SUITE

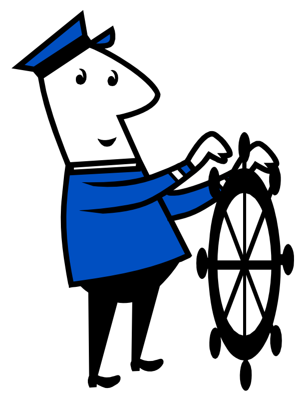
Quick Start Guide

Version 1.0
June, 2010

Navigating the Quick Start Guide

Click on the desired navigation button at the bottom of each slide:

- Go ahead one slide
- Go back one slide
- Go to the first slide
- Go to the last slide
- END Exit the Quick Start Guide



Step 1: Relax

- SUITE is all about making your project more successful. It can only help you.
- DTMB wants you to use SUITE. It's a departmental standard and has been mandated for all IT-based projects.
- DTMB wants you to succeed. There are a ton of resources at your disposal and a lot of people who are willing to help.

Step 1: Relax

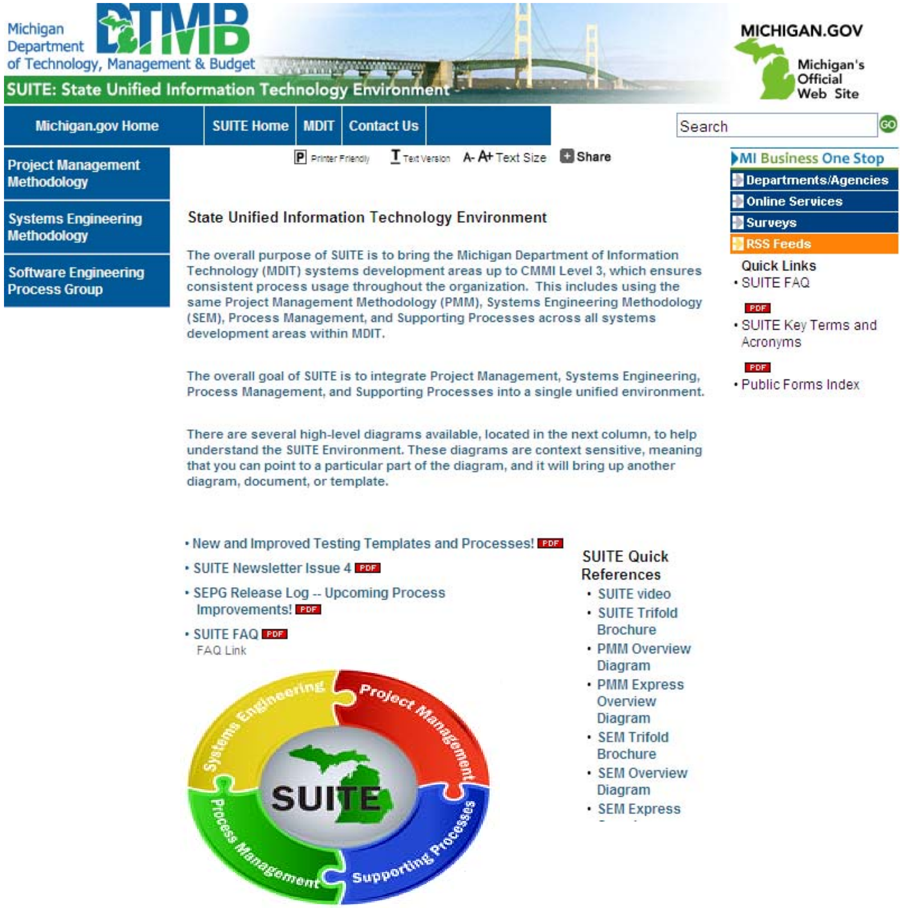
- Expect to do more documentation and work up front. SUITE is about identifying defects earlier in the project when they are less costly to fix. Build some extra time into your first project schedule for this. Each subsequent project will be a little faster and easier.

- Remember, it's not just about filling out the forms. To maximize the benefits, leverage the entire SUITE methodology.

Step 2: Know Your Resources

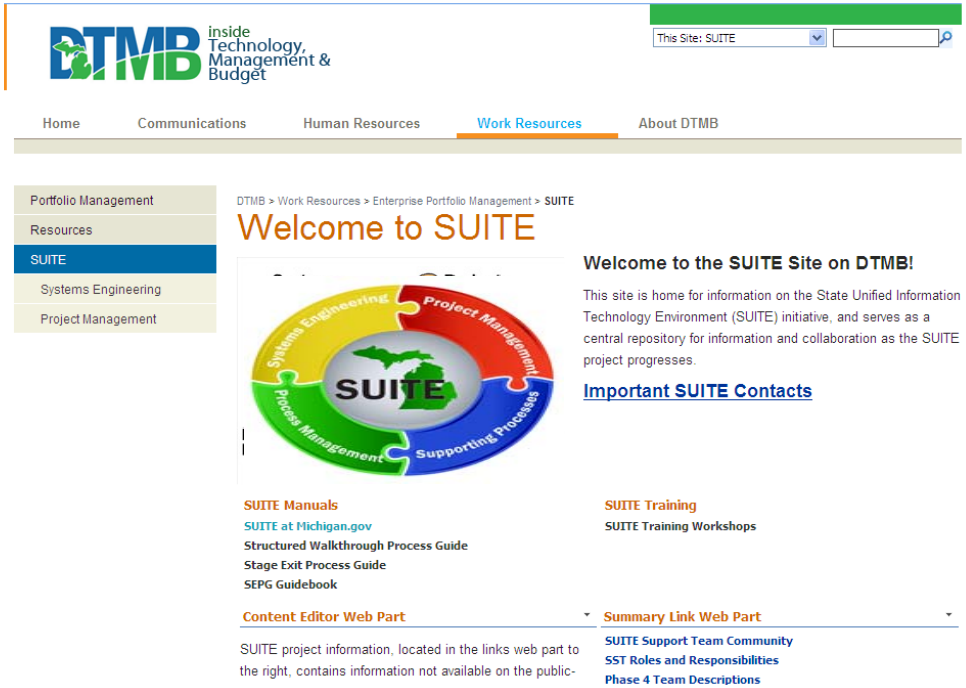
- Explore the SUITE website at www.michigan.gov/suite.

- The SUITE website includes links to the Project Management Methodology, the Systems Engineering Methodology, manuals, process guides, templates, newsletters, training information, and more.



Step #2: Know Your Resources

- Check out the SUITE Team Room at http://inside.michigan.gov/dtmb/wr/epm/suite.
- The Team Room provides information about the SUITE project and the various teams working to make it a success.
- It also includes contact information, progress reports, presentations, and links to additional resources.



END

Step #2: Know Your Resources

Common DTMB Forms

- Out of State Travel Authorization
- ANNUAL DISCLOSURE STATEMENT
- IT Services Statement of Work
- Requirements Specification
- Security Assessment Form
- User ID Network Request
- Department Personnel Requisition
- Travel Voucher
- Application for Leave of Absence
- FAX Cover Letter
- Oracle Inter-Agency License Assignment or Transfer Request
- DTMB Memohead - No Address
- DTMB Powerpoint Template
- DTMB Letterhead
- Purchase Request Form

- The most recent PMM and SEM templates are available on the “Inside DTMB” website at http://inside.michigan.gov/dtmb.
- From the home page, just click on “Common DTMB Forms” and then “Sort by Category/Function”. Then click on the Function dropdown and select either “Project Management Methodology” or “Systems Engineering Methodology”.
- Or go to the SUITE website and select “Public Forms Index” and then scroll down to view the PMM or SEM templates.

