Quality Code Audit - Order-to-Payment (marcin.wolski@man.poznan.pl)

1. Who is the main point of contact for service ordering?

Whom and how should customer contact in order to activate the service?

Task Leader or

Activity Leader or

Service Manager

Customer contacts via email

2. Is there a service user identification process?

What is the process to decide if the service user is entitled to service - who and how is doing that?

No formal process identification for audit, in case of a full validation and service process, Service Coordinator approves a service is valid candidate for production

3. What kind of data is requested and collected from the customer/service user?

(e.g. Service user names, service user organization, etc.) How is data collected (Forms, applications, etc.)?

Basic data about a service, e.g. service description, operational model, service users, etc, see the pre-assessment survey

Technical data - see the input for the security code audit which basically concern the similar resources

4. How is the availability and/or feasibility of the service determined for a particular customer/service user?

e.g. If there are any customized service offerings to the service user or if the service is a part of the standard offering?

Standard offer for any client, which comprises a number of issues the audit may cover, e.g. software development process, documentation review, software code analyse (manual and expert), usability, etc.

Standard offer is tailored then to the customer demands.

5. How is the availability of resources needed to support the service determined?

e.g. availability of computer hardware, servers or network resources, etc.

Basic resource: Man Power

The availability is determined after agreeing the audit scope, and analyzing the input.

Audit team members check availability of SonarQube/Fisheye/Crucible and other tools needed to support software code review (sort of development infrastructure provided by NA1T4).

6. Is there any kind of customer/user subscription inventory used in the process?

e.g. Database with detailed information about customers and services provided to them?

No, only internal register of scheduled, in-progress and done audits

7. Is there a need to contact the service user during the order completion phase? If yes, who is doing that and how?

e.g. If service user participates in commissioning or end-to-end testing during service setup phase.

Assuming that the service user is the one who order the service or Software Development Activity (SDA).

Yes, this is a part of the planning process. The TL/SM interacts with the users to get scope, resources (e.g. software documentation), working instance access and other information which are needed to start audit.

8. Is there a person in charge of issuing a Service order and how is that being done?

e.g. The person who checks that all requirements are met, the customer request can be fulfilled, and then issues an order to implement the service.

AL/TL checks the man power availability against the expected audit scope i.e. whether there is a sufficient number of people available to hit the expected time deadline, if there is a SMEs available in the team. AL/TL verifies if team members knowledge is suitable for given software stack.

9. Is there a person in charge of issuing a Resource order and how is that being done?

If the service requires special resources that need to be provisioned (e.g. hardware, switches, servers, etc.) this would be the person initiating the process to obtain them.

AL/TL orders the Man Power, for example they may start looking for a Python developer, when a audited software is written in Python and there is noone with this skills available in the team.

SM also may check tools (Sonarqube, Fisheye, Crucible) and infrastructure (VMs, servers, network connection) availability and orders missing elements contacting responsbile persons.

10. What if adequate resources are missing (e.g. servers, network equipment, etc.)? Is there a person in charge of supply, allocation and installation of needed resources?

How are new resources configured and tested? Describe that process.

The critital resources are the Man Power and tools availability - SMEs. AL takes the ultimate decision about e.g. assigning the additional experts from other tasks.to the audit task force

11. Is there a person in charge of closing Resource order?

When acquiring new resources, this would be the person who confirms that all needed resources are obtained and set up. Describe this process briefly.

There is no formal process for Resource ordering, in terms of Man Power

12. Is there a need to allocate specific service parameters during the service setup phase? How is that data recorded?

E.g. service parameters like service identifiers, IP addresses, domains, VLAN IDs, etc. This data could be recorded using database, forms, paper, etc.

Service specific parameters concern the scope of the audit tailored to the customers needs. It can be shown as the Acceptance Criteria. Such information is recorded in a basic form, as a written note between the service provider and customer.

There are no explicit technical parameters connected with the audit. Data collected from customer at planning phase are basic input.

13. Briefly explain implementation, configuration and activation of the service.

E.g. persons or teams involved and their tasks.

See the deliverable 8.1

Section: 2.1 Process review

Section: 4.2.2 Software quality review

Section 4.2.6 System testing

14. How is the service tested before it is activated for the service user, and by whom?

E.g. end-to-end testing to confirm that service is working according to agreed performance levels.

There is no testing phase for the software code audit

15. Is there a person in charge of closing Service order?

E.g. Confirmation that service is configured and working as expected.

SM/TL closes the Service Order internally (soft close - report ready to be delivered to the customer)

TL closes the Services Order (hard close - customer gets the report and accepts the results)

16. Is there a person who monitors that service user provisioning activities are assigned, managed and tracked efficiently to meet the agreed committed availability date?

E.g. Someone who is responsible for tracking whether service activation is going as planned.

At present TL

17. How (and by whom) is service user being contacted after service is activated?

E.g. the person who contacts the service user by email, phone call, etc.

All team members members may contact customer (and vice versa) usually by email exchange + regular distant communication techniques (Skype calls, chats, VCs, WebConf etc.).

18. Is there a person or team in charge of closing the service user order?

E.g. After the service is activated, a person who is providing closing or management report.

I'm not sure how it differs from the question: **15.Is there a person in charge of closing Service order?**

There is no need to create closing or management report, the only output document is normal audit report delivered to the customer.

19. How is service user satisfaction being validated?

E.g. Survey to check if the delivered service meets service user expectations.

Customer usually provides feedback in informal way. We do not have any survey at the moment, but indeed it is a good idea to have it.