





Introduction



- René Schaap
 - Company: Software Quality Systems in the Netherlands
 - In IT since 1977, in CM since 1989
 - **Vice-president of iNTCCM**, speaker at BCS-CMSG conferences
 - Roles: CCM Consultant, ITIL Service Manager, PA/QA representative
 - Working area: Europe
- Objectives
 - Inform you about the need and reason why the iNTCCM association is founded, its objectives, which qualification levels are available, the value of international certifications, and how certifications can be achieved.
 - Inform course providers how their CM courses can be accredited in order to have the students certified by the exam board.



<h2>Contents</h2>	
<ul style="list-style-type: none">• iNTCCM Association<ul style="list-style-type: none">– Foundation– Benefits of an international certification– Course accreditation / examination • Certified Professional in Configuration Management<ul style="list-style-type: none">- Foundation Qualification Scheme - • Questions & Answers	
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<h2>iNTCCM Association</h2> <p>Initiative of iSQI</p>	
<ul style="list-style-type: none">• Initiative of International Software Quality Institute http://www.isqi.org<ul style="list-style-type: none">– founded in April 2004 in Erlangen– iSQI is 100 % held by ASQF– Offices in Erlangen, Potsdam (Germany)– Conference on Quality Engineering in Software Technology (CONQUEST) http://www.isqi.org/isqi/eng/conf/conquest/2007– Excellence Tutorials „Best of 7“ http://www.isqi.org/isqi/eng/bestof7	
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Association for Software Quality and – Further Education (ASQF e.V.)



- Non-profit organisation
- Founded in 1996 in Erlangen (Germany) as local working group on software quality
- Over 500 members (Siemens, Bosch, Motorola, HP,)
- Contact Platform for developers, decision makers and founders from every area in the IT industry
- 9 Special Interest Groups (Open Source/Linux, Automation, Automotive, Java/XML, Medical Technology, Project Management, Maturity Models, Software Testing, UML)
- in total more than 200 events per year, reaching up to 10.000 software professionals



iSQI Certification Programs



- ISTQB Certified Tester Foundation Level
- ISTQB Certified Tester Advanced Level
- iSQI Certified Professional for Software Architecture
- iSQI Certified Professional for Project Management
- iNTACS Certified SPICE Assessor
- VDA Automotive SPICE Assessor
- IREB Certified Professional for Requirements Engineering
- iSQI Certified Professional for IT Security Management
- EU Certified Innovation Management
- TTCN-3-Certificate

- **iNTCCM Certified Professional for Configuration Management**

iNTCCM Association Foundation Meeting



- iNTCCM foundation meeting in March 2006, Copenhagen - Denmark
 - Board selected from different European countries
 - President: Anne Mette Jonassen Hass (DK)
 - Vice-presidents: Alexander Rudolph (DE), René Schaap (NL)
 - Committee: Lars Bendix (SE), Jens Palluch (DE), Maria Stefanova Pavlova (BG)
 - Open for membership - via iSQI



Members from many european countries
(DK,DE,NL,SE,BG,FR,HU,CH,AT
and more to come)

iNTCCM Association Importance of configuration management today



- Many 'comparable' CM standards & guidelines in use
 - ISO, IEEE, EIA, BS, ECCS, DIN, MIL and others
- All improvement models contain aspects of configuration management
 - ISO, CMMI, SPICE, and others
- CM became an important support process due to 'war stories' (traceability)
 - Acts like SOX (Sarbanes Oxley - USA)
- Configuration management based on a universal approach
 - for hardware, software, other objects.
 - during design and development, deployment and operations

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Reason for CM qualification schemes



- Qualifications schemes plus certifications for
 - Developers (e.g. programming languages)
 - Testers (e.g. ISTQB, ISEB)
 - Project managers (e.g. iSQI, Prince2)
 - Assessors (e.g. INTACS, Bootstrap, SPICE)


 - Configuration management professionals
 - ITIL CM, CMII, but not as basic discipline
- Certifications needed to
 - provide a generic view on CM and specific area's (common language)
 - provide steps in a personal CM career
 - compare CM competences easier


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Benefits CM qualification schemes




