

CORPORATE PROFILE



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Corporate Profile

eSoft Consulting Limited (eSoft) is a software firm, providing quality services in project management, software development and consultancy services, to corporations worldwide.

eSoft has the expertise to cater to the IT needs of companies in areas of Telecom, embedded Systems, eBusiness, Computer Telephony Integration, Custom Application Development and Implementation. It follows quality guidelines in its work processes and adheres to ISO 9001 standards and SEI CMM Level 3 quality processes. eSoft has the expertise to provide Information Technology services from total solutions to staffing its clients Information Systems teams.

eSoft's business philosophy is to provide end-to-end IT solutions using the most advanced tools, resources and relevant technologies available. eSoft implements IT solutions through focused Strategic Business Units (SBU). The SBU's are independent in terms of core IT service offerings and together provide a complete range of IT related services to the clients.

eSoft has a state of the art development center in Hyderabad, and marketing offices in USA, UK, UAE, Bahrain, Kuwait, Saudi Arabia and Singapore. Our consultants are highly qualified with advanced degrees in Engineering, Technology and Computer Applications.

eSoft Consulting Limited is an ISO 9001-2000 company Serving Premier customers since 1999 by providing quick, responsive services, meeting the service levels committed. The company is leveraging its robust processes, strong domain expertise and sound infrastructure, delivering high quality solutions to its global clientele which spans US, Middle -East and India.

eSoft's core strength lies in the following areas:

Managed Services

The eSoft's managed services include managing web services, mail messaging and operational database administration including network security and back up and recovery.

Custom Application Development

The custom application span across requirement analysis to testing and deployment. The eSoft ensures comprehensive maintenance plan for the applications developed and deployed by adopting industry standards in application engineering.

Audit Services

Information security and audit are the most prominent areas of audit service.

Evolving comprehensive security and vulnerability assessment, and security audit for the customers are the crucial aspects of security audit.

eSoft provides audit services in the Information Systems Development and conducts gap analysis, suggests remediation to its customers ensuring protection of their investments in the large IS development and deployment.

System Integration

We design, implement, integrate and maintain your complete ICT(Information communication technology)solutions, from the application server over the network connections to the PC of the end-users. The entire solution is covered by one single SLA(Service Level Agreement). Our System Integration services include the creation of complex information systems infrastructure that may include designing or building a customized Network & Server architecture, installation & maintenance of mail server, internet server, proxy server, Firewall, Storage & Clusters.

Our Network System Integration capabilities help minimize your risk, leverage your IT investments, and deliver complete system integration services and solutions addressed to your unique business needs. We are delighted to state that we have successfully crossed perhaps the most significant milestone in our growth strategy.

I. Our System Integration Services ensure that:

Your architecture is scalable and performs at optimal levels

Your infrastructure meets the desired standards for Security, Reliability & Availability

You are getting the most out of your existing technology infrastructure

You make the right technology choices

Your existing systems are well-integrated with new technologies

II. Our Service Offerings:

Installation / Configuration of Servers, Operating System

Installation / Configuration of Networking, Routers, Switches

Network & Bandwidth Management

Internet, Proxy & Firewall

Cluster Solution with Application / Database fail over

Storage Area Network (SAN) / Network Attached Storage (NAS)

Linux, NT, Unix configuration / performance tuning

Facility Management with SLA



Project Services

eSoft provide project services including deployment of resources with varied skill set for heterogeneous projects ensuring the attainment of development goals and standard and specific practices to its customers. The project services ranges from software development, Testing, configuration management, documentation and maintenance.

Our SAP Practice Overview

eSoft has an established "SAP Practice Group" that provides a range of SAP consulting services across Industry Verticals throughout the SAP product life cycle to its customers.

Delivered by highly trained and experienced SAP consultants, our results-driven SAP capabilities enable you to control and predict costs, while optimizing your investment.

Our consultants will ensure clients realize rapid business payback from SAP implementations by their accurate scoping and sequencing capabilities.

On-site or off-site, near-shore, and offshore practice models are dedicated to supporting the customers depending on their specific requirements.

eSoft has attained industry specific expertise through engagement of people with specific expertise to reap the benefits of SAP among different verticals.

