



Open Source for Software Quality

[www.spago4q.org](http://www.spago4q.org)

## Open Source: Its place in cross-border environment



ePractice workshop

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## Public Administrations Goal

To **purchase quality** from services providers in order to **provide quality** services to citizens, to enterprises and to its employees



## Quality Shall

- be **correlated** to the goals of the delivery process
- allow to **formalize** the requested service level
- allow to **verify** the attained service level in a total transparent way for all the involved actors

## Guideline

Quality levels must **combine** and **integrate** all the activities of the ICT delivery process providing total **transparency**

## Tool

SLAs and quality indicators, allowing to:

- provide operational goals with measurable results
- monitor the supply lifecycle and all ICT services activities
- monitor quality over time



### DG Regional Policy

*European Commission, Brussels*

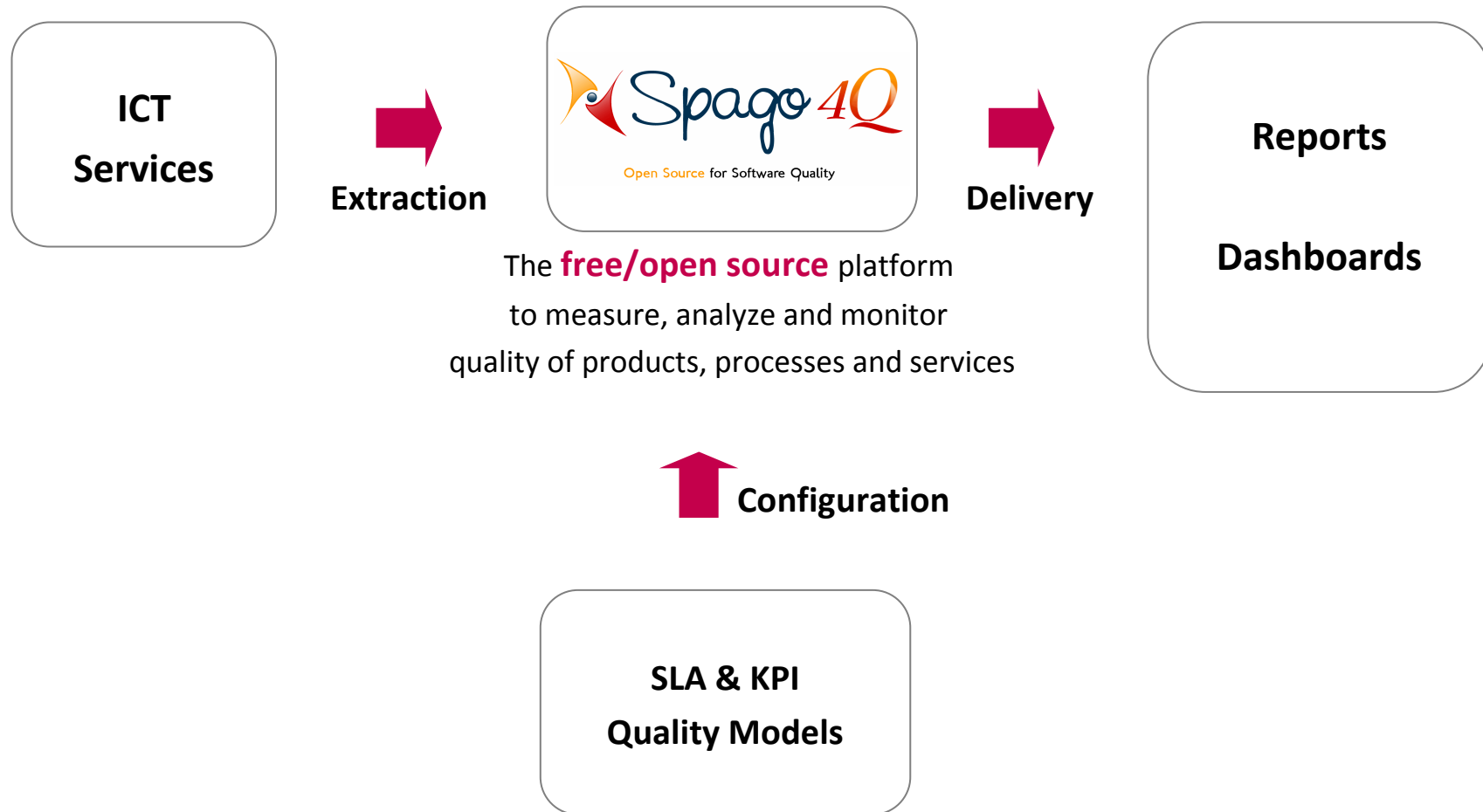


### Veneto Region

*Italy*

### Goals

- **Avoid misalignments** between the development and the business services
- Joint evaluation of **software** and **hardware** vendors
- **Computation** of SLAs e KPIs (continuous and proactive monitoring)
- Root cause **analysis**
- Reports **sharing** and acceptance process



## ICT Services

Software development

Software maintenance

System & Application Monitoring

Service Desk

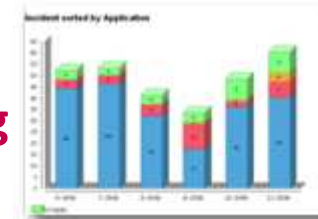



## Monitoring

### SLAs & KPIs



## Reporting



## Transparency

### Portal integration



### SLAs definitions based on

- models proposed by DigitPA, Italy ([www.digitpa.gov.it](http://www.digitpa.gov.it))
- quality models by **product** (ISO 9216, ...)
- quality models by **process** (ITIL v3, CMMI for service, CMMI for development, ...)

### Qualipso Assessment Framework – [www.qualipso.org](http://www.qualipso.org)

- OMM – Open Source Maturity Model (development process)
- MOSST – Model of Open Source Software Trustworthiness (product)
- OP2A – Open source Product Portal Assessment (web site communication)



### Qualipso Labeling service provided by the Qualipso Competence Centers