

Extending a Product-Based Enterprise-Wide Process Framework to Include Services-Based Efforts

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Purpose

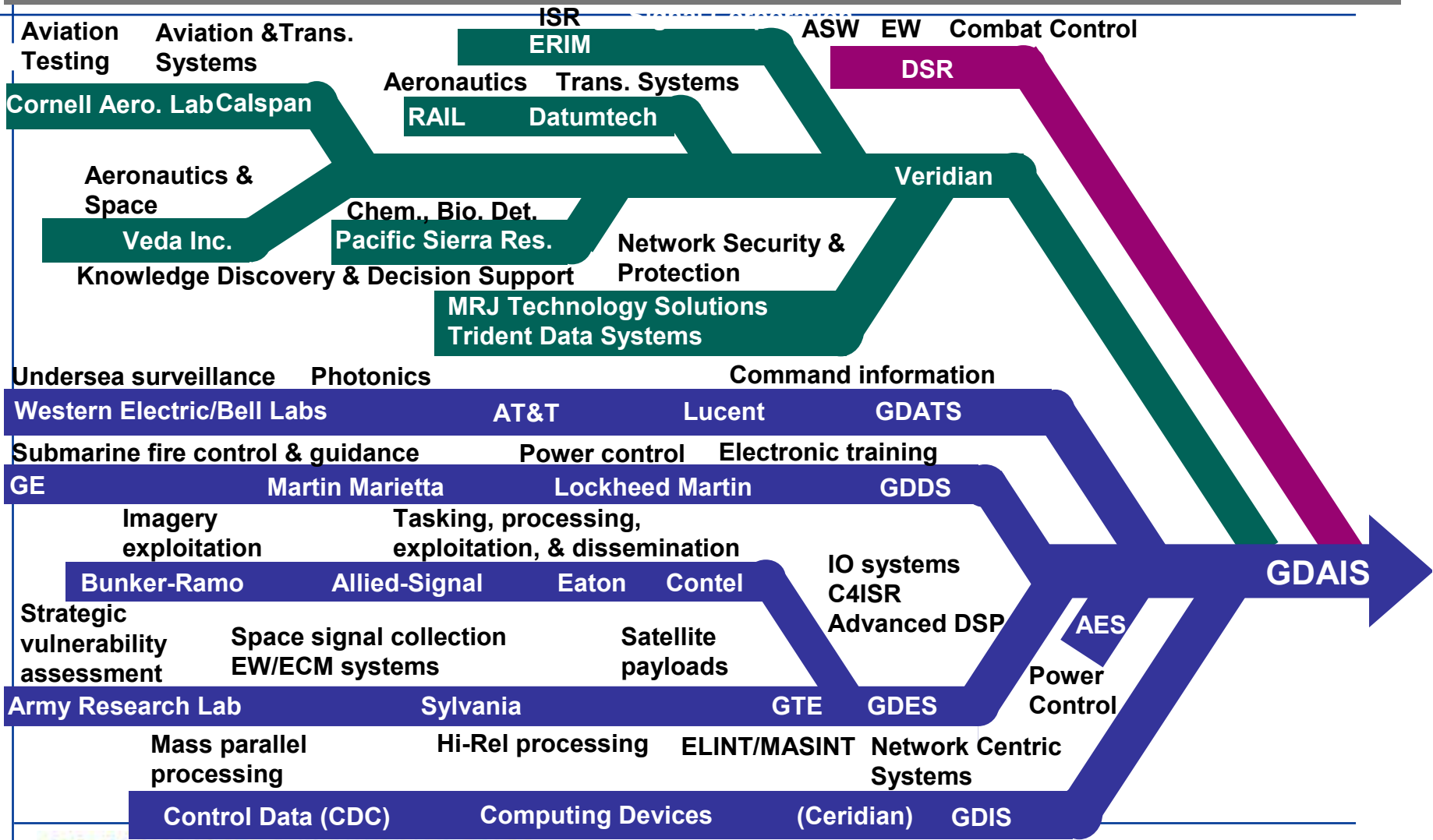
- Provide an update of the GDAIS enterprise-wide process framework
- Provide insight into the effort required to update a product-based framework to include research and services processes
- Provide examples of implementation lessons learned

