Team Software Process (TSP) Specialization

Definitions

"SEI-Certified Individual" means a person who (i) has earned a certification credentials by successfully completing the applicable SEI certification process described at http://seicertification.clearmodel.com/, (ii) has met all ongoing requirements to maintain such certification, including the payment of any and all fees due for such certification, and (iii) is sponsored by an SEI Partner for the Team Software Process specialization.

Specialization Qualification Process

SEI-Authorized PSP Instructor

SEI-Certified TSP Coach

SEI-Certified TSP Mentor Coach

SEI-Certified TSP Associate Coach

Course Delivery

SEI Partner may alter the TSP materials only to make minor grammatical corrections or to change spelling to accommodate regional style (such as changing “center” to “centre”). No other changes may be made to the TSP materials unless agreed to in advance by the SEI. Supplementary material, clearly designated as such, may be added. Supplementary material should not be used to replace SEI-supplied material. All SEI-supplied material should be presented.

SEI Partner may make one paper copy of the student materials per Course Participant. Written permission from the SEI is required for all other reproduction. SEI Partner may engage a third party to reproduce the course materials as long as (i) the number of copies produced is limited to one copy of the materials per Course Participant, and (ii) any copies produced are distributed exclusively to Course Participants as permitted under the TSP specialization.

Each Course Participant attending a TSP course shall be provided a copy of the appropriate course text(s).

SEI Partner is required to provide each Course Participant in any version of the PSP for Engineers course or PSP Fundamentals course with a TSP Tool for use by Course Participant during and after participation in the course.

Except for SEI-blended learning courses, SEI training material should be assembled and delivered according to assembly instructions and associated instructor collateral materials provided in the download file for each course located on the Partner Resource Center at http://prc.clearmodel.com/
Registration and Course Setup Procedures for Blended Learning

SEI may offer selected TSP specialization course with Internet-based support. This is known as SEI – Blended Learning (SEI-BL). Any TSP specialization course which uses an SEI-BL system is an SEI-BL course.

Definitions

The following definitions apply to SEI-BL Courses:

1. “SEI Partner BL POC” means an individual named by SEI Partner to serve as the primary point of contact with SEI regarding issues associated with SEI Partners use of SEI-BL courses under this Agreement.
2. “SEI-BL Course” means any blended learning version of any SEI course made available under an applicable license agreement.
3. “SEI-BL Course Section” means a particular offering of an SEI-BL Course, scheduled for a certain time and place, in which Course Participants are enrolled under the direction of one or more SEI-Authorized PSP Instructors.
4. “SEI-BL Liaison” means one or more individuals named by the SEI to facilitate communication with SEI Partners regarding issues associated with delivering SEI-BL Courses.
5. “SEI-BL System” means the on-line electronic learning system made available by the SEI to facilitate the conduct of SEI-BL Courses.

Procedures Regarding SEI-BL Course Sections

1. The SEI Partner BL POC shall be responsible for providing:
   - The SEI-BL Course Section information required by the SEI-provided Course Attendee List Template will be provided electronically to the SEI-BL Liaison at Bl-attendees@sei.cmu.edu in the form of an email attachment;
   - Information on SEI-Authorized PSP Instructors who will be in charge of particular SEI-BL Course Sections for SEI Partner; and
   - Assistance with Course Participant-account disambiguation.
2. Finalized SEI-BL Course Section information must be provided three (3) weeks before the start of any SEI-BL Course Section; except for finalized roster information on the SEI-provided attendee list template, which must be provided one week before the start of any SEI-BL Course Section.
3. Course Participants may be added, at the SEI’s discretion, to an SEI-BL Course Section at any time before the start of the SEI-BL Course Section with prior written notification by the SEI Partner BL POC to the SEI-BL Liaison. Notification must include accurate, timely information about the SEI-BL Course Section and Course Participant. If there is any reason why the SEI cannot accommodate a requested addition, it will be communicated by the SEI-BL Liaison to the SEI Partner BL POC via email.
4. Course Participants may be dropped, at the SEI’s discretion, from an SEI-BL Course Section with prior written notification by the SEI Partner BL POC to the SEI-BL Liaison. When a Course Participant is dropped, the Course Participant’s account will be deleted from the SEI-BL Course Section as if it had never been added.
5. SEI-BL Course Section rosters will comprise the official attendee list. Course completion certificates will be provided for Course Participants of the SEI-BL Courses in accordance with the procedure described in Section 1.5.1 above.