An experienced group of eSoft consultants with strong technology, processes and program management knowledge help our clients plan and execute projects successfully. Experience and emerging technology expertise is eSoft's value proposition to its consulting partners and customers.

We have the expertise across the entire SAP business suite: ERP, CRM, SCM, and Netweaver Applications.

Some of our key customers :



Some of Our Partners:



Our Domain Expertise

eGov

The core strength of eSoft lies in providing road map for large projects, implementation of groupware solutions for collaboration and automated workflow, development and deployment of information systems where the business rules can be embedded and automatically enforced.

Telecom

eSoft's core strength span across developing GSM, CDMA based billing and network management solutions including testing and documentation. eSoft provides resources on site with varied skill set and expertise to ensure on time deliverance and quality.

eCommerce

Developing and hosting generic and specific b2b and b2c related applications enabling cross transaction processing for on line trading.

Travel

Developing and deploying business to business engine to bring collaboration among the key partners and ensures processing of transactions related to travel and unify the varied services to the customers in travel and packaged tour operations.

Criminal Justice

eSoft's criminal justice solutions cover the law enforcement, prosecution, jails and correctional services providing integrated justice by linking the power of criminal justice agencies.

Quality Policy

eSoft is adopting quality assurance covering all the process right from customer interaction to delivery of high end solutions. The quality is an inherent process in every aspect .The project life cycle includes internal quality assurance teams and quality review at the each milestone and microstone of the project. The quality is in conformance with ISO AND CMM level 3 practices.

eSoft at a Glance

eSoft is a software development and consulting organization that engineers strategic and appropriate solutions by applying and integrating existing and emerging information technologies to further your competitive advantage. eSoft believes in working with strategic partners and associates and has alliances with companies in India and overseas for technical collaboration and for offering a wider range of services for its clients.

Infrastructure

Our software development centre is spread over 13,000 sft in Hyderabad in one location (Location-1) and 10,000 sft in another location in the heart of Hyderabad (Location-2). We have a large installed base of high-end computers connected on a high speed bandwidth, with dedicated servers.

Communication

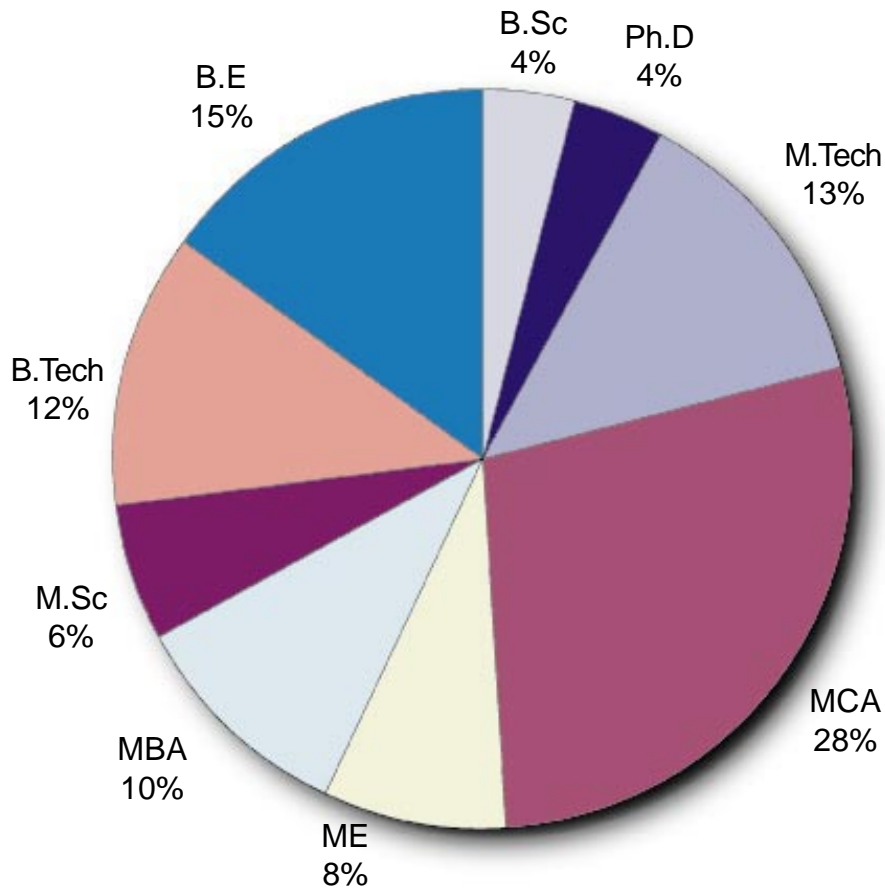
A high bandwidth line connects us to our offices and client systems world-wide. Our team can work as virtual extension of your IS team, following its standards and procedures.

