Title: managing stakeholder expectations and in-house processes in a common model including mapping to S4S

Summary:

This presentation will summarize lessons learned, based on several years of SW process improvement experiences made at OHB System.

Our journey started with S4S assessments performed by a third party. We overcame difficulties in interpreting assessment recommendations - which are based on an abstract model - by translating the expectations of the S4S model into "OHB language" spoken by the teams.

The next challenge was to support the needs for tailoring - with diverging expectations coming from QM department, SW department, PA department, and projects - while maintaining traceability to the standards, as expected by our customers.

We finally decided to go for an approach where the classic "process rulebooks" are successively replaced by a simplified process model database, to satisfy the different stakeholder expectations.

The database maintains traceability between entities (activities, inputs/outputs, standards), so the consequences of process tailoring / updates can be identified easily.

Our model offers several views to satisfy the need of different roles. This database is currently in a "prototyping" stage, 100% implemented with features of Confluence.

We explain the basic insight that drive the design of our process model and show how models are utilized to auto-generate "process guides" for daily work