Improving the Customer-Supplier Relation in IT Development

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Survey of presentation

Maturity models
Understanding the relationship
—The constituting level
—The contractual level
—The development level
Evaluation of models
From thinking to action
### Maturity models

#### KPA's on level 2

1. Software acquisition planning
2. Solicitation
3. Requirements development and management
4. Project management
5. Contract tracking and oversight
6. Evaluation
7. Transition to support

*(J. Ferguson et al.: Software Acquisition Capability Maturity Model, Version 1.01, CMU/SEI-96-TR-020, 1996)*

#### The customer-supplier processes

1. Acquisition process
   1.1. Acquisition preparation process
   1.2. Supplier selection process
   1.3. Supplier monitoring process
   1.4. Customer acceptance process
2. Supply process
3. Requirements elicitation process
4. Operation Process
   4.1. Operational use process
   4.2. Customer support process


### The constituting level

#### Collaboration & Competition

A coalition of divergent interests

Contractual level

Project structure

Involved actors

user

consultant

owner

supplier
Contractual level

Trust and Control

(R. Sabherwal: The role of trust in outsourced IS development projects, CACM, Vol. 42, No. 2, 1999)

- Written contract
- Psychological contract
- Unexpected problems
- Structural control
- Trust

Development level

Care and Engineering

- Normally in focus
- Supplier responsibility
- Users not involved
- Neglecting uncertainties

- Often neglected
- Customer responsibility
- Underestimated
- Starts late

Technical construction

Organizational implementation
Evaluation of models

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*:poor **:a little ***:mediocre ****:good *****:very good

From thinking to action

- Systematic Software Engineering
- Workshop with customers:
  - state-of-the-art
  - experiences
  - diagnosis
  - proposals
- Development of new types of services