Availability of SEI-BL System

If the TSP specialization includes any SEI-BL Courses and SEI Partner elects to use such courses, then SEI will make available to SEI Partner access to the SEI-BL System. SEI-Authorized PSP Instructors shall complete any training that may be required by the SEI in order to utilize the SEI-BL System for course delivery. The SEI-BL System is designed to: host SEI-BL Courses, provide materials to Course Participants, collect Course Participant assignments, facilitate grading, and provide additional functionality as may be required for a particular course. Access to the SEI-BL System shall be on an “AS-IS”, “AS-AVAILABLE” basis. SEI Partner understands that the SEI-BL System may be provided through a third-party vendor and that SEI makes no guarantees regarding uptime or availability. For as long as SEI makes such SEI-BL System available to SEI Partner, SEI Partner may access and use the SEI-BL System to the extent of the license granted to SEI Partner for the use of TSP materials. SEI Partner agrees that both the SEI Partner and Course Participants will report any problem with the SEI-BL System directly to SEI and not to an SEI-BL System vendor or any other third-party, unless otherwise specifically instructed by SEI. SEI makes no guarantees about the feasibility and/or timeframe for fixing any problems.

Data Submission

Course Attendee List and Continuing Education Units (CEUs)

Except for any blended learning course deliveries (see Section 3, below), for each course taught, SEI Partner shall ensure that SEI-Authorized PSP Instructors submit an attendee list using the SEI-provided attendee list template within 30 days of the end date of the course template to: partner-attendees@clearmodel.com. For the purposes of this section, SEI-Authorized PSP Instructors shall submit a separate attendee list for the PSP for Engineers I and PSP for Engineers II course.

Course attendee lists shall include: the identification of each participant who attended any portion of a course delivered by SEI Partner; whether or not Course Participant successfully completed the course; and, any other data required to complete the SEI-provided course attendee list form. Note: Course Participants for the PSP for Engineers course must complete both the classroom lectures and complete all assignments in order to successfully complete this course. Where PSP for Engineers is offered as PSP for Engineers I and PSP for Engineers II, Course Participants must successfully complete both courses in order to satisfy the PSP for Engineers training requirement.

If any Course Participant has requested that his or her identity not be released to SEI, SEI Partner shall report the participant as “Anonymous Participant” (enter first name as “Anonymous” and last name as “Participant”) on the required attendee lists and shall inform the participant that the participant will not receive a course completion certificate, prerequisite credit, or continuing education units, and that such participant will be (i) unable to retroactively elect to provide personal information and receive credit, and (ii) ineligible to participate in advanced courses, certification activities, authorization activities, or any other activities that require proof of completion of the course.

For each attendee list submission, SEI Partner and SEI-Certified Instructor(s) for the course will receive a confirmation of such submission from the SEI. SEI Partner and/or the SEI-Certified
Instructor(s) will have 30 days from delivery of the confirmation to request any additions to attendee list. No names will be added after 30 days.

SEI shall make available course completion certificate templates with Carnegie Mellon University Continuing Education Units (CEUs) to be provided to SEI Partner’s Course Participants who successfully complete the [PSP for Engineers I and II], [PSP Fundamentals], [PSP Advanced], [Leading a Development Team], [Managing TSP Teams], [TSP Team Member Training], and/or [Introduction to Personal Process] courses.

SEI Partner shall be responsible for delivering the completion and CEU certificates to the individual Course Participants.

Course Evaluation Forms

Within 30 days of the delivery of any course under this Agreement, SEI Partner shall transmit completed course evaluation forms to the SEI.

Quarterly Instructor Reports

SEI-Authorized PSP Instructors are required to submit the following data on a quarterly basis. For all [PSP for Engineers I and II] courses delivered and for all Course Participants who complete [PSP for Engineers I and II] courses in the quarter or since the last report, whichever period is longer, the following data must be submitted:

<table>
<thead>
<tr>
<th>Student Tool</th>
<th>Student Spreadsheets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor Tool</td>
<td>• Class XML file</td>
</tr>
<tr>
<td></td>
<td>• Export of each student’s workbook file (.mdb file)</td>
</tr>
<tr>
<td>Instructor Spreadsheets</td>
<td>• Class.xls</td>
</tr>
<tr>
<td></td>
<td>Studata.xls</td>
</tr>
<tr>
<td></td>
<td>Stu1.xls ... Stu20.xls</td>
</tr>
<tr>
<td></td>
<td>• Export of each student’s workbook file (.mdb file)</td>
</tr>
</tbody>
</table>

Zipped text files are preferred to workbooks.

