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This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

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1. Purpose of This Document

The purpose of this document is to describe the procedures implemented by the LISE consortium partners to ensure the quality and consistency of the work performed in the context of the LISE project.

More specifically this document describes the measures taken to guarantee the quality level of the various types of deliverables that will be produced in the course of this project and also outlines the systems and procedures put in place for assuring efficient communication between partners and progress tracking on defined project work.

2. Quality Management System

As announced in part B of the Description of Work, the LISE consortium has implemented a Quality Management System for:

- communicating about the main processes of the project
- sharing documents
- supporting project management

The system that has been adopted for this is a LISE-specific implementation of the Drupal-based Open Atrium open source collaboration platform. It is accessible only to consortium partners at <http://extranet.lise-termservices.eu/>.

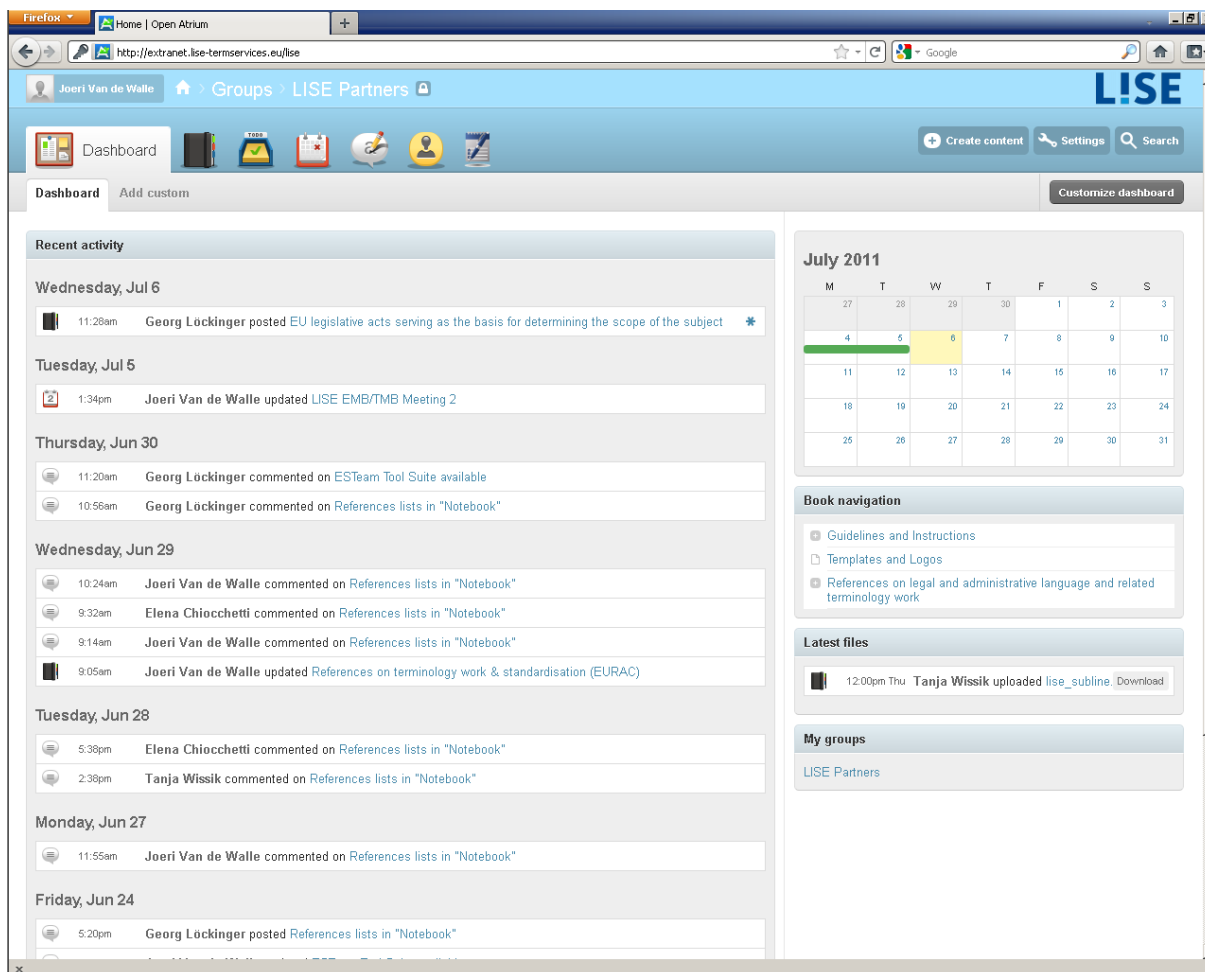


Figure 1: LISE Intranet

The following features will be used in the context of the LISE project:

- Dashboard feature showing latest activity and upcoming events
- Notebook feature for sharing all sorts of information
- Case Tracker feature for reporting software bugs and keeping track of them
- Calendar feature for announcing important events
- Blog feature for sharing information and allowing users to comment
- Member Directory feature for sharing contact information
- Documents features for uploading and sharing documents (deliverables, presentations, reports,...)

