

**Client:** GOVERNMENT AGENCY

## Requirement

In September 2001, the General Accounting Office (GAO) evaluated the agency's core programs and found them to be high risk. The agency's information and financial management systems were poorly integrated, ineffective, and generally unreliable, and the processes used were largely unrepeatable. The GAO's main recommendation was that the agency ensure that all new software acquisition projects adopt processes that satisfy at least Level 2 of the Software Engineering Institute's Software Acquisition Capability Maturity Model (SA-CMM®) requirements, and ensure that process improvement activities are initiated for all ongoing software acquisition projects.

Paradigm was tasked to provide support for seven program areas within the agency in implementing the GAO recommendations and plan improvements and processes to achieve SA-CMM® across all seven projects. Each of these projects represents a different program area. Process improvement in these programs affected thousands of people: contractors and subcontractors in all program areas, Federal Government, community, lenders, mortgagers, credit reporting, etc. Success was mandatory. The entire contract is based upon benchmarking to SA-CMM® and improving the software acquisition process, to include planning and managing software acquisition efforts.

## About Paradigm Solutions

Today's technological environment contains products covering an infinite spectrum of functions, size, features, and price. There is a compelling need to bring together products and services to provide a comprehensive solution so that Federal IT organizations can achieve productivity improvements, cost efficiencies, and user satisfaction.

Paradigm Solutions provides specialized support and solutions that offer integration and professional services for collaboration management, imaging, workflow, document management, and data management technology to information systems architectures.

We offer utility and productivity gains while protecting investments in existing technology and user productivity, and we focus on studying and responding to user needs.

Our solution engineers analyze, design, and implement strategies to meet client requirements, perfecting the capabilities of a wide range of technologies and components, and identifying the important benefits and cost savings that can be realized by immediately implementing our technology.

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## Approach

Paradigm conducted research to stay abreast of CMM and ISO standards, methodologies and trends, and made constant recommendations toward process improvement to ensure that the customer met CMM standards. Paradigm produced several forms of documentation including training materials, presentations, weekly database reports containing detailed information including action items status, corrective actions taken, weaknesses, strengths, process reviews, and progress measurements. Our Project Manager provides the customer with regular deliverables and reports on the progress of action items and all programs within the agency. Our approach was implemented in the following two phases:

### Phase I: Evaluation

- ▶ Conducted SA-CMM® model training and assessment training for participating projects (certified lead assessor)
- ▶ Performed baseline assessment for each project and presented a gap analysis (certified lead assessor)
- ▶ Drafted a corrective action plan and WBS for each of the participating projects

### Phase II: Implementation

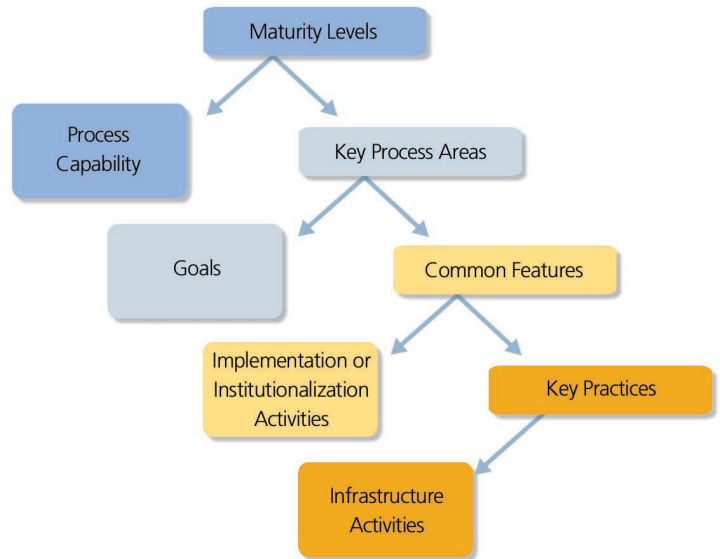
- ▶ Implemented recommendations from Phase I Baseline assessments
- ▶ Conducted periodic assessment to validate gap findings
- ▶ Resolved corrective actions that drive improvements
- ▶ Conducted an independent SCAMPI(B) to assess the status of each project

## Result

Paradigm trained over 150 customer personnel on the model and developed a Policy Handbook and Standard Processes and Procedures to be the guide for managing Software Acquisition. The customer had previously scored poorly on their ability to evaluate IT performance. With Paradigm's guidance, this agency received an independent assessment score of 93 percent and has continually demonstrated high acceptability in the area of project performance monitoring reviews.

### Through the process improvements and recommendations, Paradigm:

- ▶ Significantly reduced acquisition-related costs through redevelopment and implementation of standardized/repeatable acquisition processes for the client
- ▶ Established an Executive Committee, Steering Committee, and Software Acquisition Planning Group (SAPG)
- ▶ Developed Software Acquisition Plan (SAP) to correct weaknesses
- ▶ Developed a comprehensive Project Management Guide (PMG version 1.0)
- ▶ Developed an Acquisition Policy Handbook
- ▶ Developed Standard Acquisition Processes and Procedures
- ▶ Created a database to house project SA-CMM® data gathered from work sessions and assessments
- ▶ Conducted an independent CBA-IPI assessment at the end of the Pilot Program
- ▶ Corrected weaknesses resulting from CA-IPI



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Paradigm Holdings, Inc. (OTCBB-PDHO), parent company of Paradigm Solutions Corporation and Paradigm Solutions International, provides information technology and business continuity/continuity of operations plan (COOP) solutions to government and commercial enterprises. Our solutions encompass a wide range of IT support services and include OpsPlanner™ Business Continuity/COOP Planning, Emergency Management, and Notification software.

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