

WHO NEEDS DOCUMENTATION ANYWAY?

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Agenda

- Why, who and how much documentation?
- Documentation in different SDLCs
- Documentation from the QA perspective
 - ▣ IT Audits, security audit
 - ▣ ISO, CMMI appraisals
- Documentation best practices
 - ▣ ground rule policy
 - ▣ documentation throughout the project/product lifecycle

Why we need documentation?

- to support communication
- make informed decisions
- to minimize risk of staff rotation
- enable traceability

Who needs documentation?

- to support communication
 - ▣ **Team** (internal, partners, subcontractors)
 - ▣ **Management** (team lead, project manager)
 - ▣ **Client** (technical team, users)
- make informed decisions
 - ▣ PM, IT director, CEO
 - ▣ client's management (project level & company level)
- to minimize risk of staff rotation
 - ▣ development team
- enable traceability
 - ▣ QA team, internal auditors, external auditors

How much documentation?

- depends on many factors
 - ▣ domain, project (size, type, risks, no. of participants), SDLC, regulatory requirements, organization, etc.
- start with more and trim down if not useful
- understand the purpose of every document or information container
- understand the risks of not having documentation
- don't produce documents to justify spending
- documentation might be time dependent (during the project, after completion)

SDLC & documentation

- good process will define project artifacts
 - ▣ provide guidelines on how to tailor (mandatory vs. optional)
 - ▣ different templates for more formal and lean projects
- required by the SDLC, but not used
- not defined in SDLC, but would be useful
- documentation can be in different form
 - ▣ is burn down chart documentation?
 - ▣ information in Jira, Confluence, Trello, etc.

Examples – IBM RUP

- IBM RUP

Examples - OpenUP



Examples - SRCUM



Documentation & QA

- Can we do quality assurance without documentation?
- How can we do IT audit without documentation?
 - ▣ example: outsourced government project that went bad
- Can we replace team member or vendor without documentation?

Example: IT audit

- Typical documentation (depends on audit goals)
 - software requirements specification
 - high level architecture
 - description of the SDLC
 - quality plan, test plan, test data, test reports
 - change management & configuration management
- If efficiency and costs are also evaluated
 - project plan
 - project data – plan vs. actual
 - quality – technical depth

Example: security audit

- Typical documentation
 - penetration testing – none
 - user manual
 - software requirements specification
 - risk evaluation
 - key security concepts – encryption, implementation of Access Control List, access controls
 - network schema

CMMI documentation



Documentation best practices



QUESTIONS?

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