3. Quality Assurance Procedure

The quality assurance procedure described below will be used to ensure the quality of the deliverables of the LISE project.

1. Deliverable Types

In the LISE project, we distinguish between two types of deliverables:

- Documents
- Technological output

By document deliverables we understand any type of original textual report that is produced in the context of the LISE project and that relates to the deliverables defined in the Description of Work. For example, this document, the Quality Management Plan, constitutes a document deliverable.

By technological output deliverables we understand any type of portable software component that is produced or refined in the context of the LISE project. For example, ESTeam will be adapting and extending their existing ESTeam tool suite consisting of ESTEAM Cleanup®, ESTEAM OMEQ®, and ESTEAM Fillup with features required specifically for the LISE project.

Since they are quite different in nature, a different quality assurance procedure will be implemented for each of these deliverable types.

2. Quality Assurance Procedures

Documents

Each document deliverable will undergo a 3-stage validation process that is based on the three different roles that we distinguish between for the LISE project:

- The task assignee, i.e. the person assigned within a partner organisation to produce the deliverable
- The work package leader, i.e. the person within the work package leader organisation that is taking responsibility for supervising the work of the task assignee
- The project co-ordinator, i.e. the person assigned by the consortium partners to lead the LISE project and responsible for the end result of the project

The initial document review will be performed by the author of the deliverable. He will review his own work before circulating it among the consortium partners.

To allow enough time for a deliverable to go through the three stages of validation, the initial draft of the deliverable must be sent to the consortium partners at least one month before the due date of the deliverable that is mentioned in the Description of Work.

From the moment they receive the initial version of the deliverable, the partners have two weeks time to come back to the author with comments. The work package leader is responsible for ensuring comments from partners are collected and implemented within this time frame.

The work package leader then reviews the resulting version once more before handing it over to the project co-ordinator. This hand-over should happen at least two weeks before

the deliverable is due to leave the project co-ordinator enough time to have any necessary corrections implemented before the deliverable is ready to be officially submitted to the Commission.

So the project co-ordinator performs the final review of the deliverable and decides whether or not the quality of the deliverable is of a sufficient level for delivery to the Commission.

For as far as time allows, document deliverables may go through the various validation stages more than once until the work package leader and project co-ordinator agree that the deliverable in question is of acceptable quality for delivery to the Commission.

Each document review will be recorded in the Revision History section at the beginning of the deliverable so the review process is fully traceable.

Technological output

As part of the software development that will happen for the LISE project, a specification document will be drafted that will describe the features of the software. Based on that document and the use cases presented in it, acceptance criteria will be defined that will serve as a point of reference for evaluating the technological output deliverables.

Similar to the evaluation that will be performed on document deliverables, the validation of technological output deliverables will happen in different stages.

The developer of the software component will be the first one to assess whether the software that has been produced meets the acceptance criteria. The software developer must complete his assessment at least one month before delivery is due.

Next, other selected users within the consortium will get access to the software and will check it against the acceptance criteria again, using the use cases as a guideline. The work package leader will be responsible for overseeing this process. This testing phase will take 3 weeks, during which bugs and issues may be reported and must be fixed.

After the testing period, the work package leader will release the software and will notify the project co-ordinator that the deliverables are ready to be delivered. The completed acceptance criteria checklists will accompany the delivery of the software as proof that the quality assurance process has taken place.

4. Overall Quality Management

For ensuring efficient communication between the consortium partners, which in turn will contribute to the quality of the deliverables, the consortium partners have worked out a periodic internal meeting and reporting procedure.

The partners have also set up a web site to facilitate communication and central storage of all relevant information.

To make sure issues that may come up in the course of the project are dealt with in a timely and efficient manner, the project co-ordinator will maintain a Risk Management Plan.

The remainder of this section describes the meeting schedule, reports, web site, and Risk Management Plan in more detail.

