Top 5 Winners' Technologies Aim to Support the Warfighter: Several Used in Operation Iraqi Freedom

Serving as deputy director for Software-Intensive Systems in the Office of the Under Secretary of Defense Acquisition, Technology and Logistics Defense Systems Directorate, I spend much of my time addressing software-related issues. Thus, I am grateful to take this opportunity to publicly recognize software successes by acknowledging our 2002 U.S. Government's Top 5 Quality Software Projects.

I found it interesting that all the winners were functions of the Department of Defense, especially since the winners were selected in February before Operation Iraqi Freedom started. I can visualize how they contributed to the success our United States forces achieved. The soldiers used the Enhanced Position Location Reporting System to locate the position of both enemy and friendly troops, and to then communicate those positions to other friendly troops. The Joint Helmet Mounted Cueing System was also deployed to Iraq; its specific use is still not publicized at this time. The One Semi-Automated Forces Testbed Baseline is not currently deployed, but is planned for use in possible future conflicts. While the radars supported by the Kwajalein Modernization and Remoting software were not directly a part of the recent coalition effort, their open system architecture does provide the possibility of their use in future operations. During any conflict, our hearts and prayers are with the soldiers fighting the war; however, the civilians at home still play a crucial supporting role to the soldiers, and the Defense Civilian Pay System is an important part of how we thank these behind-the-scenes workers.

This issue of CrossTalk presents an inside look at how these systems were developed and what made them successful. I am hoping that other organizations developing software for the United States government will consider the merits of these projects and emulate their best practices in the projects they develop for our government. Since the United States depends on the software that enables our systems, our country will continue to become stronger as the quality and capabilities associated with software continue to improve.

In addition to the articles discussing the winning Top 5 projects, this issue of CrossTalk includes articles that address processes for developing quality software. The first supporting article by Dennis R. Goldenson, Terry Rout, and myself, *Measurement and Analysis in Capability Maturity Model Integration Models and Software Process Improvement*, stresses the need for measurement and analysis in the software development process and discusses how this is now stressed in the Capability Maturity Model Integration.

The next article, *Combat Resistance to Software Measurement by Targeting Management Expectations*, by Carol A. Dekkers, takes the discussion of measurements a step further by providing insights into implementing and sustaining a measurement program within an organization. From my perspective, if you prefer using the term metrics instead of measurement, then I recommend using it as an acronym: **M**easure **E**verything **T**hat **R**esults **I**n **C**ustomer **S**atisfaction. This way, perhaps next year your project will be recognized as one of the Top 5, for customer satisfaction is the ultimate measure of project success.

Lastly in this issue, Sarah A. Sheard from the Software Productivity Consortium provides sound advice in her article, *Life Cycle of a Silver Bullet*.

While the processes implemented by this year's Top 5 winners are examples of how to succeed, they should not be twisted into a quick fix for ailing projects. First, project members need to look within their organizations for their own strengths and challenges, then use this information as leverage for improving their own projects. If you are doing good work and would like to share your success with others, I hope you will consider submitting a nomination for next year's Top 5 award.

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