Email these instructor reports to tsp-data@sei.cmu.edu, or mail your reports to

TSP Authorization Administrator
TSP Team
Software Engineering Institute
Carnegie Mellon University
Pittsburgh, PA 15213-3890

Quality Assurance

Course evaluation forms and other class data may be reviewed by SEI to evaluate the quality of course delivery. The SEI may perform random reviews of SEI Partner-delivered courses at the
discretion of the SEI, including on-site reviews of courses in progress and follow-up surveys with Course Participants. The SEI shall notify the SEI Partner if an on-site review will be performed and schedule with the SEI Partner a time for such review to occur. SEI Partner shall not be responsible for any expenses incurred by SEI in performing any review. After an on-site review, the SEI shall provide a written evaluation to SEI Partner, which may include recommended actions and mitigation plan. The SEI may perform subsequent random reviews in its discretion.

SEI reserves the right to conduct follow up surveys of Course Participants who have attended SEI Partner-delivered offerings of the TSP courses.

**Service Delivery**

Except for qualifying events such as mentoring and evaluation of Certification Candidates, TSP services (including launches) shall be performed by SEI-Certified TSP Coaches or SEI-Certified TSP Associate Coaches according to the official scripts and processes and within tailoring guidelines provided below.

Qualifying events for TSP Coaches shall be performed by SEI-Certified TSP Mentor Coaches. SEI-Certified TSP Mentor Coaches may only mentor four (4) Certification Candidates at one time. A completed mentoring program application shall be submitted as specified in the TSP Coach Mentoring Program Guidebook to the SEI in advance of conducting such work. SEI-Certified TSP Mentor Coaches shall submit the forms and data specified in the TSP Coach Mentoring Program Guidebook to the SEI within thirty (30) days of the last day of the qualifying event.

Qualifying events for TSP Associate Coaches shall be performed by SEI-Certified TSP Mentor Coaches or SEI-Certified TSP Coaches who shall submit the forms and data specified in the TSP Coach Mentoring Program Guidebook to the SEI within thirty (30) days of the last day of the qualifying event.

Successful use of the TSP requires that all users be properly trained. TSP training should be provided by SEI or an SEI Partner with the TSP specialization. Current training recommendations are:

- TSP team members with software skills complete the *PSP for Engineers I and II* courses or *PSP Fundamentals* and *PSP Advanced* course.
- Team members without software skills complete the *TSP Team Member Training* course or the *Introduction to Personal Process* course.
- The team’s executive management attends the *TSP Executive Seminar* course.
- The TSP team’s middle line management completes the *Leading a Development Team* course or *Managing TSP Teams* course
- Leaders of TSP teams complete *Leading a Development Team* course

SEI Partner may tailor the TSP process scripts, forms, instructions, and standards as instructed in the *TSP Coach Training* course. SEI Partner shall not change any other TSP materials, printed or electronic, unless agreed to by the SEI in advance. SEI Partner may add supplementary, SEI Partner-developed material, clearly designated as such. Supplementary material should not be used to replace SEI-supplied material.
Data Submission

TSP data files are required to be submitted after each occurrence of a launch, checkpoint, phase postmortem, relaunch and project completion events. To submit data, follow the instructions on the TSP Data Submission Form on the Partner Resource Center. The following data files are required.

- For launches and relaunches
  - Previous cycle or project postmortem data
  - Team consolidated plan
  - Individual plans
  - Risk analysis
  - Questionnaires (site, project, and team member)
  - Evaluations (launch and relaunch)
  - Launch meeting 1 and meeting 9 presentations
- For checkpoints
  - Checkpoint report
  - Checkpoint team member data review
  - Team consolidated plan and actual data (source of report)
  - Individual plan and actual data (source of team’s consolidated plan)
- Cycle or project postmortems
  - Postmortem report
  - Team consolidated plan and actual data (source of report)
  - Individual plan and actual data (source of team’s consolidated plan)

The following data files are also accepted:

- For all other events, such as weekly team meetings and Management Status meetings
  - Agenda, meeting minutes, manager role reports, or management reports
  - Team consolidated plan and actual data associated with the event
  - Individual plan and actual data associated with the event
- Any other supporting documentation that helps describe your project implementation may also be submitted with the data files.

Workbooks should be in the most current tool version and should be properly consolidated. Zipped exported text files are preferred to workbooks. Dashboard submissions should include the measurement framework used with the project.

Qualifying Events

SEI-Certified TSP Mentor Coaches and SEI-Certified TSP Coaches shall: 1. conduct Qualifying Events (as defined in the TSP Coach Mentoring Program Guidebook) and 2. report on all mentoring and observation activities or final evaluations, in a manner as specified by the SEI, within 30 days of the completion of the activity or evaluation.