Topics

- Background information -- why change (again)?
- “Old” GDAIS Enterprise Process Framework
- Updated GDAIS Enterprise Process Framework
- Summary & Conclusions
 - Benefits & Lessons Learned
 - Questions

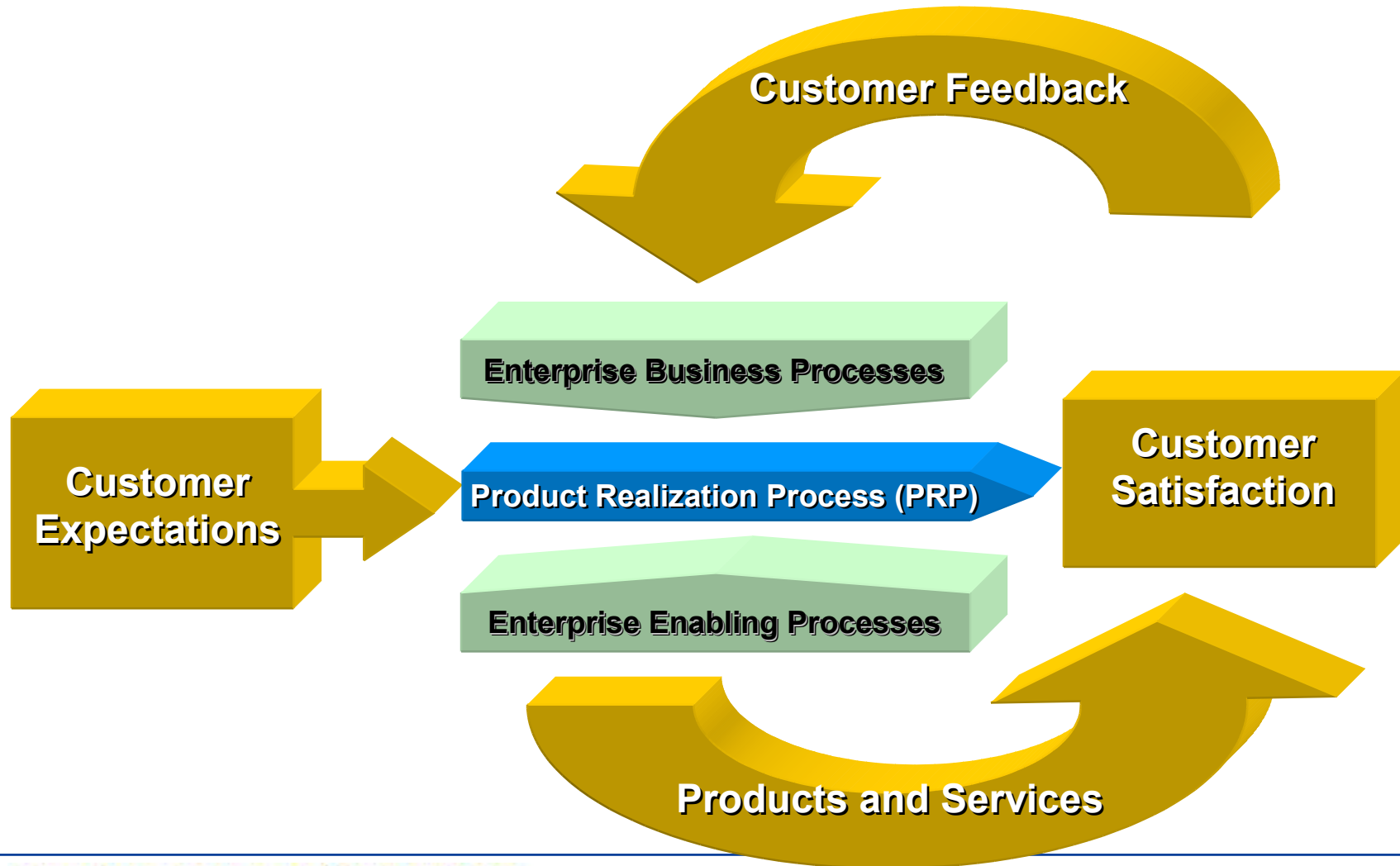
Organizational Context

1946 2004



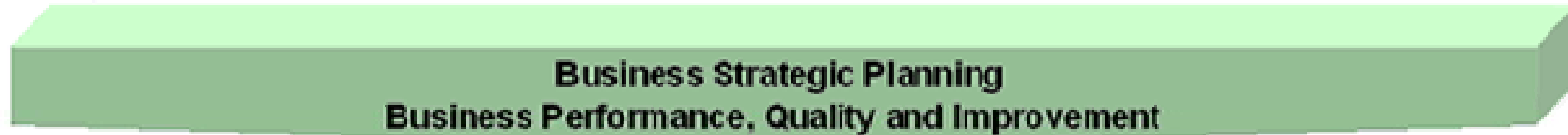
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Product-Based Process Framework Context