People Profile

We have a team of highly qualified and experienced software professionals and a cumulative experience of over 350 person years in developing software solutions. Our consultants have exposure to developing software for the International market. Our software professionals possess excellent written and oral communication skills, a prerequisite for interacting with an International clientele. Simply stated, they are strong technically, having a good academic background and committed to delivering high technology solutions to your business needs. eSoft has diverse skill sets that include:

Development on multiple platforms and environments makes esoft versatile in attempting advanced technology needs of customers from time to time.

Database application development and maintenance in Oracle 10 g, SQL Server and DB2. GUI Development in Programming in Java, ASP .Net, VB.Net, JSP, Servelets, EJB, Struts, Ajax, C, C++, COBOL, ILE RPG, Java, HTML,, Web Services and Domino.



Educational Qualifications at eSoft

CORE COMPETENCIES

Skill Classification

Core skills are in the following areas, with over 50 person years of cumulative experience:

Programming Languages

- Microsoft ASP.NET, C#.NET, VB.NET
- Visual C++.NET/ Visual C#.NET/
- Visual C++/MFC/ATL/STL,
- SQL
- Perl
- NetBeans
- Java Script, VB Script
- HTML, DHTML, XML
- UNIX Shell Programming
- ASP
- JSP, Struts & Java Servlets,
- COBOL
- PHP
- CGI
- JAVA

Wireless/Mobile Technologies

- J2ME
- BREW
- WAP/WML/WML Script

Wireless / Mobile Platform

- Palm OS all versions, including 4.0
- Windows CE all versions
- Symbian

Database / RDBMS

- MS SQL Server
- Oracle (PL/SQL/OCI)
- Progress RDBMS/ Progress 4GL
- MySql
- PostGreSQL

Technologies

- Windows DNA/.Net
- Win32 API
- COM/DCOM, ActiveX, OLE
- MTS
- MSMQ
- ODBC, DAO, OLE DB
- J2SE
- J2EE
- EJB
- RMI / CORBA
- Struts
- MAPI, TAPI, SAPI
- TCP/IP, Sockets
- DirectX, OpenGL
- Embedded SQL
- WAP
- XML/XSL, XML Schema, XSD, XHTML, XPATH, SOAP, XML,-RPC, WSDL,UDDI, SAX, DCOM, JDOM, Xerces, Xalan, SAXON
- VRML
- Java Web Start

Operating Systems / Platforms

- Windows 2000, Windows 2003, WinNT, Windows 2008, Windows Vista,
- Linux
- Unix
- SUN Solaris,
- HP UX,
- Novell Netware
- OpenBSD
- NetBSD

Application / Web Servers

- IBM WebSphere
- Microsoft IIS
- Netscape Enterprise Server
- Netscape Application Server(NAS)
- Apache Tomcat
- SharePoint Server
- Microsoft BizTalk Server
- BEA WebLogic
- JBoss
- Oracle 9i AS
- Terminal Server
- Site Server
- MS Exchange Server 2000

Programming and other Tools

Eclipse, MyEclipse, IBM VisualAge, Lotus Domino, JBuilder, Lotus Notes, Microsoft.Net

Distributed Computing

XML, SOAP and WSDL

Component Technologies

ActiveX, Java Beans

Enterprise Resource Planning

SAP, Oracle E-Business Suite, PeopleSoft, JD Edwards, and Oracle Fusion Middleware

Customer Relationship Management

SAP - CRM, SIEBEL,CLARIFY

Telecom

OSS/BSS/NMS/EMS

Middleware

C++, Java, J2EE, JSP, Ajax, Web Services, EJB, XML, WML

SAP Technical

ABAP, NetWeaver, BASIS

Process Methodologies

We at eSoft are well versed in use of several mature analysis, design and development methodologies and tools based on these. Our project management setup is the most important constituent in the host of tools used in delivering solutions. Designed to meet the standards defined by ISO and SEI Capability Maturity Model Level3, our processes are synchronized to deliver quality products, on time, in any eventuality.