Quality Assurance

All data submitted to the SEI as specified in the Data Submission section above may be reviewed by SEI to evaluate the quality of TSP coaching. The SEI may perform random reviews of SEI Partner-delivered TSP services at the discretion of the SEI, including on-site reviews of coaching activities in
progress. The SEI shall notify the SEI Partner if an on-site review will be performed and schedule with the SEI Partner a time for such review to occur. SEI Partner shall not be responsible for any expenses incurred by SEI in performing any review. After an on-site review, the SEI shall provide a written evaluation to SEI Partner, which may include recommended actions and mitigation plan. The SEI may perform subsequent random reviews.

SEI reserves the right to conduct follow up surveys of Service Participants who have received TSP services from SEI Partner.

**Special Procedures for TSP Specialization**

**Commercial-Use SEI Partners to Secure Internal-Use Agreements for Their Customers**

This procedure applies only to Commercial-Use SEI Partners with the TSP specialization.

SEI Partner is encouraged to have its TSP customers become Internal-Use SEI Partners with the TSP specialization by having those customers enter into an Internal-Use license agreement with SEI according to the process described herein.

1. **Definitions**
   - “Customer” means the TSP customer of a Commercial-Use SEI Partner with the TSP specialization who wishes to become an Internal-Use SEI Partner.
   - “Commercial Partner” means the Commercial-Use SEI Partner with the TSP specialization who is nominating the Customer to become an Internal-Use SEI Partner.
   - “SEI Contact” means the point of contact at the SEI who manages the processing of the Internal-Use agreement with Customer, if any.

2. **Becoming an Internal-Use SEI Partner** will allow the Customer to sponsor its own SEI-Authorized PSP Instructors, SEI-Certified TSP Mentor Coaches, SEI-Certified TSP Coaches and SEI-Certified TSP Associate Coaches for delivering TSP courses and TSP services inside Customer’s organization.

3. Commercial Partner shall submit an application on behalf of a Customer who wishes to become an Internal-Use SEI Partner. Commercial Partner shall list its information as the point of contact on the application. All other information on the application shall be related to the Customer. The application form is available at http://partners.clearmodel.com/partner-application/ and includes additional instructions that should be followed for submitting the application. Commercial Partner is responsible for any processing or application fees that may be due with the application and for obtaining the Customer’s signature on the SEI’s Code of Professional Conduct at the appropriate time.

4. Within 45 days of receipt of the application, SEI will contact Commercial Partner with results of the application review. If the application is accepted, SEI will provide Commercial Partner with an Internal-Use agreement for Customer’s signature and will provide contact information for the SEI Contact.

5. Commercial Partner shall present the Internal-Use agreement provided by the SEI to the Customer. Commercial Partner refers any questions that Customer may have to the SEI Contact. Commercial Partner understands and agrees to inform Customer that the SEI does not intend to negotiate the terms and conditions of the Internal-Use agreement. The SEI Contact will be available for questions, but not negotiations.
6. If Customer is satisfied with the Internal-Use agreement, Customer signs the agreement. After signing, Commercial Partner sends the signed agreement to the SEI Contact.

7. SEI signs the agreement so long as no changes have been made to the Internal-Use agreement.

8. Customer becomes an Internal-Use SEI Partner with the TSP specialization as of the date that the last party signs the Internal-Use agreement.

SEI Partner understands and agrees that: (i) the resulting Internal-Use agreement, if fully executed, will be between Customer and SEI; (ii) such Internal-Use agreement is subject to SEI’s acceptance and execution; and (iii) SEI Partner may not alter any terms and conditions of the Internal-Use agreement provided by the SEI.

**Tool Distribution Process**

SEI Partner understands and agrees that Course Participants and Service Participants must be provided with access to a TSP Tool and PSP student workbook. Such a TSP Tool is currently available via the Partner Resource Center at [http://prc.clearmodel.com/](http://prc.clearmodel.com/) and SEI Partner may make such TSP Tool available to Course Participants and Service Participants during the delivery of applicable TSP courses and services. Use of such TSP Tool is subject to any and all accompanying license terms and conditions. SEI Partner understands and agrees that it may not remove or modify any such license terms and conditions.

**Materials and Use Restrictions**

<table>
<thead>
<tr>
<th>TSP Specialization Materials</th>
<th>Materials may be copied and distributed to Course or Service Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Materials for each course</td>
<td>Yes, except for blended learning courses</td>
</tr>
<tr>
<td>Supporting Materials or handouts</td>
<td>Yes</td>
</tr>
<tr>
<td>Exercises</td>
<td>Yes</td>
</tr>
<tr>
<td>Instructor notes and collateral</td>
<td>No</td>
</tr>
<tr>
<td>Service participant materials</td>
<td>Yes</td>
</tr>
<tr>
<td>Coach materials and collateral</td>
<td>No</td>
</tr>
</tbody>
</table>

SEI shall own and maintain all materials. SEI Partner and its SEI-Certified Individuals are encouraged to submit change requests to the SEI for review.