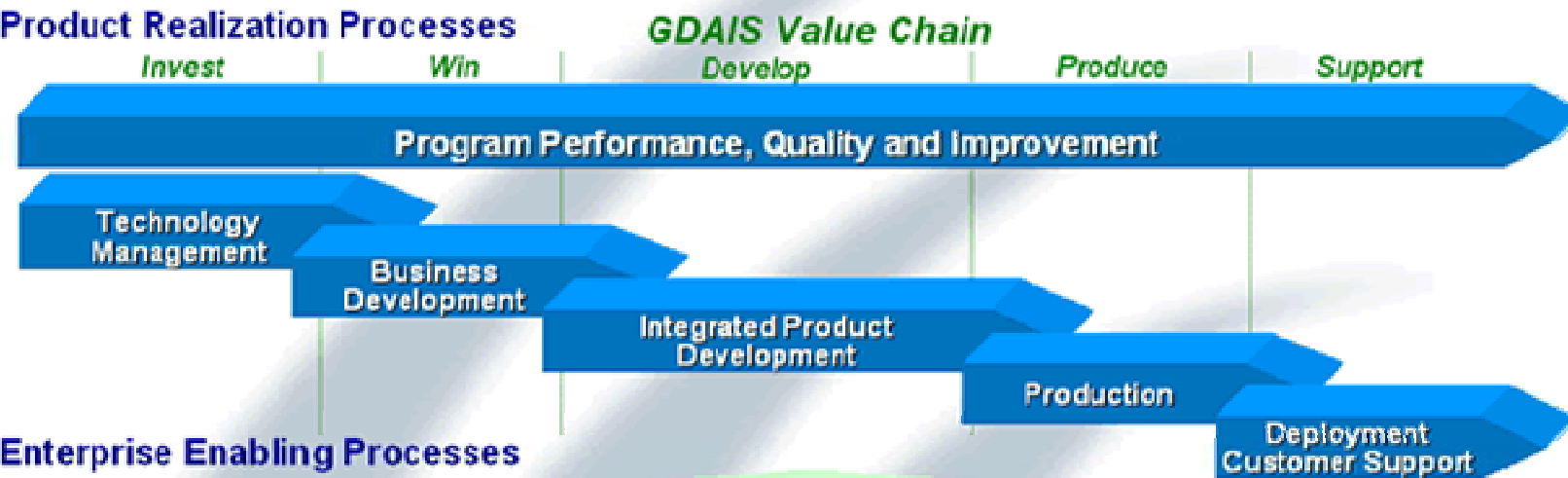


GDAIS Product-Based Process Framework

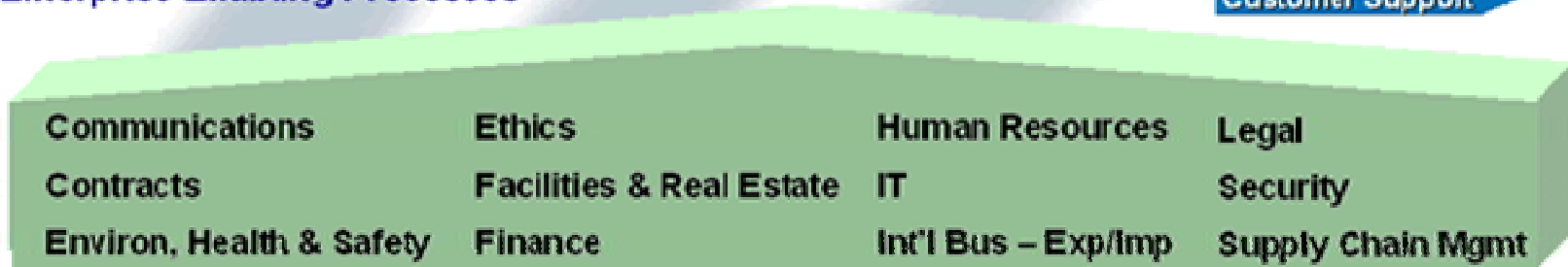
Enterprise Business Processes



Product Realization Processes



Enterprise Enabling Processes



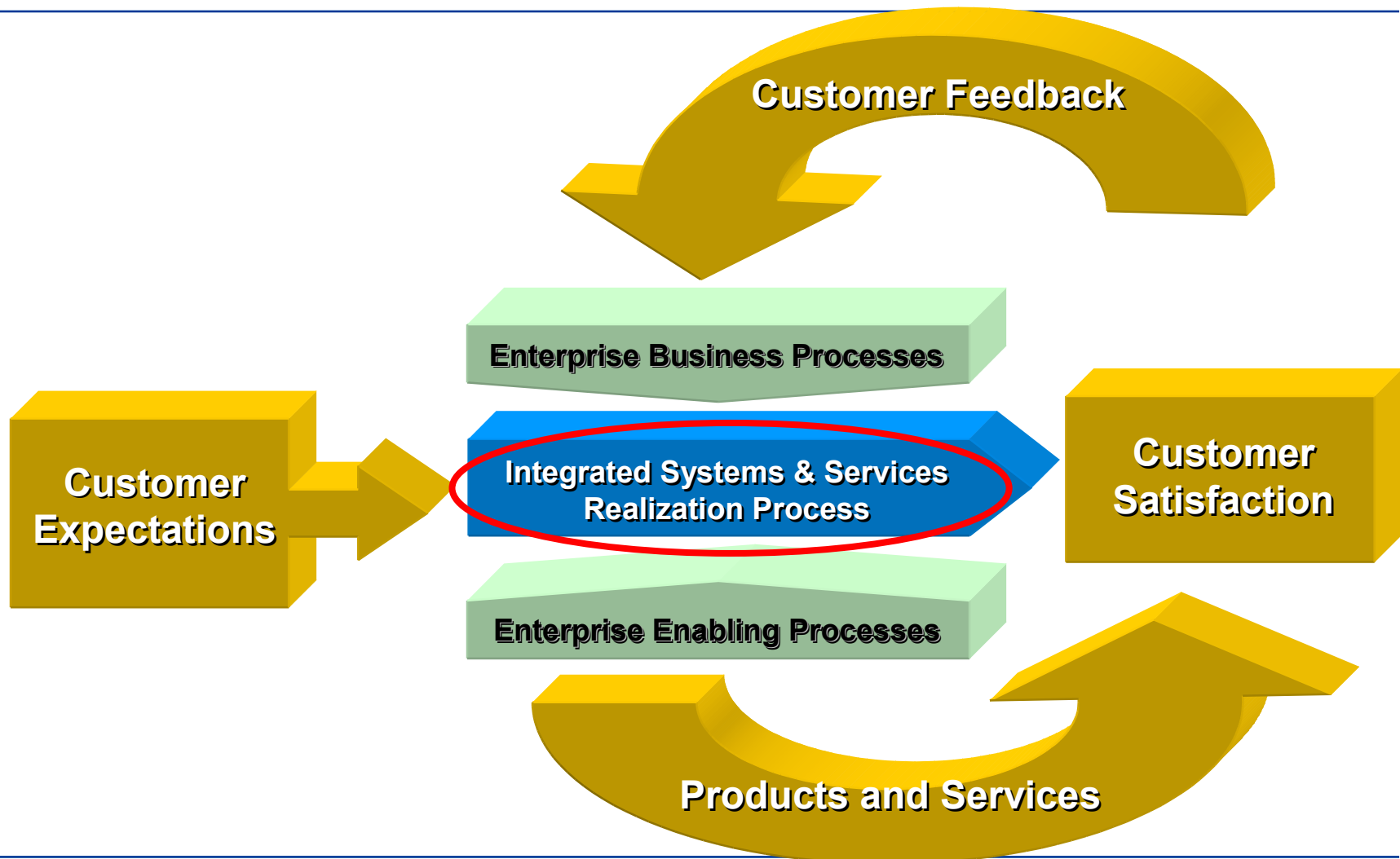
Integration Value Driver

- Value Driver #5 – Process
 - IPQ IPT recommendations on changes to the Common Process Framework to better align with the business needs of the new GDAIS
 - Key areas that need attention
 - Services (various types)
 - Research

Goals for the Process Framework

- Tie to our Customer Intimacy model
- People can easily see where their activities fit into the framework
- Enable the definition of effective and consistent performance and improvement measures
- Simple, yet comprehensive
 - Easy to understand and needs little to no explanation
 - Covers and aligns with all GDAIS Functional Areas
 - Goes beyond the value chain/development process
- Clear ownership of the processes
- Balance the impact to “old” and “new” GDAIS employees
 - Change as needed, but not unnecessarily
 - Be sensitive to terminology
- Defines how “one GDAIS” does business