Also our software development processes are continuously reviewed and improved based on measurements, project requirements and current trends. Our internal quality procedures provide specific guidelines for applying relevant paradigms and processes to various kinds of projects.

eSoft adopts & explores system development life cycle models to plan & develop major enterprise software development projects.

We have project management teams who can identify & adopts the relevant SDLC model & Methodology that best suits the project & the customer.

eSoft's Development Process

eSoft follows ISO quality guidelines in its development process, depicted below is the development process we follow, the development process can be modified and tailored to for a best fit with the Project requirements; some stages can be merged or omitted.



Project Profiles

eSoft has successfully executed projects for Large corporate customers in India & Overseas. Some of the Projects executed by eSoft are:

ePOL

Client: AP Police

ePOL is completely server centric application for crime and criminal . The application functionality covers all the aspects of case registration to Result of appeal. ePOL helps in registering crime, monitoring crime and helps in generating information for hierarchical needs. The roles and responsibilities of various units can be created and selective access can be provided. The solution is developed using open source frame work to reduce the total cost of ownership for the customers. The data capture and information generated is based on prevailing standards in crime records. The application is in compliance to all the standards and procedures defined in IPC and CrPC. ePOL provides seamless access to various units and the data is stored in single database server. ePOL acts as base application and any other application can be further developed on the database aggregated.

Trial Monitoring System (TRLMS)

Client: AP Police

The Mission of Trial Monitoring system is to provide quality service inline with the objectives of the Trial in the Court of Law to expedite the trial process and to provide information to the key stake holders like Investigating officers, monitoring officers, Prosecutors and constable officers attending the court duties.

The Priority areas are:-

Enhancing the cases submitted in the courts and tracking of Adjournments. Generating reports for the cases undergoing trials in the different courts for different cases charged

The primary purpose of Trial Monitoring System is to track the warrants, summons issued by the Court of Law and to track execution of warrants and servicing of summons effectively. To take a critical look at the existing systems, processes and procedures of the Trial so as to identify and remove the redundancy thus making the key stake holders to function better. The focus of the Trial Monitoring system is to track the trail information and to co-ordinate with the court in ensuring speedy justice to the victims.

eFund

Client: AP Police

eFUND is a fund management Solution providing Integrated Solution for Efficient Management of member data while organizing the overall working of the office in a systematic manner to reduce the redundancy.

Subscription: The eFund office fixes some slabs for the employees depending upon their cadre and each employee has to pay that amount to the eFund office every month.

Investment: Money collected through 'eFund' membership subscription is deposited in various financial institutions/schemas including Public and Private financial institutions.

Loans: Employees can avail Loan Forms at the eFund office as well as the Unit Offices. Loans will be sanctioned for the applicants depending upon their cadre and upon the verification of the application and his tenure.

Settlements: A member is active until his final settlement is done. The settlement process may come through stages before the member record is physically deleted. Normally, settlements are done during Death or Retirement of a member from service.

Recruitment

Clients: AP Police, SSB (Sashastra Seema Bal) and ITBPF(Indo Tibetan Border Police Force)

Recruitment is a process of searching applicants to staff vacancies in any organization. This process of recruitment attracts and secures the services of capable personnel with Optimum utilization of the human resources. Recruiting people is a difficult process when it comes to government organizations. This is because while recruiting people much number of parameters is to be taken into consideration in order to select a right candidate.

Now a days recruitment process in Government organizations, Semi Government organizations or in Government aided institutions is a cumbersome process. There are quite a good number of procedures that are to be followed while staffing and very often the business rules are changing and also the process of recruitment should be foolproof. The application should be highly user configurable because of the dynamic changes that affects the recruitment process.

The Computerized recruitment system (CRS)'s main objective is to address all the above needs, which helps in processing the recruitment quickly and accurately. The present application CRS is designed to handle any number of applicants for any number of positions/ different cadres/any number of levels for any uniform forces.