- Assurance that individuals has met rigorous, peer-developed and reviewed standards endorsed by an international professional body and they have a solid understanding of the configuration management discipline and specific tasks within his discipline.
 - Foundation scheme – basics of configuration management
 - Practitioner schemes – specific knowledge to be applied (TBD)
- Assurance for projects they make use of qualified persons to execute the configuration management tasks, increase productivity and decrease the probability of project failure.
- Credibility for contractors, free-lancers towards an organisation

iNTCCM Association Benefits CM qualification schemes	
<ul style="list-style-type: none">• Personal level<ul style="list-style-type: none">– A certification on their CV, shows professionalism• Project level<ul style="list-style-type: none">– Decrease on-the-job learning curves– Increase chance for success• Organisational level<ul style="list-style-type: none">– Human resource management aspects (internal)– Credibility when contracting consultants & freelancers• Course & consultancy providers<ul style="list-style-type: none">– Provide CM expertise	
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iNTCCM Association Working groups	
<ul style="list-style-type: none">• Working groups within association<ul style="list-style-type: none">– Foundation Qualification Scheme– Examination 'Foundation Scheme'– Internationalization of products– Bylaws, procedures, certification, accreditation• Status<ul style="list-style-type: none">– Scheme & exam questions planned for delivery June 2007– Internationalization on-going activity– Bylaws, procedures, etc. ready– Formal start of certifications: September 2007	
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Course Providers




- Qualification schemes will be made available on request
 - Create courseware by provider
 - Certification of the course by accredited board (iSQI)
 - Conduct Foundation course
 - Examination of students by accredited board (iSQI)
 - Certifications send to students

- No list of course providers available yet
 - After formal delivery of qualification scheme

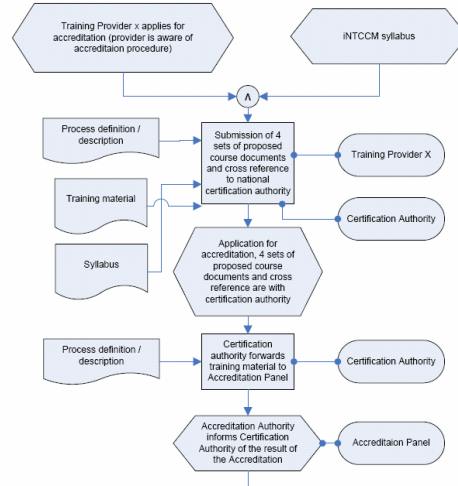
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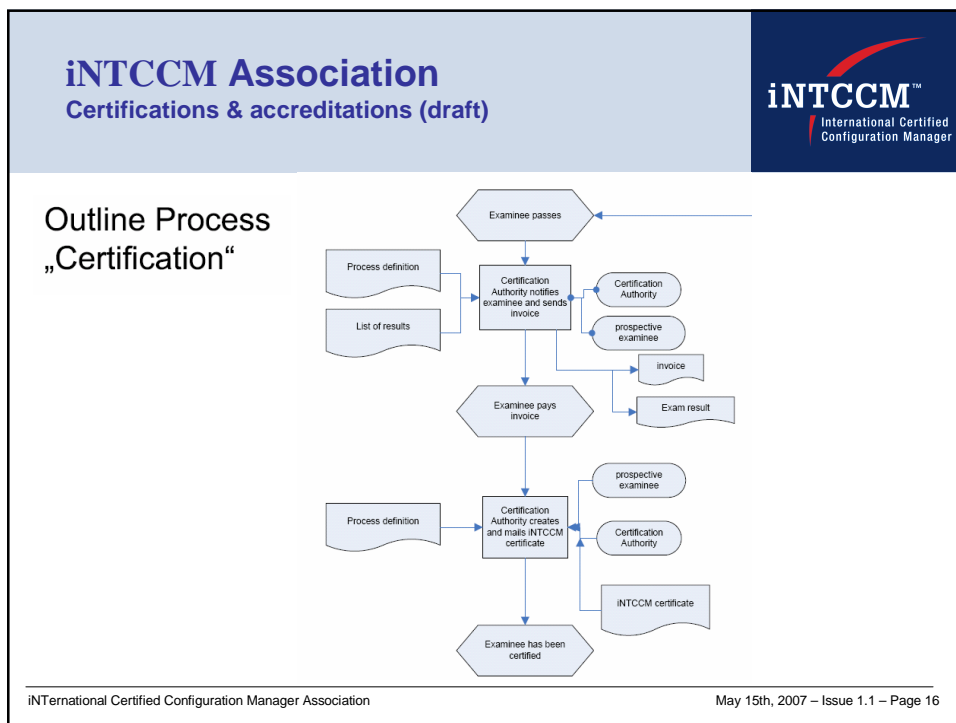
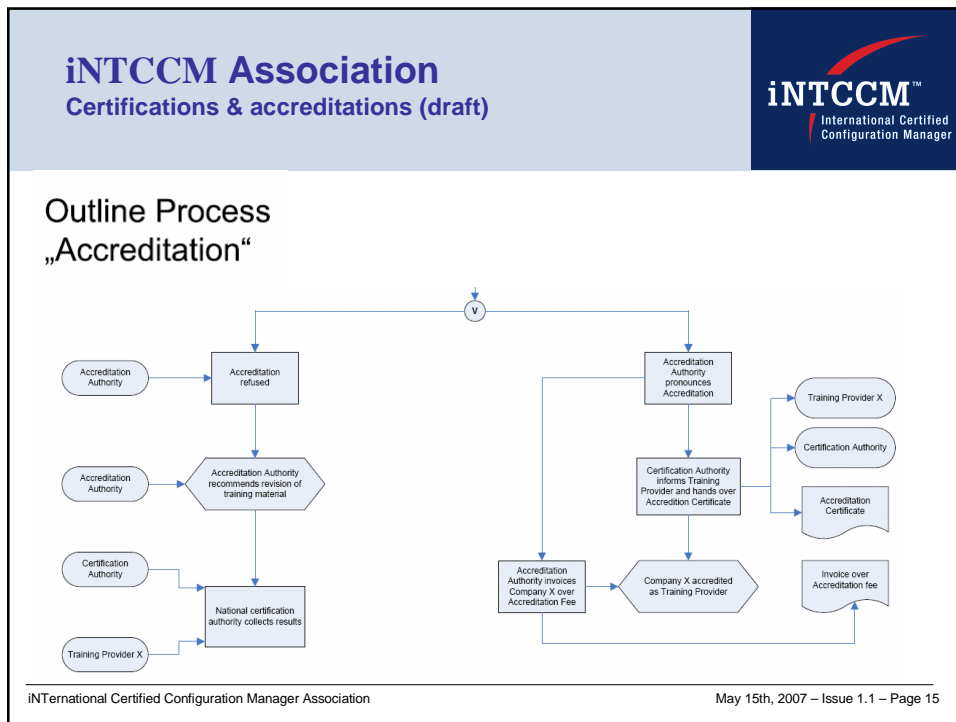
Certifications & accreditations (draft)



