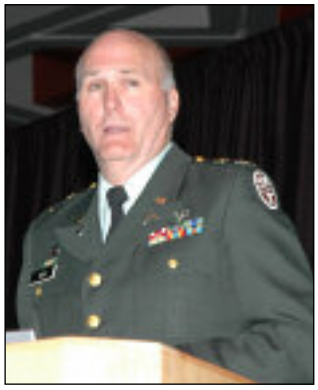
(Photo above) Representatives from the Top 5 projects accepted the awards at the 2004 Systems and Software Technology Conference in Salt Lake City. They were, back left: Kelly Goshorn, Lt. Col. James Chapman, Col. Ralph Sees, Thomas Radgowski, Marty Montgomery, Beverly Kitaoka. Front row from left: Stephen Lutz, Harla Cynthia Inteso, Peter Nolte, Linda Crabtree, Lt. Col. John Surdu. (Photos below) Col. Ralph Sees and Cynthia Inteso speak as part of the Wednesday plenary session.

CROSSTALK Presents Top 5 Awards at the Systems and Software Technology Conference

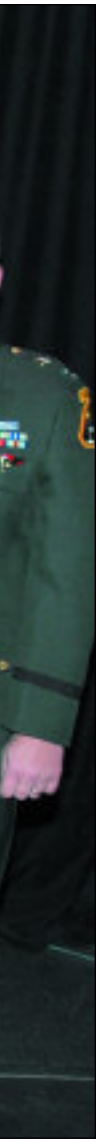
The winners of CROSSTALK's 2003 U.S. Government's Top 5 Quality Software Projects were presented with their awards at the 2004 Systems and Software Technology Conference (SSTC) held recently in Salt Lake City. Peter Nolte of the Office of the Under Secretary of Defense, Acquisition, Technology, and Logistics, the department sponsoring the contest, presented individual awards.

Top 5 judge Dr. David A. Cook, senior research scientist, Aegis Technologies Group, Inc., introduced the representatives from each winning project to a plenary session that pulled its audience from more than 2,200 SSTC attendees. Following the presentations, a member of each winning project briefly presented at the plenary session and answered attendees' questions afterwards.



Throughout the U.S. government, many organizations are using processes and practices that result in the successful delivery of projects with significant software content. This includes using well-defined and proven processes and practices to develop, manage, and integrate software. The intent of the U.S. Government's Top 5 Quality Software Projects' search was to recognize the outstanding performance of these software teams and to promote their efforts at best practices.

This was the third year for the competition.◆



e row from n Kooima,

Receiving the award for One SAF Testbed Baseline (above) were Beverly Kitaoka (left) and Thomas Radgowski (right), presented by Peter Nolte (center). (Photo below) Harlan Kooima (left) responded to a question asked by an audience member during the question and answer portion of the presentation.

Top 5 Software Projects Scoring Criteria

Reviewers from the Software Technology Support Center (STSC), Hill Air Force Base, Utah, used the following criteria and point system to score all nominations as part of the process to select the 2003 U.S. Government's Top 5 Quality Software Projects finalists. Each nomination was awarded points (up to a maximum value) based on how well the project performed within each category: customer value, performance, technical value, and reviewer's discretion. At least three STSC consultants/engineers scored each nomination with the top one-third of the nominations closely scrutinized by the internal board to select the finalists.

Customer Value – Maximum 40 Points

Problem Reports

- Were responses to the problem reports and questions timely?

Value

- What was the measured value to the customer's mission (return on investment)?

Benefits and Satisfaction

- Is the end product useable?
- Is the customer satisfied with the end result?
- What other benefits were provided to the customer?
- Was the developer collaborative?
- Did the developer listen to the customer?
- Was the developer knowledgeable? Informative? Helpful?
- Was the developer professional in letting the customer know requirements trade-offs?

Performance – Maximum 25 Points

- Did the developer meet the contracted schedule?
- Did the developer meet the contracted budget?
- How many problem reports have been written against the product since system test?
- Is the customer satisfied with the performance?

Technical Value – Maximum 20 Points

- Was the problem challenging? How hard was this project to implement?
- Was the solution innovative? What approach was used to solve the problem? What technical value did they provide to the world?
- Is the project reusable? Can someone else use the end product, portions of the end product, code, process, or the product's technology to solve a future government problem?
- Is the project repeatable? Given a similar problem, could the group repeat this success or were they just lucky this time? (Did they use defined processes, trained people, etc.?)

Reviewer's Discretion – Maximum 15 Points

Use or don't use these points as discretion dictates. Suggested considerations include the following:

- Previous awards. (CMM, ISO 9000, Malcolm Baldrige, etc.)
- Customers. (Will one small organization use this or will it be dispersed worldwide?)
- Do they have measures that can be used for oversight and additional improvements?
- What is the atmosphere/morale of the developing organization?