors.

Key features include:

- Starting with a set of objectives that are agreed to by all of the stakeholders.
- Developing an initial plan that is agreed to by the stakeholders.
- Developing and maintaining stakeholder involvement for the duration of the project.
- Identifying, analyzing, and mitigating the risks on the project. The risk exposure for the project is quantified and this exposure is tracked for the duration of the project.
- Setting up measurements to quantify the success of each increment.
- Adjusting the project plan based on the metrics and changes to the objectives.
- The stakeholders all agree the adjusted project plan.

ESP is an iterative five-step process. The five steps are repeated until the objectives of the project are achieved or the project is terminated for other reasons. Each step builds on the results from the previous step. These steps assume that an overall project plan has been developed. In the project plan there are cost and schedule estimates for each increment. At the completion of each step, there is a stakeholder review and commitment process. The five steps are as follows:

Step 1. Understand Context

Step 2. Analyze risks

Step 3. Plan development or deployment

Step 4. Develop or deploy the product

Step 5. Manage and Plan

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Who should attend the ESP Overview course: This course is designed for technical and business managers, engineers, acquisition specialists, IPT members, or any one involved in one or more segments of the system acquisition lifecycle. POC: Dr. Linda Ibrahim/AIO-200 (202-267-7443).

Process Improvement

Introduction to the FAA-iCMM

Associated PAs/GPs: PA 21 Process Improvement

Course Length: 4 hours

This is an essential first course for all those involved in the FAA process improvement effort. Course topics include Capability Maturity Models, CMM-based Process Improvement, and an overview of the FAA's integrated Capability Maturity Model (the FAA-iCMM), and how the FAA-iCMM is being used. The FAA-iCMM is presented illustrating how it provides guidance regarding what practices we do (process areas and base practices), how well we do them (capability levels and generic practices), what we should focus on next (maturity levels), and how we measure process capability (appraisal). FAA-iCMM based process improvement activities, results, roles, responsibilities, and next steps are presented.

POCs: Rebecca.D.Ross@baesystems.com, (iPG Training Coordinator), 202-646-5821; Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400

Process Improvement/iCMM at the FAA - An Overview

Associated PAs/GP: PA 21 Process Improvement

Course Length: 4 hours

- To ensure awareness of the path ahead, this course will provide an overview of:
 - the activities that will take place so that the FAA will realize these goals
 - CMMs and how they help guide improvement
- Participants should walk away with a high level understanding of the following:
 - Process improvement concepts and how they will be applied at the FAA
 - The benefits, costs, risks, timeframe and activities of process improvement as we are implementing it at the FAA
 - Executive behaviors that support corporate commitment to process improvement
 - Roles and responsibilities for effecting change
- Topics:
 - Process improvement concepts and definitions
 - Process improvement at the FAA: strategy, infrastructure, tactics · processes and maturity models: CMMs, (including the SE-CMM, the SA-CMM, the SW-CMM, the P-CMM, and the FAA-CMM), capability levels, maturity levels
 - FAA-wide process improvement, making it happen: risks, success factors, issues, and concerns.

POCs: Rebecca.D.Ross@baesystems.com, (iPG Training Coordinator), 202-646-5821; Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400

Process Improvement using the FAA-iCMM, Version 1

(Version 1 training by special arrangement with AIO-200)

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Associated PAs/GPs: PA 21 Process Improvement and Generic Practices

Course Length: 6 hours

The FAA has developed an integrated Capability Maturity Model (the FAA-iCMM) that integrates the CMMs for software (SW-CMM v1.1), systems engineering (SE-CMM v1.1), and software acquisition (SA-CMM v1.01). The FAA-iCMM is guiding the improvement of FAA-wide processes used to manage, acquire, and engineer software intensive systems. The model is appropriate for consideration by any organization seeking guidance for improving systems engineering, software engineering, management, and acquisition processes in an integrated way. This course provides an overall introduction to the FAA-iCMM, provides more detail regarding level 2 process capabilities, and discusses how an organization can use the FAA-iCMM.