Updated Process Framework Context

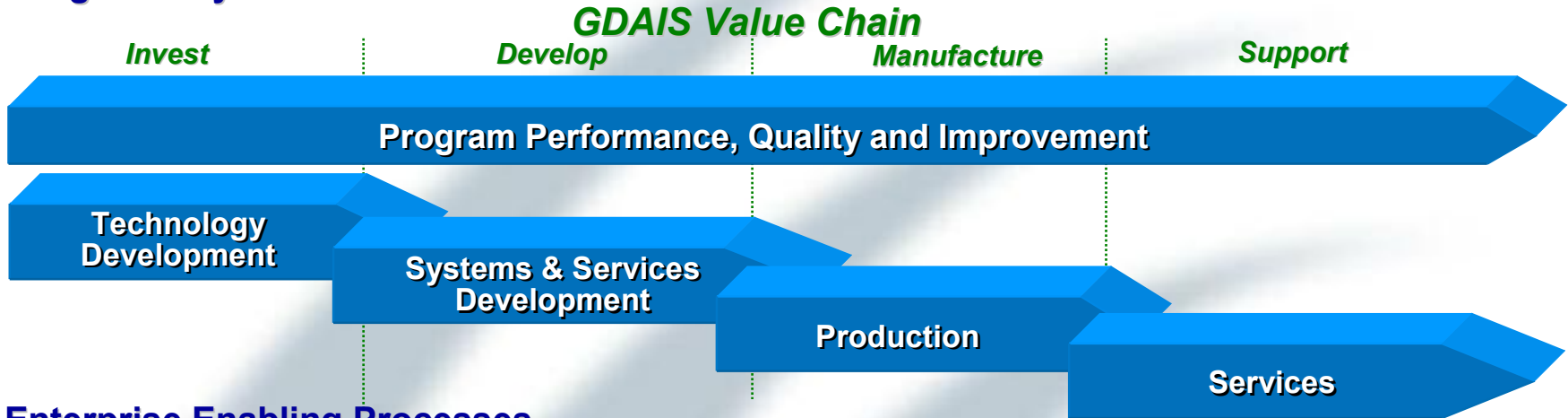


Updated GDAIS Process Framework

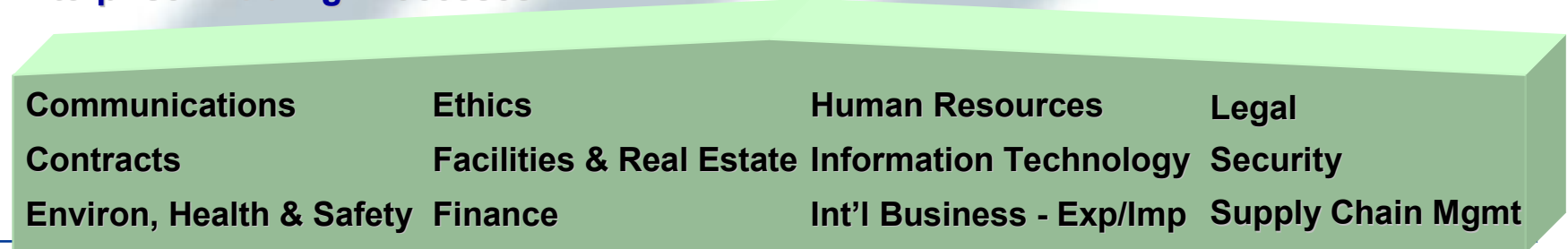
Enterprise Business Processes



Integrated Systems & Services Realization Processes



Enterprise Enabling Processes



GDAIS Process Framework – Changes

Enterprise Business Processes

Add “integrated” to title to reflect how all the realization processes are cross-discipline.

Business Strategic Planning
Business Performance, Quality and Improvement
Business Development

Move BD up:
 - spans entire value chain
 - close tie-in with BSP
 - supports value creation
 - remove program proximity

Integrated Systems & Services Realization Processes

GDAIS Value Chain

