

NSI Development Process 1.0
Conformance Statement

Version 1.0.4
March 2017

Introduction

This form contains a series of questions that need to be answered. Please complete ALL the fields in the questionnaire below to produce a conformance statement for your Development Process. Your completed form should be submitted to the Certification and Verification Authority along with your Registration Form. Please ensure that you use the current version of the questionnaire. See the Guide to the NSI Certification and Verification Program and Guide Supplements for more information. Please note that all information in this conformance statement will appear on the public Register of verified practices, except for the name of the individual Business Practice Manager(s). Revision History showing the changes in this Conformance Statement from prior versions is contained at the end of this document

1. Submitter Information

1.1 Enter the name of the organization:

IGT Global Solutions Corporation

1.2 Enter the name of the author of this Conformance Statement:

Mónica Himes

2. Business Practice Information

2.1 Business Practice Location

This is the Business Practice Location in which product development is carried out under the leadership of the Business Practice Management, and in which the documented processes and procedures for the development process are accessible. The Business Practice Location is where the on-site assessments are performed.

IGT Global Solutions Corporation – Service Delivery, West Greenwich, Rhode Island, USA

2.2 Business Practice Management

These are the lead technical and quality persons within your organization who have overall responsibility for managing the technical and quality aspects of the product development process on a day-to-day basis and ensuring that it is carried out in accordance with the documented processes and procedures. The specified Technical and Quality Managers may be the same person.

Technical Manager:

Name: David Caron
Title: VP, Americas Technology Solutions Group

Quality Manager:

Name: Brian Shilale
Title: Director, Technology Process & Strategic Tools

3. Best Practice Implementation

Your Organization is required to implement all of the "Should" requirements in which the Practitioner is identified as "Vendor" in Appendix A of the Development Process Best Practice, or provide rationale for why the recommendation is not implemented. If there are any "Should" requirements that your Business Practice does not support at all or does not support as a normal course of business for each product you produce, please identify each such requirement and your rationale for why your organization believes the requirement is not applicable or required.

Requirement: 21 Rationale: The candidate batch is a software only delivery. There is no delivery of hardware components for services batches. IGT provides results of Unit Testing in the release notes; however, the full test result report of internal testing is provided in a separate report to the customer, the QA Test Status report provides the results of internal testing.
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:
Requirement: Rationale:

Your Organization is also required to implement all of the "Should" requirements in which the Practitioner is identified as "Vendor" in Appendix A of the Acceptance Testing Best Practice, or provide rationale for why the recommendation is not implemented. If there are any "Should" requirements that your Business Practice does not support at all or does not support as a normal course of business for each product you produce, please identify each such requirement and your rationale for why your organization believes the requirement is not applicable or required.

Requirement: Rationale:
--

4. Characterization of the Vendor's Development Process

This section identifies the optional requirements associated with the Development Process. Your Organization is not required to provide support for these optional requirements, but you are required to indicate which ones you support and in what capacity. Please answer each question below and provide supporting text, as appropriate.

4.1 Implementation

4.1.1 Which software development practices does your organization employ?

(Please select all that apply)

- Utilize documented coding standards for all software coding
- Perform code walkthroughs, inspections, or reviews
- Utilize formal methods to establish correctness of the implementation of each requirement
- Utilize other specified methods to ensure the correctness of the implementation

If "utilize other specified methods" is selected, please identify those other methods:

IGT has been appraised at CMMI Maturity Level 3, and as such, it utilizes the best practices within the CMMI Verification and Validation process areas to ensure the accuracy of implementation.
--

If any of the selected practices are only used on some lottery product development projects, please indicate the situations in which they would be used:

IGT maintains a defined organizational Standard Project Process (SPP) that has been appraised at CMMI Maturity Level 3. This is the standard process to be used by all projects. Procedures exist that allow projects to tailor the SPP to the specific needs of the customer delivery, but any such tailoring requires review and approval of the IGT's Technology Process Group as well as the specific business process owner of the process area being tailored, to ensure that key processes are not removed.
--

Rationale:

An organization should implement one or more of the software development practices identified above.

Reference:

NSI Development Process 1.0 Conformance Statement

Copyright © 2004-2017 The Open Group, All Rights Reserved Issue 1.0.4 March 2017

4.2 Internal Testing

Question 2: Does your defined testing process utilize root cause analysis?

- Yes, Always
 Yes, sometimes
 No

4.2.1 If you selected “Yes, sometimes”, please explain the situations in which your organization might utilize root cause analysis:

Root cause analysis takes place dependent on the severity of the impact. High severity defects that have the potential to impact multiple system components or whose origination is believed to be within the core product, are analyzed to identify a root cause. A Global Issue Management (GIM) procedure exists and is managed by a central corporate team to address defects that have the potential to affect multiple customer systems.

4.2.2 If you selected “Yes, Always” or “Yes, sometimes”, please explain which root cause analysis techniques your organization utilizes (e.g., Ishikawa diagrams):

Utilizing root cause analysis as part of the internal testing process is optional.

Rationale:

Utilizing root cause analysis as part of the internal testing process is optional.

Reference:

Quality Assurance of Product Development in the Lottery Industry: Development Process, April 2004 – Section 4.3.3.1, Best Practice Requirements for Internal Testing.

4.3 Problem Reporting Process

4.3.1 Does your organization invite the lottery’s quality assurance team to participate in the team that performs the reviews of problem reports?

Response:

- Yes, Always
 Yes, sometimes
 No

If you selected “Yes, sometimes”, please explain the situations in which your organization would invite the lottery’s quality assurance team to participate in the review group:

We invite QA teams from the Lottery when they request to be invited.

Rationale:

Problem report reviews should be performed by a team of representatives from each key party. Inclusion of the lottery’s quality assurance team in this review group is optional.

Reference:

Quality Assurance of Product Development in the Lottery Industry: Develop Process, April 2004
– Section 4.3.7.1, Best Practice Requirements for Problem Reporting.