Step #2: Know Your Resources

- Know the members of your local SUITE Support Team (SST). Each area has an SST to promote SUITE and assist staff with the implementation of SUITE and the SEM. If you haven't already been provided with information about your local SST, ask your supervisor or manager.

Step #2: Know Your Resources

- Review the list of Frequently Asked Questions by clicking on the SUITE FAQ link on the SUITE web site.

SUITE Frequently Asked Questions (FAQ)

General
What is SUITE?
When do I need to start using SUITE processes?
I understand our large projects like BRIDGES are not using the SUITE processes. Is this true, and if so why?
I see that there are two web sites to access SUITE. Which one should I be using?

CMMI
What is CMMI, and what is CMMI Level-3?
Why is MDIT aligning with CMMI?
Is CMMI just for Information Technology projects?
What CMMI level are we currently at?
When will MDIT be at CMMI Maturity Level-3?

Training
What training is available to learn SUITE?
The rest of the people in my area have already taken the SUITE Detail Training class. How do I sign up for this training?
With regard to the SUITE training, can our area request this SUITE training be held at our work location?
Can our contractors receive SUITE training?
How do I sign up for SUITE training?
Is there a SUITE Certification similar to the PM Novice Certification?

Documentation and Templates/Forms
Is SUITE documentation available on the web?
Do MDIT contractors have access to the SUITE documentation?
My work area has been using the same documentation forms for years. Do I really need to use the new SEM templates?
Our area hired a contractor to do development for one of our systems. The contractor has their own forms/templates, which are, for the most part, generated by an automated tool. Will this suffice for SUITE/SEM documentation?
How do I learn more about using the SUITE templates?

Usage
If I am using PMM Express, does that mean I should be using SEM Express?
Can I customize the usage of SEM for my project? It seems too small for SEM and too big for SEM Express.
What is a "touch point"?
How do I use SUITE on a systems maintenance effort?
When do I need to do a Structured Walkthrough?
Can I combine a Structured Walkthrough (SWT) and a Stage Exit in the same meeting?
I heard someone mention in a training session something about a SUITE Companion tool. Is this a real tool and if so, how I can get access to it?

Team Structure
What is a SUITE Support Team (SST)?
How can I get involved with the SUITE project?
What is the SEPG (Systems Engineering Process Group) and what is its function?

How do I send in an improvement suggestion?

If your question(s) was not answered here, please send your question(s) to suite@michigan.gov

Page 1 of 7

Step #2: Know Your Resources

- For SUITE news and updates, check out the quarterly SUITE newsletter. You can access "SUITETalk" by clicking the "SUITETalk Newsletter" link from either the SUITE web site or the SUITE Team Room.

ISSUE
03
February 2010

SUITETalk

This Issue
Project Quality Assessment (PQA) Reviews P.1
Testing Process Action Team P.2
SST Community Meetings P.3
CMMI Mentored Self Assessment P.4

SUITE Team Updates
News You Can Use

Core Team
- Coordination of Mentored Self Assessment Findings
- Developing SUITE Repository

Systems Engineering Process Group
- Preparing Testing Stage process and template updates
- Use Case PAT forming

Process and Product Quality Assurance Team
- Conducting Project Quality Reviews

Awareness Team
- Finalizing New and Improved SUITE Communication Strategy
- Developing New! SUITE Workshops

CMMI Process Development Team
- Finalizing Process Mappings
- Developing action plans to address process gaps

SUITE Tools Team
- Developing Scope
- Looking for additional team members

Project Quality Assessment (PQA) Reviews

The Process and Product Quality Assurance Team (PPQA Team) began conducting Project Quality Assessment (PQA) Reviews in mid-November using processes that had been refined during several earlier pilot reviews. There are currently fifteen MDIT staff on the PPQA Team. The PPQA Team currently has 12 review teams with 12-15 more starting in early February. A PQA review team consists of a team lead and two team members. Each person on the PPQA Team leads one or more reviews and participates as a team member on more than one review team. There are currently twelve reviews taking place throughout MDIT Agency Services, with more to follow in the coming weeks.

PPQA and the implementation of these project reviews are essential components of the CMMI (Capability Maturity Model Integration) model of industry best practices. The purpose of PPQA is to give organizational staff and management "objective insight" into whether these best-practice processes are being universally implemented and fully integrated into our day-to-day jobs at MDIT.

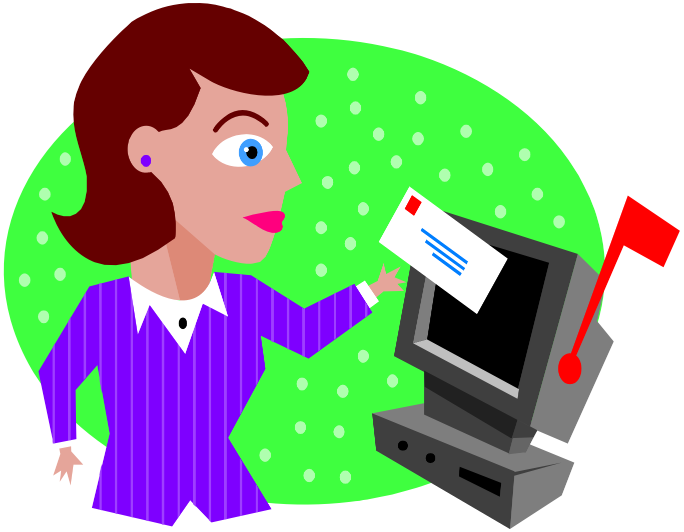
Although a PQA Review may seem similar in format to an audit, the main purpose is coaching and mentoring by offering advice on making the project's processes and techniques more effective and usable. Part of each PQA Review consists of looking at best practices used by the project team. These best practices are evaluated by the broader PPQA team, which in turn may be sent to the Software Engineering Process Group (SEPG) for incorporation into the SUITE processes, so they may be shared throughout MDIT. The intent is to make this process a win-win for all participants – the PQA Review team, project team, and all MDIT systems development groups.

A SUITE 101 Workshop has been developed that describes in more detail the purpose and benefits of the PQA reviews as well as detail on the inner workings of the processes, procedures, documents and reports associated with these reviews. For more information on this and other SUITE Workshops, go to www.michigan.gov/suite and click on the "SUITE Training Opportunities" link to view dates/times/locations of the various offerings.

This is a great opportunity for the members of all teams to know other people in MDIT, especially project managers from the various parts of Agency Services. It is also a great opportunity for our team to get an in-depth understanding of all SUITE templates, including the SEM (Systems Engineering Methodology) and the PMM (Project Management Methodology). Anyone interested in being a member of the PPQA Team, or would like more information on PPQA, please contact Dan Buonodono at buonodonod@michigan.gov, or check out the PPQA Process Manual, which can be found in the SUITE Team Room (Techtalk: Projects > MDIT > SUITE). The expectation is that participants will be able to spend one day per week (approximately twenty percent of your available time) performing PPQA activities.

Step #2: Know Your Resources

- SUITE@michigan.gov is the official mailbox of the SUITE project. If you can't find it anywhere else, send us an e-mail.