To register for a class, contact Rebecca.D.Ross@baesystems.com, iPG Training Coordinator, 202-646-5821. Other POCs: Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400.

Understanding the Level 2 Generic Practices, Version 1

(Version 1 by special arrangement with AIO-200)

Associated PAs/GPs: PA 21 Process Improvement and Generic Practices

Course Length: 2.5 hours

The level 2 generic practices of the FAA-iCMM provide an operational definition of what it means to perform a process at a planned and tracked, repeatable, level 2 capability. There are fourteen level 2 generic practices. These will be described and discussed in this class, and related to their supporting process areas, as applicable.

This course is appropriate for both managers and practitioners, who share responsibilities in performing these generic practices that are essential for a process area to be institutionalized at level 2 capability. **Prerequisite: Intro to the FAA-iCMM.**

To register for a class, contact Rebecca.D.Ross@baesystems.com, iPG Training Coordinator, 202-646-5821. Other POCs: Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400.

Process Improvement using the FAA-iCMM, Version 2

Associated PAs/GPs: PA 21 Process Improvement and Generic Practices

Course Length: 6 hours

The FAA has developed an integrated Capability Maturity Model (the FAA-iCMM) that integrates the CMMs for software (SW-CMM v1.1), systems engineering (SE-CMM v1.1), and software acquisition (SA-CMM v1.01). The FAA-iCMM is guiding the improvement of FAA-wide processes used to manage, acquire, and engineer software intensive systems. The model is appropriate for consideration by any organization seeking guidance for improving systems engineering, software engineering, management, and acquisition processes in an integrated way. This course provides an overall introduction to the FAA-iCMM, provides more detail regarding level 2 process capabilities, and discusses how an organization can use the FAA-iCMM.

To register for a class, contact Rebecca.D.ross@baesystems.com, iPG Training Coordinator, 202-646-5821. Other POCs: Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400.

Understanding the Level 2 Generic Practices, Version 2

Associated PAs/GPs: PA 21 Process Improvement and Generic Practices

Course Length: 2.5 hours

The level 2 generic practices of the FAA-iCMM provide an operational definition of what it means to perform a process at a managed, planned and tracked level 2 capability. There are fifteen level 2 generic practices. These will be described and discussed in this class, and related to their supporting process areas, as applicable. This course is appropriate for both managers

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and practitioners, who share responsibilities in performing these generic practices that are essential for a process area to be institutionalized at Level 2 capability. **Prerequisite: Intro to the FAA-iCMM.**

To register for a class, contact Rebecca.D.Ross@baesystems.com, iPG Training Coordinator, 202-646-5821. Other POCs: Dr. Linda Ibrahim, (AIO-200), 202-267-7443 or Larry LaBruyere (AUA-TAC/AIO-200), 202-314-1400.

Process Action Team (PAT) Leadership Course

Associated PAs/GPs: PA 21 Process Improvement and Generic Practices
Course Length: 6 hours

The Process Action Team (PAT) Leadership course is a one-day course, intended to provide a PAT Lead with essential knowledge and skills for successfully planning and leading a PAT Team to achieve organization-defined process improvement goals and objectives. The course is based on the FAA iCMM Facilitated Discussion Appraisal Method (FDAM); the recommended approach to be followed by a process action team (PAT). The course includes lecture, discussion, and class exercises. Students will be accepted upon approval by Instructor.