Invest

Develop

Manufacture

Support

Rename to help distinguish from the services production terminology.

Program Performance, Quality and Improvement

Technology Development

Systems & Services Development

Production

Services

Rename to better reflect the nature of the research work done at GDAIS.

Supporting Processes

Communications

Ethics

Rename to better reflect the nature of the systems & services work done at GDAIS.

Legal

Contracts

Facilities & Real Estate

Technology Security

Environ, Health & Safety Finance

Int'l Business - Exp/Imp

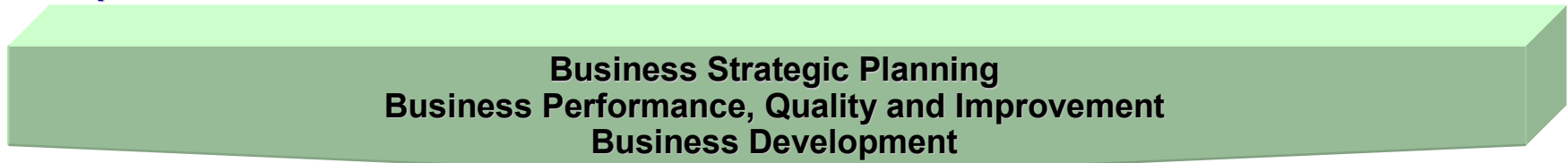
Supply Chain Mgmt

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Framework Changes – Research Process

