

PROCESS AREA PERFORMANCE ATTRIBUTION

How to assign PAs to BUs and SFs

Guidance on how to identify which PAs should be attributed to a Basic Unit or Support Function

MDD Definitions:

1. Basic Unit

A basic unit is a managed set of interrelated resources that delivers one or more products or services to a customer or end user and typically operates according to a plan. Such a plan is frequently documented and specifies the products or services to be delivered or implemented, the resources and funds to be used, the work to be done, and the schedule or doing the work.

2. Support Function

A support function is an organizational group that provides products and/or services for a bounded set of activities needed by other portions of the organization. Examples of support functions include a configuration management group or an engineering process group.

Recent quality reviews have identified instances where all process areas (PAs) in an appraisal's model scope have been attributed to a support function, when the support function only performs the work for a small subset of generic practices within a given PA.

MDD Coverage Rules for Process Areas (Coverage 1) states "Each basic unit or support function sampled must address all practices in the PAs for which they supply data." If a support function has not provided evidence for every specific and every generic practice for a given PA, then the PA should not be attributed to the support function in the appraisal plan and SAS record, and should be addressed by the basic units within the subgroups.

If there is a set of support functions that each serve different parts of the organizational unit, the support functions should be listed individually based on the subgroups and PAs for which they perform work.

For additional information on the Coverage Rules for PAs, basic units and support functions, please refer to the MDD, section 1.1.4 Determine Appraisal Scope, Parameters and Limits pg. 45. Appendix F Scoping and Sampling in Benchmark Appraisals also provides illustration of the process of identifying and assigning PAs to Basic Units and Support Functions.

Questions regarding this guidance can be sent to scampi-quality@cmmiinstitute.com.