

**EGI-Engage**

Quality plan for Period 1

D 1.1

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Abstract

This document defines how the quality process for the project EGI-Engage will be implemented to ensure that the project outputs are delivered fit-for-purpose. This will be achieved by ensuring that all project management processes are conducted in a quality manner (quality assurance) and by developing quality criteria for the outputs themselves (quality control).

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# Introduction

This document defines how the quality process for the project EGI-Engage will be implemented to ensure that the project outputs are delivered fit-for-purpose. This will be achieved by ensuring that all project management processes are conducted in a quality manner (quality assurance) and by developing quality criteria for the outputs themselves (quality control).

This document will be reviewed on yearly basis to meet changed conditions or objectives during the project’s life span.

## Project Quality Management

Project Quality Management, according to Project Management Body of Knowledge 5th edition, includes all the processes and activities performed that determine quality policies, objectives and responsibilities to ensure the project will satisfy the requirements. It uses policies and procedures to implement quality management system and support continuous improvement process. It addresses both quality management of the project and quality of deliverables of the project.

The goals of Quality Management are:

* Customer satisfaction: to ensuring that customer expectations are properly recognized and met;
* Prevention: to prevent mistakes;
* Continuous improvement: to recognize and recommend necessary changes;
* Management responsibility: to ensure participation of all members of the project team to meet project objectives.

It contains three processes:

* **Plan Quality Management** goal is to identify the quality requirement of the project and document steps required to demonstrate project compliance. It provides guides and directions on how quality will be managed and validated.
* **Quality Assurance** is a systemic pattern of action to ensure that the product conforms to quality requirements / standards. It is a management function such as reviews or a process for checking work items. It ensures quality project management processes.
* **Quality Control** monitors and checks correctness of the project outcomes to assess performance and recommend necessary changes. It inspects the accomplished work to ensure its alignment with the project scope.

## Quality Management in EGI-Engage

Quality Manager role has been assigned to Małgorzata Krakowian who is responsible for creation and management of Plan Quality Management, Quality Assurance and Quality Control processes within EGI-Engage project.

### Plan Quality Management

Within this process Quality Manager is responsible for creation and maintenance of EGI-Engage Quality Plan[[1]](#footnote-1) to provide clear guidelines for all work package leaders how quality will be managed and validated.

Quality plan will be reviewed and report on quality status will be produced on yearly basis to meet changed conditions or objectives during the project’s life span with following schedule:

* Project month 03: D 1.1 Quality plan for Period 2
* Project month 14: D 1.3 Report of quality status and quality plan for Period 2
* Project month 29: D 1.5 Report of quality status for Period 2

### Quality Assurance

Quality Assurance process will be responsible for assessing if quality guidelines (section 2), defined in Quality Plan, are being followed and weather are still appropriate for the project.

Project outputs (Milestones and Deliverables[[2]](#footnote-2)) will be reviewed according to Review process for deliverables and milestones described in section 2.3.

Regular review of project outputs will be performed through project reports, produced according to following schedule:

* Project Month 06: Milestone 1.2 First intermediate report
* Project Month 12: Project Periodic Report (first period)
* Project Month 18: Milestone 1.3 Second intermediate report
* Project Month 24: Project Periodic Report (second period)
* Project Month 30: Project Periodic Report (third period)
* Project Month 30: Project Final report (entire duration)

Building regular reviews will ensure that quality improvement can be carried out throughout the life of the project.

Communication with Activity Managers will be ensured through Activity Management Board which will be responsible for regularly monitoring the progress of the project and of the day-to-day management of the individual activities within the project will be undertaken by the Activity Managers. It has representation from all the work packages.

### Quality Control

Quality Control process will collect and monitor the Key Performance Indicators (KPIs) and activity metrics (section 3). Based on results process will identify necessary improvements and suggest to implementation to appropriate project board. It will be also responsible for collection and maintain of lessons learned registry.