Enterprise Business Processes

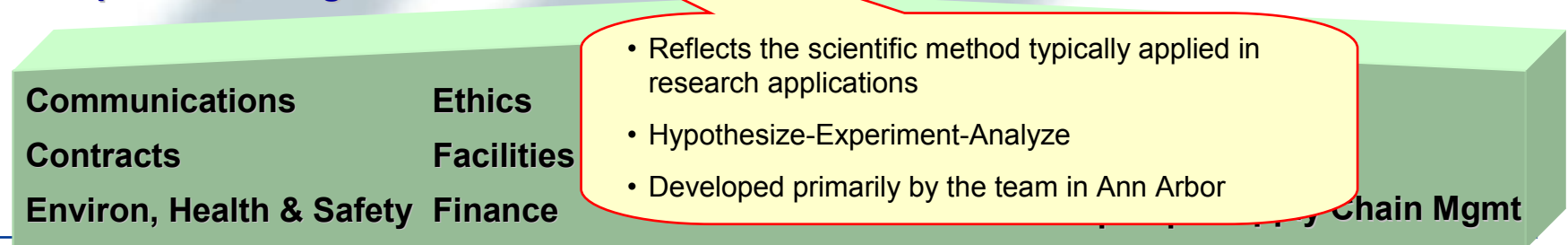


Integrated Systems & Services Realization Processes

GDAIS Value Chain



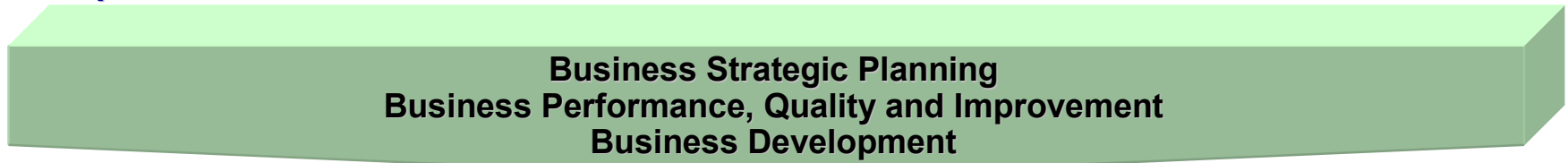
Enterprise Enabling Processes



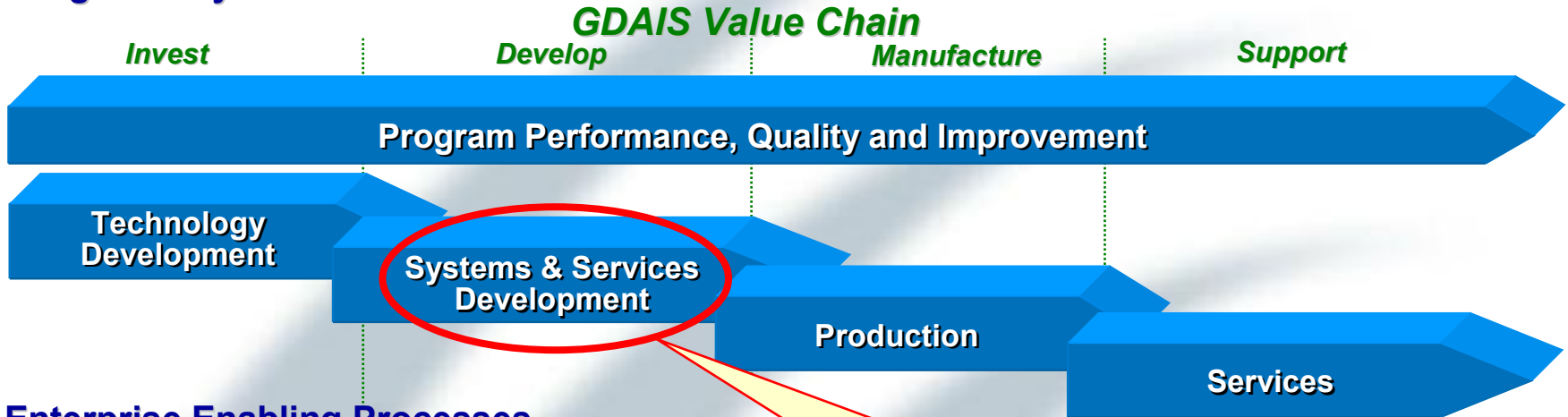
- Reflects the scientific method typically applied in research applications
- Hypothesize-Experiment-Analyze
- Developed primarily by the team in Ann Arbor