- Major topics include:
 - The PAT Lead's role and responsibilities
 - Other roles in the FDAM process
 - Planning and preparing for the PAT activities
 - Understanding current capability (the "as-is" process)
 - Evaluating current capability against standards, best practices, and performance objectives (gap analysis)
 - Identifying what is needed to fill the gaps and documenting the new improved process (the "to-be" process)
 - Developing an Implementation Plan for transitioning to the new process
- Prerequisites:
 - Intro to the FAA Integrated Capability Maturity Model (iCMM)
 - Understanding Level 2 Generic Practices
 - Experience as a PAT Lead or PAT Lead equivalent
- Who should attend:
 - Individuals who have been designated by an FAA organization to be Process Action Team (PAT) Leads (or the equivalent).
- Pre-Reading:
 - Section 3.1, The Facilitated Discussion section of the FAA-iCMM Appraisal Method (FAM).

POCs: Amos Rohrer, SETA-II/AIO-200, 202-646-5989; and Dr. Linda Ibrahim, AIO-200, 202-267-7443

Questionnaire-Based Appraisal (QBA) Team Lead Training

Associated PAs/GPs: All
Course Length: 3 Hours

This three-hour instruction course has been developed to train those who desire to become a team leader in performing Questionnaire-Based Appraisals (QBA's). At the conclusion of the course, the student will be able to develop an FAA-integrated Capability Maturity Model (iCMM) Appraisal Methodology (FAM) Plan, train members of a QBA team preparing for a requested QBA, conduct the QBA, analyze the information collected, and develop and report on the findings. Students accepted upon approval by Instructor.

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Completion of this course is part of the process of becoming an authorized QBA Lead. Next steps in the process include successfully leading a QBA while being observed by an authorized QBA Lead. Authorized QBA Leads join members of a personnel pool supporting formal, scheduled QBA's across the entire FAA.

Prerequisites:

Completion of Introduction to the FAA-iCMM
Completion of Understanding the Level 2 Generic Practices
Previous experience participating in a full FAA-iCMM appraisal

Course participants should have previously applied to become QBA Leads (See FAM Lead Appraiser Authorization/Recognition Process available at www.faa.aio/ipg)

POCs: Jerry Miller, (AUATAC/AIO-200), 202-314-1371; Dr. Linda Ibrahim, (AIO-200), 202-267-7443

FAA Appraisal Method (FAM) Team Training

Associated Process Areas (PA's)/Generic Practices (GPs): All
Course Length: 2-3 Days (Approximately 20 Hours)

This two-three day course has been developed to instruct participants on the phases and methods involved in the performance of an FAA appraisal. Discussion will include what an appraisal process should accomplish, roles of participants, type of planning, administration and reporting activities involved, as well as how to measure appraisal capability levels. In-class exercises and practice are included in this training. Students accepted upon approval by Lead Appraiser/Instructor.

The objectives of this instruction are three-fold. At the conclusion of the course, the participant will be able to: 1) Understand the underlying principles and purpose of an appraisal 2) Perform and use the steps and methods of an appraisal, and 3) Be able to fulfill and successfully execute the participant's role in an appraisal.

Prerequisites:

Participant must apply to, and be accepted by, the Lead Appraiser for this training.
Participant must have completed the "Introduction to the FAA-integrated Capability Maturity Model (iCMM) and Understanding the Level 2 Generic Practices (GP)" class prior to applying for attendance
Participant must be a member of an upcoming scheduled FAA appraisal team.

Additional FAM information is located at: www.faa.aio/ipg (appraisal)

POCs: Larry LaBruyere, Lead Appraiser/Instructor (AUATAC/AIO-200), 202-314-1400; Dr. Linda Ibrahim, (AIO-200), 202-267-7443

Quality Assurance and Management

Basics of Quality Assurance (QA) and Quality Management (QM) Workshop

Associated PAs/GPs: PA 15 Quality Assurance and Management; GP2.10 Objectively Assess Process Compliance; GP2.11 Objectively Verify Work Products; GP2.12 Measure Process Performance; GP2.13 Review Performance with Higher-level Management

Course Length: 4 Hours (with pre-class work to be used for practicing audit techniques)

The Basics of QA and QM Workshop will enable a student to:

- Describe the value of quality assurance as an objective feedback mechanism to themselves

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- Interact with the formal quality assurance process on their products(s)
- Perform on peer review panels (QA) of documents and products
- Describe a quality assurance plan for a project

Prerequisites:

Pre-class work is required for this course. Prior to class, each student must draft and bring to class a 1-2 page:

- Flow Chart for developing a QA Plan
- Requirements for a QA Plan
- QA Plan (that is, a plan to implement QA on your project)

Participants will apply the basic skills of QA and QM to their plans in a set of exercises. This provides participants guidance in selecting implementation methods and assists in the understanding of value-added QA practices.