Value Added Vacations

Client: Access USA- This is a B2B and B2C Portal for the Travel sector. It facilitates online booking of hotels, resorts, villas, cars, cruise, flights, rail, attractions, services, tours etc. In the first phase the registration process is offline and is available to AccessUSA's existing clients.

The salient features of the site are shopping cart type booking interfaces, guided product setups, robust search engines etc. The site is integrated with verisign payment gateway for credit Card Transactions, MIS 2000 Accounting Package for online debits and credits to registered members, and with Zeta Fax for Auto fax to enable faxed bookings.

The application has extensive reporting features for users at all levels.

Truck Monitoring System

Client: Rajashree Cements, Aditya Birla Group

The Truck Monitoring System will keep track of the movement of trucks which are coming in and going out of the plant premises at any point of time. Main objectives of this application is to monitor the following.

1. Average Plant Truck Turn around Time.
2. Monitoring the Incoming Quantity of Raw materials.
3. Monitoring the Outgoing Quantity of Finished Goods.

Main purpose is to monitor the truck Turn around Time and the movement of various materials within the plant. The TMS will improve availability of raw material for the production, transfer of material for the next stage of processing and helps in tracking of inward and outward material transfer in any Manufacturing Unit. This also helps to deliver the finished goods to the consumer in shortest period of time.

Functionality:

- 1 Truck In-Time & Out-Time Details are maintained
- 2 Truck Weighment details are maintained.
- 3 Truck Location Status details are maintained.

Features:

This application can be interfaced with any batch readers and digital weighbridges to track the truck and weighment of any material that comes in and goes out of the plant.

Quality Management System (QMS)

Client: Rajashree Cements, Aditya Birla Group

QMS is a competitive strategy that aims for shareholder's value creation through focus on sustainable and superior quality performance and other parameters. The objective of our QMS initiative is to successfully implement the quality management process within the organization by evolving the criteria for evaluation and compete with any organization in which every employee from top to bottom is linked to a group and indices will be generated for that time.

Functionality:

- 1 Evaluation of individual team performance
- 2 Evaluation of Plant Performance
- 3 Identifying best team in the Plant as per the Criteria defined.
- 4 Ensure the follow of all the WCM Standards
- 5 Helps to undertake the improvement initiatives and achieve a sustainable superior performance with a focus on Quality, Cost, Delivery, Innovations and Productivity

Features:

- 1 Dynamic Format Designing
- 2 Automatic calculation of Marks based on the scores
- 3 Generation of various types of analysis reports
- 4 Graphical representation of scores
- 5 Automatic sending of reminders to the concerned.

Research Scholars Information System

Client: Osmania University

Research is a key feature of most university courses. Research involves collecting information about a subject from a variety of sources including books, journals and the Internet or by carrying out experiments or talking to people and analyzing this information.

A person with a Post Graduate degree and who has undertaken years of research and has published his work and has been assessed, may be awarded a Ph.D. and can use the title of Doctor. This is a specialist degree that is usually awarded for at least 3 years of supervised, but original research work.

Features

- The Registration Number of the Scholar is generated automatically based on Year of joining, Department, Subject along with a unique number.
- The list of candidates selected in the interview for that year can be retrieved easily.
- The Orders to be issued by the Dean for any request by the Scholar will be generated automatically.
- The details of all the requests (like Change of Status from Part Time to Full Time and vice versa, Change of Supervisor or Joint Supervisor for valid reasons, exemption from Pre-PhD Exam, the details of Late or Early submission of Thesis with reasons, Seminar details etc.) can be Added, Edited and Viewed at any point of time by authorized role holders only.
- All the reports will be generated automatically and can be viewed or can be taken as prints.
- The details can be sorted based on the required criteria like year wise, supervisor wise, subject wise etc.
- The maximum number of scholars that can be allotted to a particular supervisor are configured.
- Application have the provision to maintain all the supervisors and joint supervisors details, those who got supervisor registration and automatically generates one unique number to identify them easily.
- The details of existing supervisors can be retrieved at any point of time with ease.
- The complete details of a particular scholar can be obtained at any point of time.
- The details of Ph.D. graduates (already awarded scholars) are also maintained for future references.
- Application has the provision to maintain all the masters.
- The application is provided with good Security.
- The application has the provision to audit (i.e. Who has done particular work on particular scholar at particular time) all the work done by the end users.