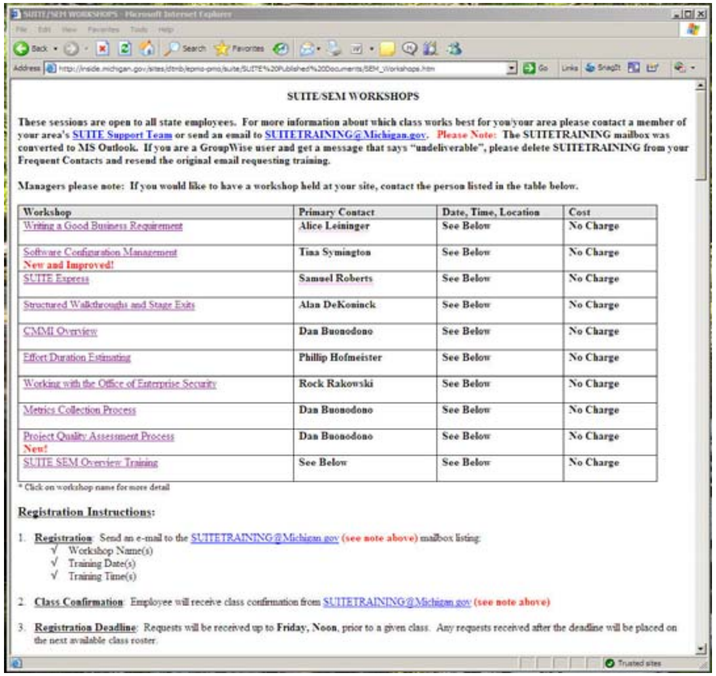


Step #3: Get Some Training

- Check with your SST about individual coaching and training. Some SSTs may provide mentors who will work with you "one-on-one" throughout the course of your project.

- Ask your SST about attending the SUITE / SEM Detail Training workshop. This introductory class is presented locally and provides an overview of the SUITE project, with a detailed look at the SEM and its components and processes. It's considered a prerequisite for other SUITE workshops and is highly recommended for staff who looking to get started with SUITE.

Step #3: Get Some Training



SUITE/SEM WORKSHOPS

These sessions are open to all state employees. For more information about which class works best for you/your area please contact a member of your area's SUITE Support Team or send an email to SUITETRAINING@Michigan.gov. Please Note: The SUITETRAINING mailbox was converted to MS Outlook. If you are a GroupWise user and get a message that says "undeliverable", please delete SUITETRAINING from your Frequent Contacts and resend the original email requesting training.

Managers please note: If you would like to have a workshop held at your site, contact the person listed in the table below.

Workshop	Primary Contact	Date, Time, Location	Cost
Writing a Good Business Requirement	Alice Leininger	See Below	No Charge
Software Configuration Management New and Improved!	Tina Symington	See Below	No Charge
SUITE Express	Samuel Roberts	See Below	No Charge
Structured Walkthroughs and Stage Exits	Alan DeKoninck	See Below	No Charge
CMMI Overview	Dan Buonodono	See Below	No Charge
Effort Duration Estimating	Phillip Hofmeister	See Below	No Charge
Working with the Office of Enterprise Security	Rock Rakowski	See Below	No Charge
Metrics Collection Process	Dan Buonodono	See Below	No Charge
Project Quality Assessment Process New!	Dan Buonodono	See Below	No Charge
SUITE SEM Overview Training	See Below	See Below	No Charge

* Click on workshop name for more detail

Registration Instructions:

1. **Registration**: Send an e-mail to the SUITETRAINING@Michigan.gov (see note above) mailbox listing:
   - √ Workshop Name(s)
   - √ Training Date(s)
   - √ Training Time(s)
2. **Class Confirmation**: Employee will receive class confirmation from SUITETRAINING@Michigan.gov (see note above)
3. **Registration Deadline**: Requests will be received up to **Friday, Noon**, prior to a given class. Any requests received after the deadline will be placed on the next available class roster.

- An additional series of SUITE training workshops are available to all DTMB staff. All classes are provided by DTMB staff at no charge. A description of each workshop, class schedules and registration information can be found by clicking on the training link in the SUITE Team Room or on the SUITE website.

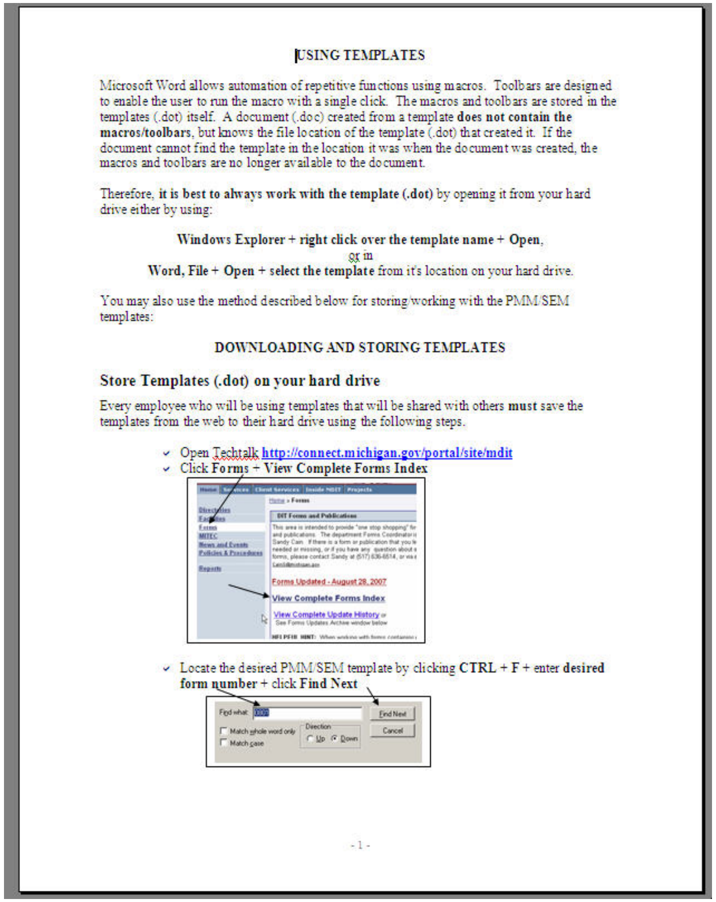
- Check with your SST to find out about other local training opportunities. Some areas have arranged to have the SUITE workshops presented on-site especially for their staff.

Step #3: Get Some Training

- Educate client management and staff. They play a key role in the SUITE methodology and have a vested interest in making it work. Although many of the SUITE training workshops are geared toward technical staff, some are intended for client staff as well (e.g. – Business Requirements, Testing, Structured Walkthroughs and Stage Exits).

Step #3: Get Some Training

- Review the “SEM Template Instructions” document (SEM-0000) on the forms page in TechTalk. Or you can just click on the Instructions link at the top of any SEM Template. This guide will tell you with everything you need to know about using the templates, from how to download them, to how to use the SEM toolbar and template functions.



USING TEMPLATES

Microsoft Word allows automation of repetitive functions using macros. Toolbars are designed to enable the user to run the macro with a single click. The macros and toolbars are stored in the templates (.dot) itself. A document (.doc) created from a template **does not contain the macros/toolbars**, but knows the file location of the template (.dot) that created it. If the document cannot find the template in the location it was when the document was created, the macros and toolbars are no longer available to the document.

Therefore, **it is best to always work with the template (.dot)** by opening it from your hard drive either by using:

Windows Explorer + right click over the template name + Open,
or in
Word, File + Open + select the template from it's location on your hard drive.

