



**Gap Analysis
SFA Quality Assurance Processes**

Available Documents

1. Quality Assurance Policy
2. Quality Assurance Team Mission
3. Action Plan to Improve Customer Satisfaction – Modernization Project Quality Assurance Team
4. Software Quality Assurance KPA Matrix
5. Independent Verification and Validation (IV&V) Standards and Procedures
6. System Integration and Testing Process Handbook
7. Solution Life Cycle (SLC)

Recommendations/Gaps

1. Develop and document Quality Assurance Planning process.
2. Develop and document Process Consulting process.
3. Develop and document QA Review process.
4. Document the IV&V Acquisition (selection of an IV&V company) process.
5. Develop and document the External Audit of QA activities process.
6. Document QA Roles.
7. Centralize QA Templates, Reports, Job Aids and Examples.
8. Standardize project level QA Plan Template.
9. Integrate QA processes with the SLC.

Open issues or areas not currently being addressed by the QA Subgroup

1. Integration of SLC v2.0 into the IV&V procedures.
2. Policy is in draft form from the QA Team.
3. MOR should be included in appendix of the process guide.
4. IV&V providers should be evaluated of their capability and expertise in the functional or and technical areas that they will be reviewing (project teams would like to have input into the skills analysis process).
5. Project should complete survey/performance review of the QA processes and the IV&V provider as part of a continuous improvement effort.
6. Develop and implement a communication awareness program with SFA projects.
7. Develop an awareness presentation that links QA reviews and IV&V activities more closely to business value for channels.