Custom Application Projects Andhra Pradesh Police Recruitment System:

A.P. Police Recruitment System automates the process of recruiting police personnel in A.P. Police department. The State Level Recruitment Board (SLRB) in A.P. Police takes care of recruiting police personnel for 19 different cadres under A. P. Police as per the rules governed.

The SLRB finds vacancies for different Cadres/Posts throughout Andhra Pradesh and appropriately fill these posts with qualified candidates. In process of selecting qualified candidates for various Cadres / Posts, the SLRB strictly abides to the selection process defined by the Government of Andhra Pradesh.

In order to reduce the time by conventional manual selection process, the SLRB is using AP Police Recruitment System, not only to reduce the time but also to avoid inaccuracy in the selection process.

The objective of AP Police Recruitment System is to achieve the following:

- Improve the selection procedure and speed up the recruitment activities through computerization.
- Making the system to respond faster to the dynamic criteria of selection and there by assuring accuracy in recruitment results.
- Provides MIS reports and assists in faster decision-making for the recruiting authority.
- Reduces clerical activities in the existing system.
- To improve use of computers and gain greatest benefits by sharing centralized information system.

The SLRB is recruiting personnel by 3 different recruitment levels. They are

- 1 Unit/District Level
- 2 Zonal Level and
- 3 State Level.

The Government of Andhra Pradesh has clearly defined the statutory rules that specify the eligibility criteria for 19 cadres that are mentioned under the Government Order and expects the prospective candidates to adhere to these rules.

Sashastra Seema Bal (SSB) - New Delhi Police Recruitment System: Indo Tibetan Border Police Force-New Delhi Police Recruitment System.

A Border Guarding Force under the Ministry of Home Affairs, Government Of India.

Recruiting personals for an organization like SSB, ITBPF the process is done centrally national wide. Recruiting people is a difficult process in any Uniform Force. This is because while recruiting people much number of parameters are to be taken into consideration in order to select a right candidate.

There are quite a good number of procedures that are to be followed while staffing and very often the business rules are changing and also the process of recruitment in foolproof, dynamic changes that affects the recruitment process as the policy changes from time to time. Doing this complex process of recruitment manually is not so easy task and it takes many months to complete the process.

Computerized system CRS (Customized Recruitment System), a fully customized application which is used to complete the process of recruitment fast, accurate and paperless.

This application is developed keeping in view the importance of the human resources in attainment of the objectives and views of any organization as the human resource is the most valuable asset of any organization or department.

This application also adopts and fulfills the socio-economic commitments by complying with the statutory obligations. Recruitment system aims to provide the most effective recruitment solution for the Govt./Quasi Govt. and others while offering a surpassing level of customer Service.

Features of Police Recruitment System

- User authentication at the point of entry
- High Control over access rights and system privileges to the finest possible level.
- Integration with Good security practices to administer the user and also to safeguard the vital data.
- Robust development environment for rapid customization.
- Attractive and easy to use Graphic User Interface.
- Highly user configurable.
- Enhanced validations, searching options and update functions allowing users to operate with greater efficiency and accuracy.
- Simplifies the process communication among Local Recruiting Authorities and SLRB with the ability to import/export data in XML file formats.

- Context Sensitive help.
- Saves time and eliminates administrative bottlenecks.
- Easy to use and Easy to Install
- MIS reports to help the top-level management in taking quick decisions.
- Query builder to generate any type of report.
- Rules can be embedded.
- The stages in the process can be centrally monitored.
- Automatic generation of operational and strategic information for planning.

DATA CENTER SERVICES

Data Centre for an enterprise facilitates seamless business operations and transaction processing across the globe and bring excellent collaboration across the key stake holders. Decision to establish a data Centre is complex and lot of factors needs to be evaluated other than the investment. eSoft helps enterprises and government to establish data Centre by assessing the needs and investments .The strategy to establish a data Centre covers infrastructure, people, operational, security aspects. The Physical infrastructure and logical infrastructure are the two major components that are required to be assessed by taking standard practices in to account and operational aspects are required to be drafted in the form of standard operating procedures followed by service level agreements with the vendors to provide highest levels of security and operational reliability with state-of-the art redundant systems and an integrated facility management infrastructure.