You may also use the method described below for storing/working with the PMM/SEM templates:

DOWNLOADING AND STORING TEMPLATES

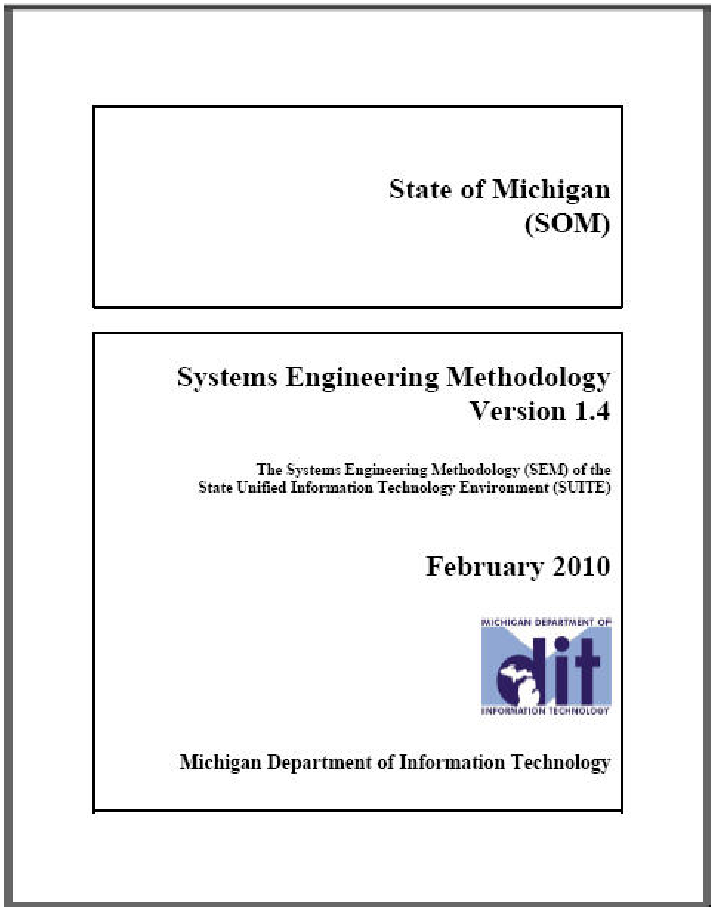
Store Templates (.dot) on your hard drive

Every employee who will be using templates that will be shared with others **must** save the templates from the web to their hard drive using the following steps.

- Open Techtalk http://connect.michigan.gov/portal/site/mdit
- Click **Forms + View Complete Forms Index**
- Locate the desired PMM/SEM template by clicking **CTRL + F +** enter **desired form number +** click **Find Next**

- 1 -

Step #3: Get Some Training



State of Michigan
(SOM)

Systems Engineering Methodology
Version 1.4

The Systems Engineering Methodology (SEM) of the
State Unified Information Technology Environment (SUITE)

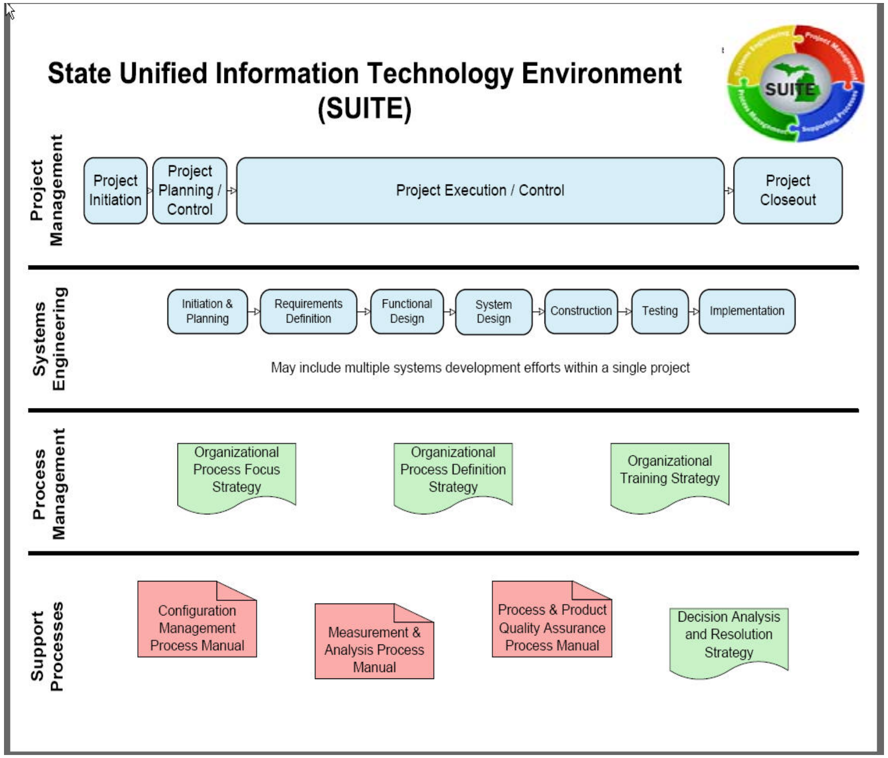
February 2010

Michigan Department of Information Technology

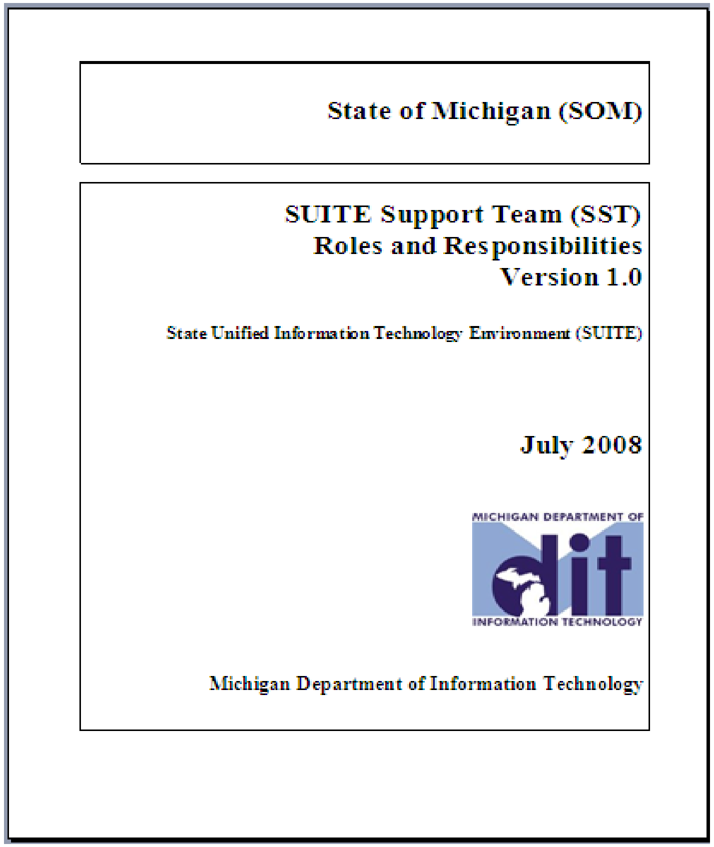
- Read the documentation on the SUITE website. Start with the Overview Diagrams and then move on to the SEM Manual and Process Guides. You'll also want to familiarize yourself with the various PMM and SEM templates.

Step #4: Start Your Project

- Get the big picture. Go to the SUITE website and click on the "SUITE Overview Diagram". This will help you understand the PMM phases and SEM stages and their relationship to one another.