POC: Peter Malpass, Instructor, QA/QM Training Team Lead, (AIO-200), 202-267-7009.

Basics of Quality Assurance (QA) and Quality Management (QM)

Associated PAs/GPs: PA 15 Quality Assurance and Management; GP2.10 Objectively Assess Process Compliance; GP2.11 Objectively Verify Work Products; GP2.12 Measure Process Performance; GP2.13 Review Performance with Higher-level Management

Course Length: 1 Day (7 hours). Includes approx. 1-2 hours hands-on activities using materials students will bring to class)

This course has been developed to provide skills and concepts for participants on the value of quality assurance and quality management both as individuals, as well as for member groups. Students will learn to interact effectively with QA on product and process, to provide QA of product and process as a member of a peer review or objective review panel, and how to plan QA into a project and project activities, level of effort, schedule, escalation chain, and risk analysis at high level.

Prerequisites:

Pre-class work is recommended for this course. Prior to class, each student may wish to complete the assignments listed below. Students may bring these materials with them to the class or other sample documents with them for in-class, on-hands practice and discussion. Pre-work assignments includes the following:

- List the required or desirable contents of a "Plan" that you feel would be necessary to define, lay out and successfully complete a small task relevant to your job at FAA. (Include such items as the objectives, activities, deliverables, etc.) (One page maximum)
- Create a flowchart with 3-7 steps that two or more people would need to perform to begin and complete the task you described in "Item a" above. (Include, for example: requirements, review, design tasks, etc.) (One page maximum)
- Using the information you created in your contents list and flowchart ("Items a and b" above); write a draft plan that could be used to accomplish your small task. (2 pages maximum).

Course Description and Objective:

This course has been developed to provide skills and concepts for participants on the value of quality assurance and quality management both as individuals, as well as for member groups. Students will learn to interact effectively with QA on product and process, to provide QA of product and process as a member of a peer review or objective review panel, and how to plan QA into a project and project activities, level of effort, schedule, escalation chain, and risk analysis at high level.

POC: Peter Malpass, Instructor, QA/QM Training Team Lead, (AIO-200), 202-267-7009.

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Certified Quality Manager (CQM) Bootcamp

This refresher course has been designed to enhance the ability of participants to successfully pass the “Certified Quality Manager (CQM) Body of Knowledge. * It has been developed to provide tips, tools and methodologies to cover the essential areas of quality management, quality assurance and quality control. The practice tests, structured response essays, focused discussion, and tutorials will be used to cover the following topics in the CQM Body of Knowledge.

Course Length: 3 Days (includes sample test taking, tips, tools, questions and structured response exercises)

- a. Leadership
- b. Strategy deployment
- c. Quality management tools
- d. Customer focused organizations
- e. Supplier performance
- f. Management
- g. Training and development

Who should attend:

It is recommended that students have a general background in quality management, quality assurance, or quality control for this CQM “refresher” course. However, other students, who may be interested in an overview of the knowledge and skills in the “quality” areas, may also register.

Students will be expected to do overnight homework and participate actively in class.

Pre-class work is recommended for this course: Prior to class, each student may wish to complete the assignment listed in the section below. Students may bring materials with them for in-class, hands-on practice and discussion.