Esoft provides the following services related to planning, Implementation, Operation and Maintenance of Data Centers:

1. Data Center Consulting

- Data Center Planning & Pre-Design
- Data Center Power & Cooling Systems Analysis
- Data Center Feasibility Studies & Project Cost Budgeting
- Data Center Availability & Risk Assessment
- Technology Master Format Planning
- Data Center Site Selection
- Business Continuity & Disaster Recovery
- Data Center Relocation Evaluation & Planning

2. Data Center Design & Engineering

- Architectural / Engineering Design Services
- Communications & Data Cabling Design Services
- Support Infrastructure Design Services
- Network Operations Center (NOC) Design Services
- Network & Security Design Services
- Server & Storage Design Services
- PBX / Voice-over-IP Design Services

3. Data Center Project Management

Contractor Management
Data Center Commissioning
Equipment Installation Services
Information Technology Implementation

4. Data Center Solutions

- Architectural
- Electrical
- Environmental / Mechanical
- Security, Monitoring & Control
- Information Technology

5. Data Center Monitoring & Control

- Network Operations Center (NOC)
- Network Monitoring & Managed Services
- Security Access & Control
- Support Infrastructure Monitoring

6. Data Center Operations & Maintenance

- Support Infrastructure Equipment Service
- Facility Electrical Testing Services
- Data Center Site Cleaning
- Support Infrastructure Operations Review

CLIENTS :

Esoft has built, Operated & Maintained a data center at the Head Quarters of Andhra Police, Hyderabad, A.P.

Esoft has bagged another order from ITI Limited Bangalore, for setting up a major Data Center on a collaboration model with revenue sharing arrangement. The First Phase (40,000 sft.,) of the project is under implementation and the same is expected to be in operation by second week of 2009.

The Plans for the Second Phase (1,60,000 sft.,) are getting ready, the same will be taken up for Implementation soon after the completion of Phase I.

Policy & Practice

Quality, Audit & Metrics

eSoft has identified the Key process areas and Operational framework in adopting quality standards at CMM practices in the various departments of software to develop a quantitative understanding of the quality of the project's software products and achieve specific quality goals.

Software Quality Management at eSoft involves defining quality goals for the software products, establishing plans to achieve these goals, and monitoring and adjusting the software plans, software work products, activities, and quality goals to satisfy the needs and desires of the customer and end user for high quality products.

The practices of Software Quality Management build on the practices of the Integrated Software Management and Software Product Engineering key process areas, which establish and implement the project's defined software process, and the Quantitative Process Management key process area, which establishes a quantitative understanding of the ability of the project's defined software process to achieve the desired results.

Quantitative goals are established for the software products based on the needs of the organization, the customer, and the end users. So that these goals may be achieved, the organization establishes strategies and plans, and the project specifically adjusts its defined software process, to accomplish the quality goals.

Goals

- The project's software quality management activities are planned.
- Measurable goals for software product quality and their priorities are defined.
- Actual progress toward achieving the quality goals for the software products is quantified and managed.

Commitment to Perform

The project follows a written organizational policy for managing software quality.

Ability to perform

Ability 1 -- Adequate resources and funding are provided for managing the quality of the software products.

1. Specialty engineers in areas such as safety and reliability are available to help set the software quality goals and review progress towards the goals.
2. Tools to support predicting, measuring, tracking and analyzing software quality are made available.

Examples of support tools include:

- Data collection tools,
- Database systems,
- Spreadsheet programs,
- Software life-cycle simulators,
- Quantitative analysis tools, and
- Code audit tools.

Ability 2 -- The individuals implementing and supporting software quality management receive required training to perform their activities.

Examples of training include:

- Planning quality commitments and goals for the product,
- Measuring product and process quality, and
- Controlling product quality using the defined software process.

Ability 3 -- The members of the software engineering group and other software-related groups receive required training in software quality management.

Examples of training include:

- Understanding the goals and benefits of quantitatively managing product quality,
- Collecting measurement data,
- Understanding the quality measurements for the software process and product,
- Planning and controlling the quality of the software product.