Step #4: Start Your Project



State of Michigan (SOM)

SUITE Support Team (SST)
Roles and Responsibilities
Version 1.0

State Unified Information Technology Environment (SUITE)

July 2008

MICHIGAN DEPARTMENT OF
dit
INFORMATION TECHNOLOGY

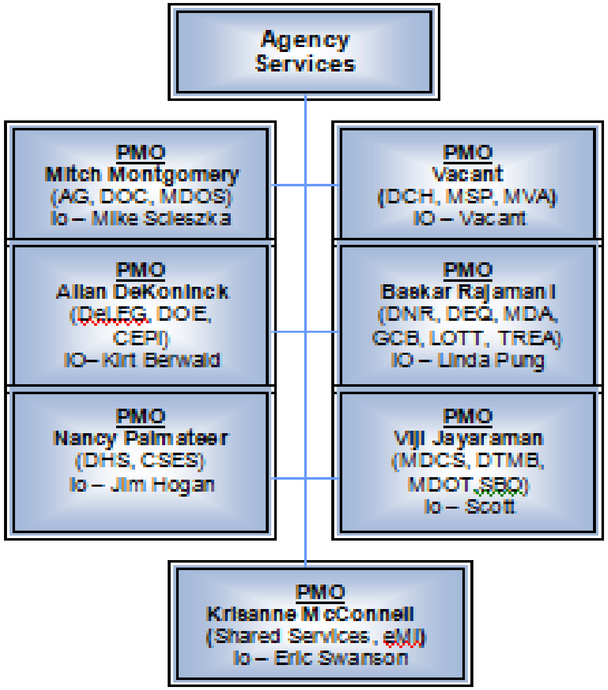
Michigan Department of Information Technology

- Reach out to your local SST for assistance. They may be able to provide you with project templates, tools, or learning aids. They may also be able to assign a mentor to help guide you through the process.

Step #4: Start Your Project

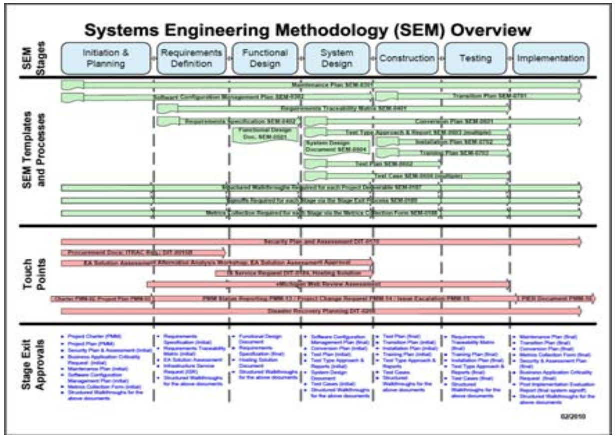
- Establish a good working relationship with your local Program Management Office (PMO). They will likely need to track and report your progress as part of your area's monthly SEM Progress Report. They may also be able to assign a project resource to help guide you through the SUITE process.

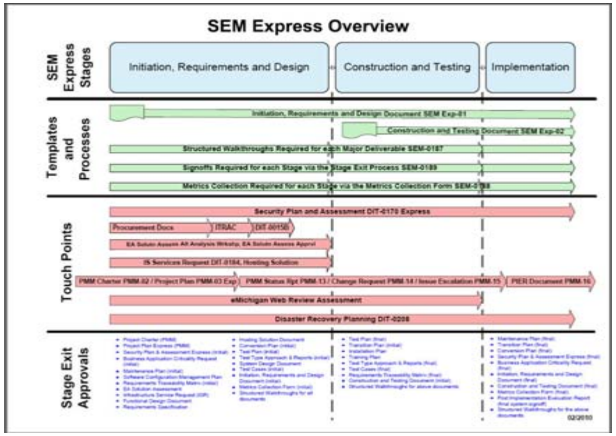
- Identify co-workers who have worked with SUITE who can provide advice and assistance.



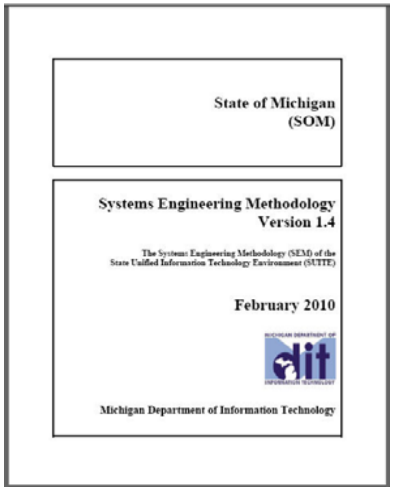
Step #4: Start Your Project

- Consider the potential size and complexity of your project. Estimate the total person hours that will be needed to complete it. Are their potential risks? Is it a multi-agency effort or highly visible? Will it require new infrastructure components?





Step #4: Start Your Project



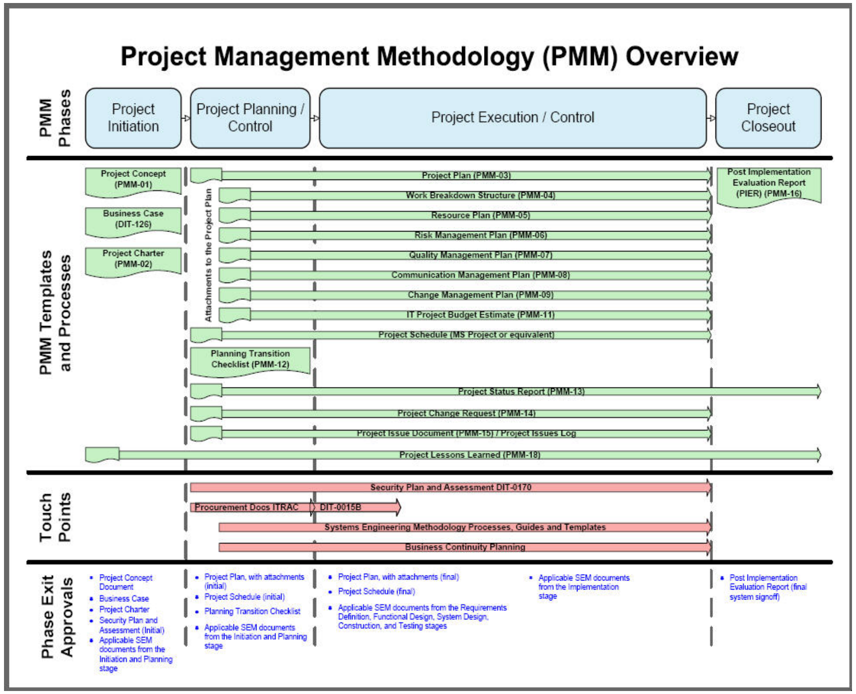
- Decide whether to use the full SEM or SEM Express, based upon the estimated project effort and associated risks. As a guideline, if the total effort will exceed 1000 hours you will want to use the full SEM.
- If the total effort is between 200 and 1000 hours, you may be able to use SEM Express.
- For efforts less than 200 hours, you may be able to avoid a formal project altogether and just use the SEM Maintenance Template (SEM-0931). See the SEM Maintenance Guide for more details.