Pre-class work assignments include the following:

- Review content of the ASQ, “Certified Quality Manager Body of Knowledge” (can be pulled from the ASQ web site: www.asq.org).
- Review/read the “Certified Quality Manager Handbook” (Registered students will be advised when this text is available; currently on order)

*Note: The education and experience requirements from the American Society for Quality (ASQ) for a Certified Quality Manager (CQM) are listed below:

“You must have 10 years on the job experience in one or more of the areas of the Certified Quality Manager Body of Knowledge. A minimum of five years of this experience must be in the decision making position. ‘Decision making is defined as the authority to define, execute or control project/processes and to be responsible for the outcome.’ This may or may not include management or supervisory positions.”

Instructor: Greg Hutchins, Quality Plus Engineering. (www.ValueAddedAuditing.com) (503-233-1012). FAA POC: Peter Malpass, QA/QM Team Lead (AIO-200), 202-267-7009

Requirements Management

REVEAL Requirements Engineering

(By special arrangement with Dr. Linda Ibrahim/AIO-200)

Associated PAs/GPs: PA 1 Needs; PA 2 Requirements; PA 8 System Test and Evaluation (Version 1)

Course Length: 3 days

- Audience:

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- Project Managers, Project Engineers, Systems Acquisition Managers
- Others who elicit needs, and develop, validate, manage, and test requirements

- Objectives:
 - Define the role of requirements and the structure and content of an effective requirements specification
 - Define a system and describe its application domain and its user
 - Elicit and validate requirements from all relevant sources
 - Express testable requirements in appropriate notations
 - Manage requirements throughout the life cycle of the system

- Contents:
 - Overview of basic concepts
 - The purpose of a requirements specification and its role in system procurement and development
 - The importance of describing the application domain
 - How user requirements (sometimes called user needs) can be developed into system requirements specifications and thence into system designs
 - The different kinds of requirements statements and their role in systems development
 - The problem context: identifying the domain
 - Elicitation: getting requirements by observation and questioning
 - How to identify the system and its boundary
 - How to identify users and other system stakeholders
 - How to elicit requirements and domain descriptions from stake holders
 - Writing: describing the domain, defining the needs, specifying the system
 - How to write down domain descriptions, requirements and system specifications and relate them together
 - Notations for different kinds of requirements
 - Managing the requirements
 - How to manage requirements as the system evolves and the requirements change
 - Verifying and validating the requirements
 - How to validate requirements and ensure that they are testable
 - Dealing with conflicts
 - How to identify and resolve conflicts
 - Summary and Discussion

The purpose of the course is to teach the nature and purpose of a requirements specification, as well as how to generate, validate, maintain and use requirements. It combines important theoretical insights with their practical application to real problems. The course is aimed at managers and engineers, who need to elicit user needs and define requirements.

POC: Dr. Linda Ibrahim, (AIO-200), 202-267-7443.

System Test and Evaluation

ACT System Test and Evaluation Process

Associated PAs/GPs: PA 8 System Test and Evaluation (Version 1)

Course Length: 4 hours

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The ACT system test and evaluation process training provides an introduction to the WJHTC ST&E Process Document. As part of this introduction, the processes and procedures used in the acquisition of software intensive systems at the William J. Hughes Technical Center are discussed. The training maps the test process to the Acquisition Management System (AMS) and the AMS lifecycle phases. POC: Dr. Linda Ibrahim, (AIO-200), 202-267-7443.

The training includes the following test activities:

- Investment analysis test activities
 - Program documentation activities
 - Feasibility activities

- Solution implementation
 - Acquisition preparation activities
 - Test conduct activities
 - Development test activities
 - Operation test activities
 - Product acceptance test activities
 - Site acceptance test activities

- In-service management test activities
 - System Field Familiarization activities
 - System monitoring activities
 - Preplanned product improvement activities

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ARA/iCIP Sponsored Courses

ARA's Intellectual Capital Investment Planning (ICIP) Council offers a variety of courses for FAA employees in leadership, program/project management, and systems engineering. For more information, their catalog and course schedule, please go to:

[ICIP Training](#)