

Service Oriented Architecture (“SOA”) Product Suite: Procedures

This web page documents the procedures to be followed by SEI Partners for the delivery of the SMART services under applicable SOA Product Suite License Agreements with the Carnegie Mellon University Software Engineering Institute as described in the License Specifications. The contents of this web page are included by reference in any SOA Product Suite License Agreement.

A. Initial Qualification Process

Details for the qualification process are listed at the web pages appearing below.

1. Initial Individual Qualification and Maintenance

i. SEI-Certified SOA-SMART Team Lead

<http://www.sei.cmu.edu/certification/soasmart.html>

2. Sponsorship

i. Sponsorship Form

Agreement Partner shall provide confirmation of candidate sponsorship of SEI-Certified SOA-SMART Team Lead to the SEI by submitting the sponsorship form located at <http://www.sei.cmu.edu/partners/forms.html>.

B. Delivering SOA Product Suite for SMART Services

1. General

i. Duplication, Distribution, and Updating of SOA Product Suite Materials for SMART Services

a. Accessing Materials from SEI

The SEI shall provide electronic access to the SOA Product Suite materials for SMART services to the Agreement Partner business point of contact upon sponsorship of their first SEI-Certified SOA-SMART Team Lead. Where electronic copies are not available, hard copies will be provided.

The SEI shall provide the SOA Product Suite materials for SMART services to the SEI-Certified SOA-SMART Team Lead sponsored by the Agreement Partner upon certification.

b. 3rd Party Duplication

Agreement Partner may make hard copies of SOA Product Suite materials for SMART services to furnish the SMART Team Members with materials needed to conduct the SMART service.

Agreement Partner shall not provide any electronic materials to its clients or customers.

Agreement Partner may engage a third party to reproduce such materials as long as 1) the number of copies produced is limited to one copy of the materials per SMART Team Member, and 2) any copies produced are distributed exclusively to SMART Team Members.

c. Packaging of Materials

Agreement Partner shall package SOA Product Suite materials for SMART services in Agreement Partner-provided packaging with appropriate tabs and labeling.

d. Change Management

SEI shall own and maintain all SOA Product Suite materials for SMART services. Agreement Partner and its SEI-Certified SOA-SMART Team Leads are encouraged to submit change requests to the SEI for review.

ii. Usage of Translated Materials

The authoritative source of the SOA Product Suite materials for SMART services shall be that written in the English language. Unless an SEI-sanctioned translation of the SOA Product Suite materials for SMART services is made available by the SEI, Agreement Partner and SEI-Certified SOA-SMART Team Leads are required to use the authoritative source in the delivery of the SOA Product Suite. Agreement Partner may, however, use the SOA Product Suite materials for SMART services to create unofficial translations only as long as the SEI has not released an SEI-sanctioned translation in the language of the unofficial translation and if Agreement Partner provides: 1) advance written notification to the SEI of Agreement Partner's intent to create an unofficial translation; 2) a copy of the English language version of the same materials to SMART Team Members; 3) a copy of the unofficial translation is provided in electronic format to the SEI for posting in a SMART services resource library; and 4) the following notices and disclaimers are displayed on the unofficial translations:

“This translation of Carnegie Mellon University copyrighted material is not an SEI-sanctioned translation.

“This unofficial translation of materials for SOA Product Suite for SMART services was prepared by [insert name of Agreement Partner] under license and special permission by the Software Engineering Institute.

“Neither Carnegie Mellon University nor the Software Engineering Institute directly or indirectly endorses this unofficial translation. Accuracy and interpretation of this translation are the responsibility of [insert name of Agreement Partner]. The SEI has not participated in this translation.

“Materials for SOA Product Suite for SMART services are copyrighted materials of Carnegie Mellon University.

“Except for unofficial translations of materials for SOA Product Suite for SMART services, Agreement Partner is not permitted to develop or distribute unofficial translations of the SOA Product Suite. If an SEI-sanctioned translation does not exist, an SEI-Certified SOA-SMART Team Lead or an independent translator may orally translate the materials as long as the English language version of the SMART service materials is distributed to SMART Team Members.

“This unofficial translation may be used only as long as SEI has not released an SEI-sanctioned translation in the language of the unofficial translation.”

iii. SEI Support

SEI support to Agreement Partner includes the following additional activities:

1. Review of the Service Migration Interview Guide (SMIG) reports returned to the SEI by Agreement Partner and SEI-Certified SOA-SMART Team Leads and feedback as necessary.
2. Phone and email support for SEI-Certified SOA-SMART Team Leads
3. Annual meeting with Agreement Partner at SEI-selected location to review status and performance data, share experience, and recommend changes.
4. Maintenance of SOA Product Suite materials and distribution of updates.
5. Listing of Agreement Partner and its SEI-Certified SOA-SMART Team Leads in the SEI Partner Directory.
6. Review of Agreement Partner’s and SEI-Certified SOA-SMART Team Leads’ requests for changes to appraisal materials.

2. Conducting SOA Product Suite SMART Services

i. Altering SOA Product Suite SMART Services Materials

Agreement Partner may alter the SOA Product Suite materials for SMART services only to make minor grammatical corrections or to change spelling to accommodate regional style (such as changing “center” to “centre”). Except for such minor grammatical corrections and regional style accommodations, no other changes are allowed without prior written consent from the SEI.

Agreement Partner may add supplementary, Agreement Partner-provided, material clearly designated as such. Supplementary material shall not a) be used to replace SEI-supplied material for the case study version or b) contain the SEI logo and/or copyright notices.

All SEI-originated instructional materials (printed or otherwise) that are distributed to Course Participants, clients, prospects, and others, must incorporate

1. the SEI logo,
2. the Carnegie Mellon University copyright notice (“Copyright © 20__ by Carnegie Mellon University”), and
3. any related Carnegie Mellon University service or trade marks that appeared on the materials as provided by the SEI.

No other markings that would distinguish such materials from the same items provided by the SEI itself are permitted.

C. Data Submission Requirements

1. Data Submission of SMART Reports

Within 30 days of the completion of any SMART service delivered under a SOA Product Suite License Agreement, Agreement Partner shall ensure that a completed Service Migration Interview Guide (SMIG) report is submitted to the SEI at scollins@sei.cmu.edu.

D. Quality Assurance

1. Pre-Audit Remediation

The SEI reserves the right to require remedial work for Certification Candidates at either or both of the training course or the observation/mentoring stages. Any remedial work for Certification Candidates assigned by the SEI must be satisfactorily completed within three months unless otherwise stipulated by the SEI. Any additional SEI support for remedial work will be billed in accordance with SOA Product Suite: Prices at www.sei.cmu.edu/partners/soa/prices.html.

2. Quality Review and Audit for SMART Services Delivery

Service Migration Interview Guide (SMIG) reports will be reviewed to evaluate the quality of SMART service delivery.

The SEI may perform random reviews of Agreement Partner-delivered SMART services at the discretion of the SEI. The SEI shall notify the Agreement Partner if an on-site review will be performed and schedule with the Agreement Partner a time for such review to occur. Agreement Partner shall not be responsible for any expenses incurred by SEI in performing any review. After an on-site review, the SEI shall provide a written evaluation to Agreement Partner, which may include an action and mitigation plan. The SEI may perform subsequent random reviews as the SEI deems necessary.

The SEI may provide an action and mitigation plan for Agreement Partner's SEI-Certified SOA-SMART Team Leads. If the action and mitigation plan indicates that an additional SEI simulation is required, Agreement Partner shall be responsible for any expenses incurred by SEI in performing such simulation.