Step #4: Start Your Project

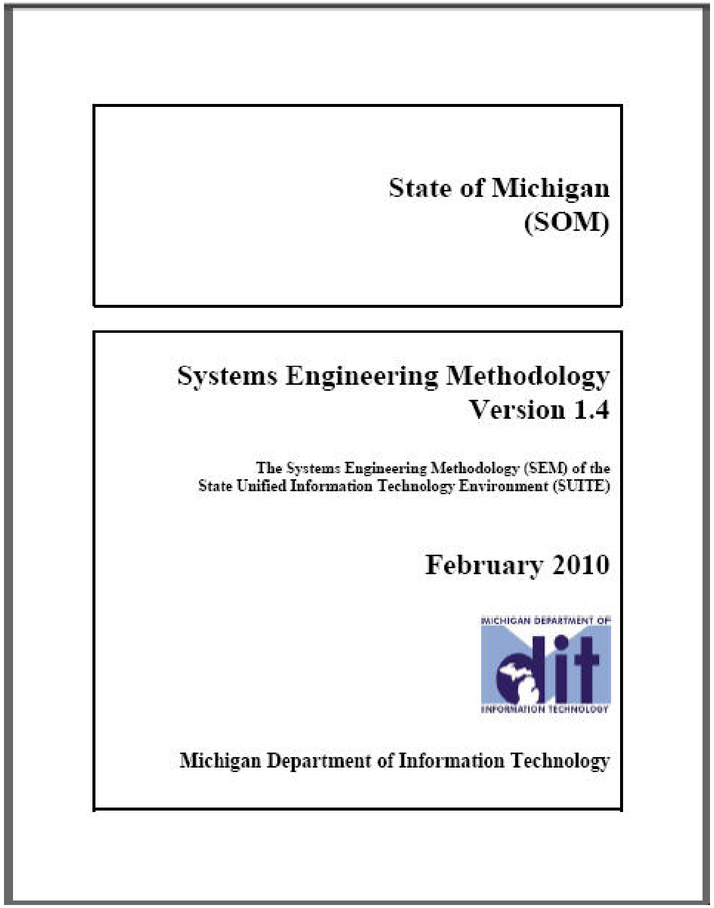
- Review the PMM Overview Diagram (link on the SUITE website) and note the various project phases. Use this diagram as a guide to the work that needs to be done in each phase.

- As you work through your project, refer to the Overview Diagram to determine the templates and touch points to be worked on and approved during each phase.

- Use the SEM Overview Diagram to do the same for the SEM stages.



Step #4: Start Your Project


State of Michigan
(SOM)

Systems Engineering Methodology
Version 1.4

The Systems Engineering Methodology (SEM) of the
State Unified Information Technology Environment (SUITE)

February 2010

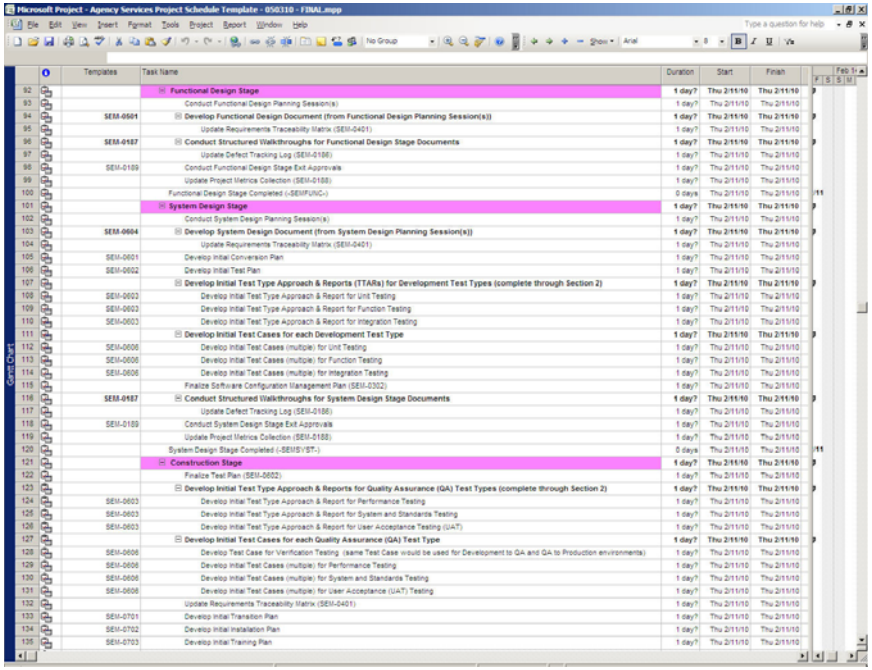
MICHIGAN DEPARTMENT OF
dit
INFORMATION TECHNOLOGY

Michigan Department of Information Technology

- Tailor the SEM per the requirements of your project. Individual templates may be added or eliminated as appropriate. But be careful not to eliminate templates if doing so would detract from the value of using the methodology. Be prepared to justify your decisions as they could be reviewed at a later date. See Chapter 2 of the SEM Manual for additional guidance on tailoring.

Step #4: Start Your Project

- Don’t forget to include the SUITE templates and tasks in your work breakdown structure and project plan.
- Allocate time in your project schedule to complete the required templates.
- Include tasks for completing structured walkthroughs, performing stage exits, collecting project metrics and performing project quality reviews.



Step #4: Start Your Project

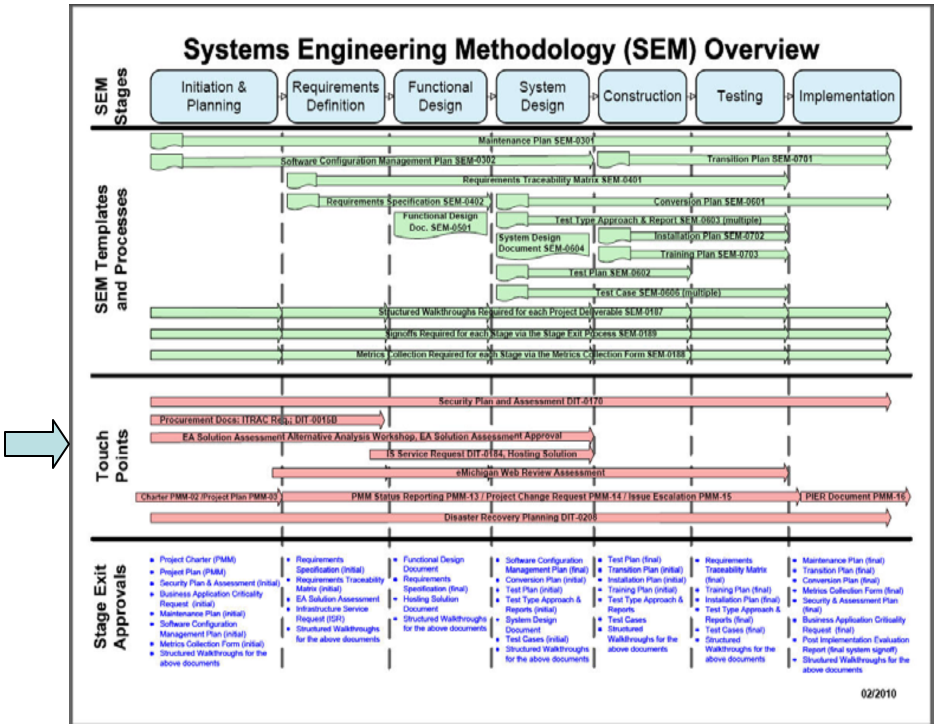
- Make sure client management and staff are fully engaged in the processes. Their support and participation is key to your success. In the long run, SUITE will save them time and money, and help to deliver higher quality products.   Be sure they understand the benefits and are willing to do their part.