Framework Changes – System Development

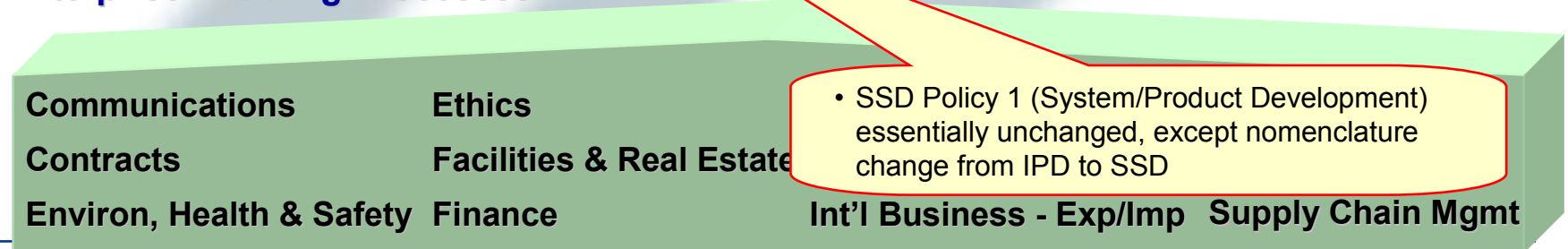
Enterprise Business Processes



Integrated Systems & Services Realization Processes



Enterprise Enabling Processes



• SSD Policy 1 (System/Product Development) essentially unchanged, except nomenclature change from IPD to SSD

Framework Changes – Services

Enterprise Business Processes

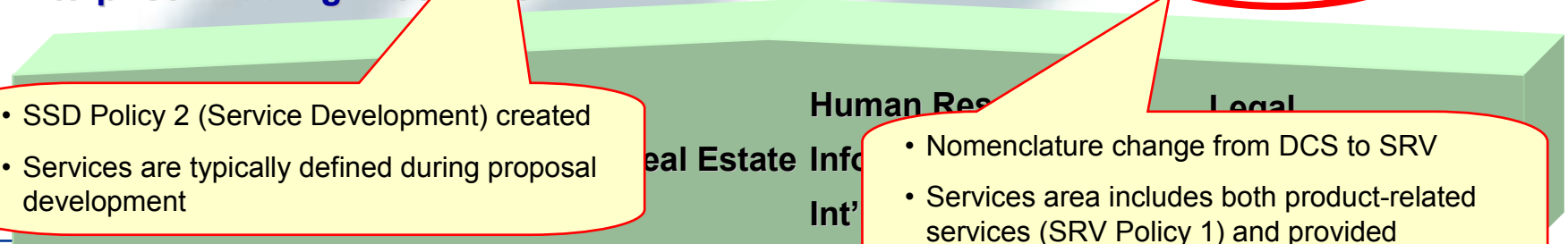


Integrated Systems & Services Realization Processes

GDAIS Value Chain



Enterprise Enabling Processes



- SSD Policy 2 (Service Development) created
- Services are typically defined during proposal development

- Nomenclature change from DCS to SRV
- Services area includes both product-related services (SRV Policy 1) and provided services (SRV Policy 2)

Benefits & Lessons Learned

- Benefits
 - Common language
 - Enterprise focus
 - Reduced maintenance costs
- Lessons Learned
 - Need top-level support
 - Keep ownership with the functional organizations
 - Engage the experts from everywhere to define the new processes, helps with ownership & buy-in
 - Ensure new processes are truly different
 - Account for all “hidden” costs – no change is free

Comments & Questions