1. Meetings

In addition to the kick-off meeting, the consortium partners have agreed to meet face-to-face at least once a year to discuss the progress of the project and work out any difficulties that may arise in the course of the project.

The days before and/or after the official review meetings with the EC reviewers will also be seen as opportunities to meet with the consortium partners and discuss the project.

The following meetings have been planned to date:

- Kick-off Meeting: March 2011
- Executive Management Board + Technical Management Board Meeting: July 2011
- Executive Management Board + Technical Management Board Meeting: February 2012
- Review Meeting: March 2013
- Executive Management Board + Technical Management Board Meeting: October 2012

2. Reporting

Partners will provide reports to the project co-ordinator at regular intervals.

The Grant Agreement makes mention of three official reporting periods:

- M1-12 (D1.2)
- M13-24 (D1.4)
- M25-30 (D1.5)

For these reporting periods, the project co-ordinator will deliver periodic reports to the Commission no later than 60 days after each reporting period. Those reports will be based on internal reports produced by the partners and will include¹:

- the progress report
- financial statements and summary financial report

Partners will also directly insert cost reports into NEF on their own account (in the Financial Statement section).

¹ See

http://ec.europa.eu/information_society/activities/ict_psp/participating/project_management/documents/ict_psp_reporting_guidelines_v1.pdf for more details.

In addition to the officially required reports, the project co-ordinator will deliver 2 additional progress reports to the Commission:

- M6 (D1.1)
- M18 (D1.3)

These reports will only contain progress information and no financial status information. They will be delivered at the dates stipulated in the Description of Work.

3. Internal Communication

As stated in section “Quality Management System” of this document, the consortium has put up a web site solely accessible to project partners for efficient communication between the geographically dispersed team members. Most communication will happen through this platform and will thereby be recorded and accessible to all project partners.

In addition to the collaboration web site, the consortium partners will make use of the LISE mailing group (lise@esteam.se) for communicating with each other.

4. Risk Management Plan

As stated in the Description of Work, a Risk Management Plan will be maintained by the project co-ordinator to identify and track potential issues.

The accuracy of identified risks will be reviewed bi-monthly and the plan will be updated if required.

See part B of the Description of Work or “Appendix A - Risk Management Plan” at the end of this document for more details on the Risk Management Plan.

5. Appendix A - Risk Management Plan

The following table summarizes the LISE contingency strategies as foreseeable at this stage:

Risk	Contingency
State of the art environment changes, project loses relevance	Technology watch activities; The Advisory Board represents all key areas for LISE (terminology support software, data mining, knowledge representation, online collaboration tools); it continuously observes technical progress of competing technologies addressing the same problems. Changes of work plan, if necessary.
Management/organisational overhead higher than anticipated due to unforeseen events	The project board organization and checkpoints will monitor ongoing activities, detect problems early and take corrective action.
Partner leaves consortium	The consortium is a tightly bound group of highly motivated participants. In the unlikely event that one partner leaves, the three remaining partners have the capacity to compensate and re-locate the work load.
The only technical partner leaves consortium	In case the only technical partner leaves the consortium and therefore also the software the fall back plan is to use a licence of the software operated by Cross Language.
Staffing and recruitment problems	LISE has a split partner concept which can be seen as risk balancing so as to avoid dependencies. Every partner is responsible for staffing and recruiting.
Key staff illness during critical project phase	Critical parts of project have more than one person involved.
Time for development is underestimated	Project checkpoints will monitor ongoing activities, detect problems early and take corrective action. Case studies can be re-timed and re-scoped to reduce to a minimum delayed delivery of software.
Revision of work-plan puts stability of project to a risk	Project board organization and checkpoints will monitor ongoing activities, detect problems early and take corrective action.
Potential users/customers fail to understand the usability	Key efforts are being set up to define a market driven exploitation and deployment strategy. These activities will be informed by ongoing market and technology watch initiatives. The Advisory board will ensure that projects remain in line with the needs of the users.
Conceptual failure of architecture	The software engineering process is an integral part of the development, architecture will be chosen to permit reaction to changes; several fallback variants of the architecture are taken into account.
Software components fail or limited functionality	The largest and most significant components of LISE are software tools that have already demonstrated their utility and efficiency.

Risk	Contingency
Decision of standards with no promising future	Acceptance by Industry will be continuously watched by close co-operation with target partners.
Technology changes require significant redesign	Technology watch is a key project activity.
Case-studies and evaluations are hindered by lack of available data.	Sufficient data for case-studies is already in house with respective partners, and IPR access has been cleared.