- Establish a standard document repository. Use it to provide clients and team members with access to completed templates and other project documentation.

Step #5: Work the Methodology

- Always start with the most recent templates. Whenever you begin working on a new template, start by downloading the most recent version from the DTMB intranet site. The templates are constantly being streamlined and improved, so starting with the latest version could save you a lot of work.
- Complete the templates as listed in the Overview Diagrams. Some templates may be created in one stage and updated during one or more others. Add as much information in each stage as you can and complete the template as indicated in the overview diagram.

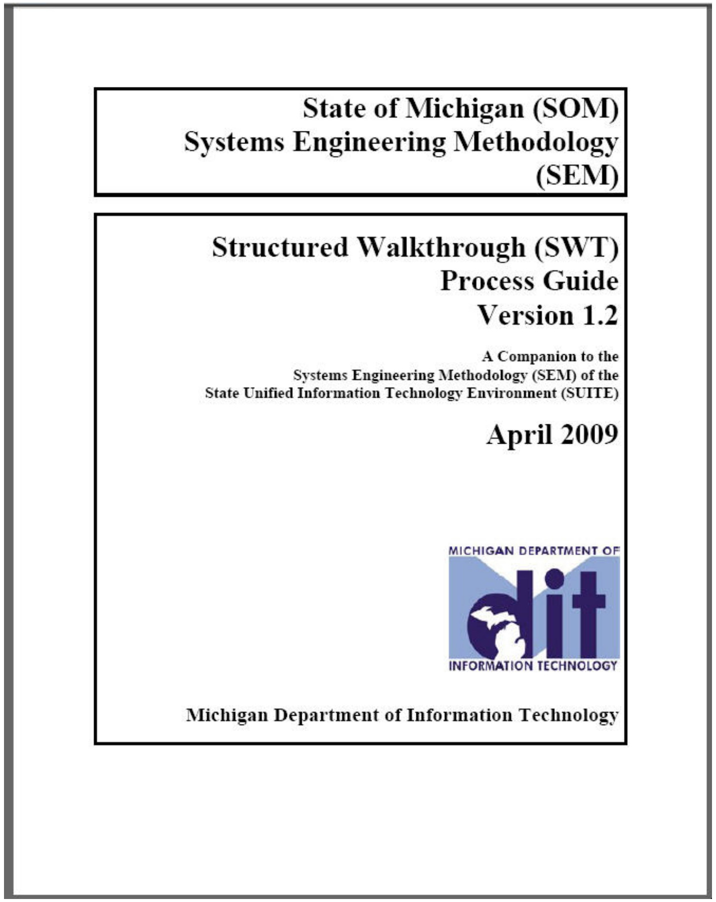
Step #5: Work the Methodology



- Pay careful attention to the Touch Points. These are the processes you need to use to get work and project deliverables from other areas of DTMB (e.g. - Procurement, Enterprise Security, Infrastructure Services, E-Michigan) so they are ready and available when your project needs them. See the SEM Manual for more details.

Step #5: Work the Methodology

- Use Structured Walkthroughs to ensure product quality. Structured Walkthroughs are formal reviews of work products (e.g. – project documents, SEM templates, code modules, etc.) and are required for all major project deliverables. See the SEM Structured Walkthrough Guide for more details.


State of Michigan (SOM)
Systems Engineering Methodology
(SEM)

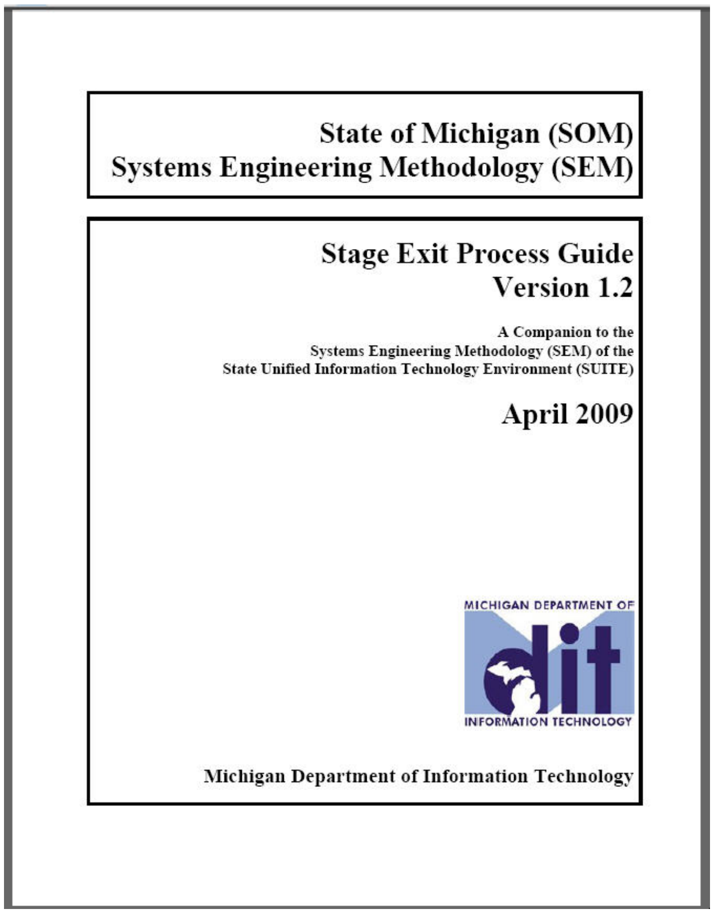
Structured Walkthrough (SWT)
Process Guide
Version 1.2

A Companion to the
Systems Engineering Methodology (SEM) of the
State Unified Information Technology Environment (SUITE)

April 2009

Michigan Department of Information Technology

Step #5: Work the Methodology


State of Michigan (SOM)
Systems Engineering Methodology (SEM)

Stage Exit Process Guide
Version 1.2

A Companion to the
Systems Engineering Methodology (SEM) of the
State Unified Information Technology Environment (SUITE)

April 2009

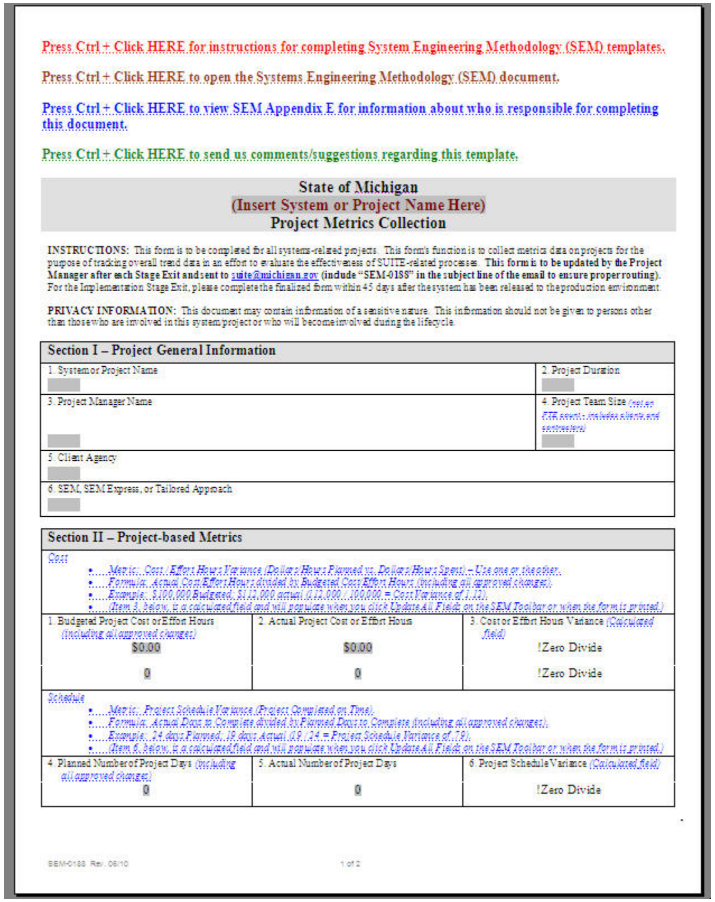
MICHIGAN DEPARTMENT OF
dit
INFORMATION TECHNOLOGY