Outline Process „Accreditation“



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Certified Professional in Configuration Management - Foundation qualification scheme -

Certified Professional in Configuration Management



- *The qualification scheme (foundation level) provides the basic knowledge of the configuration management discipline within the Information Technology (IT) and is independently from subject (e.g. software, hardware, applications), phase of the subject (e.g. design, development, deployment), and methods/standards (e.g. agile development, ITIL, ISO).*

Source: iNTCCM

- The iNTCCM Foundation Certificate is awarded to those who pass a written one hour multiple-choice exam which is set, moderated, marked and invigilated by iNTCCM accredited organisations.

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Cognitive learning levels



Cognitive learning levels

The subjects within this syllabus are divided into different cognitive learning levels. The following levels are used within each section in this syllabus:

- K1: remember, recognize, recall, list, identify;
- K2: understand, explain, give reasons, compare, classify, summarize;
- K3: apply.

Main topics covered (draft)



1. Fundamentals of configuration management.....
 - 1.1 The need for configuration management (K2).....
 - 1.2 Basic concepts of configuration management (K2).....
 - 1.3 Interaction with other IT processes (K2)
 - 1.4 Configuration management in standards / regulations (K1)....
 2. Configuration management activities
 - 2.1 Configuration identification: selection and naming (K3)
 - 2.2 Configuration identification: storage and release (K3).....
 - 2.3 Configuration change control (K3).....
 - 2.4 Configuration status accounting and reporting (K1).....
 - 2.5 Configuration audit (K2).....
3. Configuration management organisation.....
 - 3.1 Configuration management roles and responsibilities (K2).....
 - 3.2 Person behind configuration management (K1)
 - 3.3 Configuration management influence (K1)
 - 3.4 Juridical aspects of configuration management (K1).....

<h2>Main topics covered (draft)</h2>	
4. Configuration management planning.....	
4.1 Configuration management plan (K2)	
4.2 Monitoring and reporting (K1)	
5. Automation of configuration management.....	
5.1 Areas of automating configuration management tools (K2).....	
5.2 Types of CM tools (K2).....	
5.3 Automation project / implementation of tools (K2).....	
6. Improving configuration management.....	
6.1 Maturity models (K1).....	

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<h2>Time, Objectives, Terms</h2>	
1. Fundamentals of configuration management	180 minutes
<i>Learning objectives for 'Fundamentals of configuration management'</i>	
The objectives identify what you will be able to do following the completion of this module.	
1.1 – The need for configuration management	
<ul style="list-style-type: none"> a. Describe the consequences when the discipline of configuration management is not in place (K2) b. Give an overview and the principles of the configuration management discipline (K2) c. Understand the benefits and the costs of configuration management (K2) 	
1.1 The need for configuration management (K2)	50 minutes
Terms	
CM goals and objectives, cost/benefit calculation	

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Questions & Answers