Michigan Department of Information Technology

- Use Stage Exits to obtain formal sponsor and stakeholder approval for the deliverables required in each SEM stage. You should complete the stage exit process before beginning work on the next stage. Refer to the SEM Overview Diagram or SEM Express Diagram to see the expected deliverables for each stage. See the SEM Stage Exit Process Guide for more information.
- Notify your local SST or PMO whenever you complete a Stage Exit. The completion dates must be reported to management as part of the Monthly SEM Progress report that is prepared for each area of DTMB.

Step #5: Work the Methodology

- Collect project metrics as you go. Project metrics are the best indicators we have to determine how effectively SUITE / SEM works in our environment. Create the Project Metrics Collection form (SEM-0188) in the Initiation and Planning Stage. Then update the form at each Stage Exit. The project lead must forward the updated SEM-0188 form to SUITE@michigan.gov after each stage exit and within 45 days after the system has been released to the production environment. For more information on metrics collection, see the Measurement and Analysis Process Manual.



Press Ctrl + Click HERE for instructions for completing System Engineering Methodology (SEM) templates.

Press Ctrl + Click HERE to open the Systems Engineering Methodology (SEM) document.

Press Ctrl + Click HERE to view SEM Appendix E for information about who is responsible for completing this document.

Press Ctrl + Click HERE to send us comments/suggestions regarding this template.

State of Michigan
(Insert System or Project Name Here)
Project Metrics Collection

INSTRUCTIONS: This form is to be completed for all systems-related projects. This form's function is to collect metrics data on projects for the purpose of tracking overall trend data in an effort to evaluate the effectiveness of SUITE-related processes. **This form is to be updated by the Project Manager after each Stage Exit and sent to** suite@michigan.gov **(include "SEM-0188" in the subject line of the email to ensure proper routing).** For the Implementation Stage Exit, please complete the finalized form within 45 days after the system has been released to the production environment.

PRIVACY INFORMATION: This document may contain information of a sensitive nature. This information should not be given to persons other than those who are involved in this system/project or who will become involved during the lifecycle.

Section I – Project General Information	
1. System or Project Name	2. Project Duration
3. Project Manager Name	4. Project Team Size (not an FTE count - includes clients and contractors)
5. Client Agency	
6. SEM, SEM Express, or Tailored Approach	

Section II – Project-based Metrics

Cost

- Metric: Cost / Effort Hours Variance (Dollars/Hours Planned vs. Dollars/Hours Spent) – Use one or the other.
- Formula: Actual Cost/Effort Hours divided by Budgeted Cost/Effort Hours (including all approved changes).
- Example: $100,000 Budgeted; $112,000 actual (112,000 / 100,000 = Cost Variance of 1.12).
- (Item 3, below, is a calculated field and will populate when you click Update All Fields on the SEM Toolbar or when the form is printed.)

1. Budgeted Project Cost or Effort Hours (including all approved changes)	2. Actual Project Cost or Effort Hours	3. Cost or Effort Hours Variance (Calculated field)
$0.00	$0.00	!Zero Divide
0	0	!Zero Divide

Schedule

- Metric: Project Schedule Variance (Project Completed on Time).
- Formula: Actual Days to Complete divided by Planned Days to Complete (including all approved changes).
- Example: 24 days Planned; 19 days Actual (19 / 24 = Project Schedule Variance of .79).
- (Item 6, below, is a calculated field and will populate when you click Update All Fields on the SEM Toolbar or when the form is printed.)

4. Planned Number of Project Days (including all approved changes)	5. Actual Number of Project Days	6. Project Schedule Variance (Calculated field)
0	0	!Zero Divide

SEM-0188 Rev. 06/10 1 of 2

Step #5: Work the Methodology


State of Michigan
(SOM)

Process and Product Quality
Assurance (PPQA) Process Manual

Version 2.1

February 2010

MICHIGAN DEPARTMENT OF
INFORMATION TECHNOLOGY

Michigan Department of Information Technology

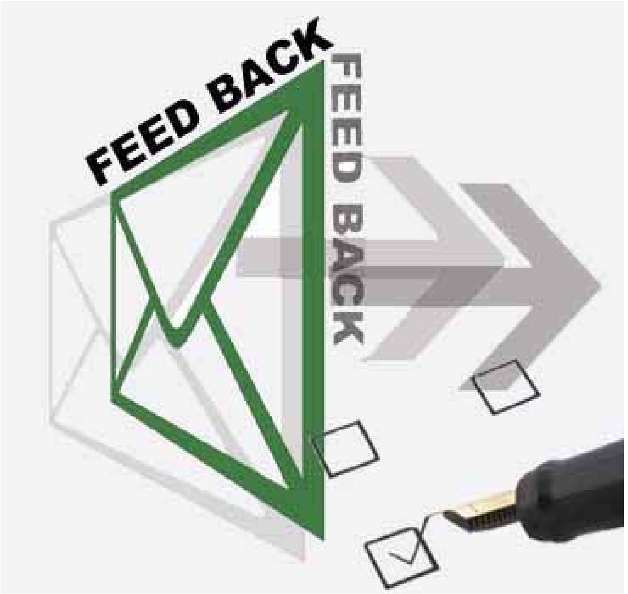
- Leverage the Process and Product Quality Assurance (PPQA) review to ensure optimal utilization of the SUITE methodology. A PPQA review is performed on each project. A team will be assigned to review and evaluate the existence / completeness and quality of artifacts associated with your project, at specific checkpoints during the project. All reviews are conducted from a “coaching” perspective. See the Process and Product Quality Assurance Manual for more information.

Step #6: Provide Feedback

- Help us make SUITE even better. Send your comments and suggestions for improvement to SUITE@michigan.gov.

- Have an idea for improving the templates? Click on the Comments/Suggestions link at the top of any SEM Template to access our on-line submission form.

- Forward your success stories. Help us demonstrate how SUITE is improving efficiency and reducing costs throughout the department.



Step #7: Contribute to the SUITE Community

- Promote the use of SUITE in your area.
- Support your local SST.
- Help or mentor co-workers who are just beginning to use SUITE.
- Provide copies of your completed templates (security and confidentiality permitting) to co-workers for use as examples.
- Share your best practices. If you've developed tools, templates, or user guides that were helpful to you, they will probably be helpful to others.

Step #7: Contribute to the SUITE Community

- Consider joining one of the SUITE teams. There is still much work to be done and we need all the help we can get.
- Become a SUITE champion.

For More Information

- ***Contact your local SUITE Support Team or Program Management Office***

- ***Send us an e-mail at:***
  SUITE@michigan.gov