# Quality guidelines

## Project communication and outputs

All output produced by staff active within EGI-Engage (funded and unfunded effort) must be recorded so that it can be reported by the project. The following procedures must be used:

* Meetings run by EGI-Engage: The meetings must be recorded in the EGI Indico server[[3]](#footnote-3) and all presentations and material provided for the meeting, including any minutes, must be attached to the appropriate agenda page.
* Presentations and Posters: Presentations and/or papers presented at other meetings attended by EGI-Engage staff must be recorded in the EGI document repository[[4]](#footnote-4). A link to the meeting and a summary of the outcome should be recorded in the ‘notes’ section of the document. A dedicated EGI-Engage tag is available to qualify documents, milestones, papers, presentations and other documentation relevant to the project.
* Mailing Lists: As the majority of the communication within the project will be electronic having a coherent record of that work is essential. All mailing lists must use the EGI.eu based mailing lists which allow groups defined within the single sign on to be linked to mailing lists, access to wiki space, document access, etc.
* Requirements and actions gathering: Requirements and actions gathering should be performed through EGI RT system[[5]](#footnote-5) with group based access control provided through the EGI SSO system.
* Websites: The main website[[6]](#footnote-6) is used for all ‘official’ ‘static’ content. Individual services produced within the project have their own hostname in the egi.eu domain. The wiki[[7]](#footnote-7) has group based access control provided through the EGI SSO system. This can be used for all dynamic content being maintained or developed within each project activity. Other third party websites or wikis should not be used to host EGI-Engage related material in order that the egi.eu domain becomes the definitive source of project information.

### Templates

All outputs from EGI-Engage should use EGI-Engage templates available on main website under Logo and templates[[8]](#footnote-8) section.

### Acknowledgement

Following acknowledgement statements should be used for EGI-Engage outputs unless the output already uses one of the recognised project templates, where appropriate acknowledgements are already included:

* For all materials this statement should be used for materials such as documents, presentations and reports:

*This material by Parties of the EGI-Engage Consortium is licensed under a Creative Commons Attribution 4.0 International License[[9]](#footnote-9). The EGI-Engage project is co-funded by the European Union (EU) Horizon 2020 program under Grant number 654142 http://go.egi.eu/eng*

* Work other than software that cannot be reused without explicit permission
*Copyright © 2015-2017 Parties of the EGI-Engage Consortium. The EGI-Engage project is co-funded by the European Union (EU) Horizon 2020 program under Grant number 654142.*
* For scientific publications generated by effort funded by the project
	+ To acknowledge EGI and the project
	*This work used the European Grid Infrastructure (EGI) and is co-funded by the EGI-Engage project (Horizon 2020) under Grant number 654142.*
	+ To acknowledge EGI, the project and specific countries providing resources
	*This work used the European Grid Infrastructure (EGI) through resources from Country\_1, Country\_2, … and is co-funded by the EGI-Engage project (Horizon 2020) under Grant number 654142.*

### Software

Quality of produced software within EGI-Engage project will be ensured by adoption of EGI Services management standard - FitSM[[10]](#footnote-10).

FitSM is an international standard developed by FedSM project as a lightweight IT service management to support organisations and distributed organisations assisting them in defining service management processes and responsibilities in order to provide value to their customers. This is done through defining a set of requirements, general principles that encompass subsequent processes in order for Services Providers to comply with their customer’s expectation for quality, guaranty and value.

During FedSM project lifetime EGI.eu and its partners gathered experience in IT service management and developed processes and procedures[[11]](#footnote-11) will be applied to software being produced by the project.

The development activities within the project will augment capabilities of existing open source software. The resulting software code, tools and interfaces developed as part of the EGI-Engage vision will be released as open source code and the full access will be provided via publicly available source code repositories such as GitHub, SourceForge, Subversion (SVN), Concurrent Version System (CVS) etc.

Software developers will be able to choose their preferred source code repository to better integrate with existing practices, nevertheless they will need to

1. ensure that the contribution is openly accessible,
2. add the metadata information needed to enable reuse,
3. communicate the URL to the consortium.

In order to comply with the open access policy and maximise possibility for reuse of results, EGI-Engage software code, tools and interfaces that fall under the joint ownership will be published under an OSI-approved license[[12]](#footnote-12). If no existing OSI license is being used, we propose the adoption of the Apache 2.0 license. Free and unrestricted access to research result is a measurable barrier to uptake by SME’s and can slow down innovation in measurable terms[[13]](#footnote-13), and the consortium will make it a priority to comply with the Horizon 2020 Mandate in full support of Europe 2020 Initiative’s Economic Growth Agenda.

## Document management

All documents, presentations and other material that form an official output of the project (not just milestones and deliverables) are placed in the document repository[[14]](#footnote-14) to provide a managed central location for all material.

Access to documents is linked to the EGI single sign on (SSO) system[[15]](#footnote-15), which can be used to generate an account and password. Once logged into the document repository using the created account, it is possible to create new document items or update existing ones through the ‘Create or change documents or other information’ link.

### Content

All documents will be written in English and use document formats described in the following section. In addition to the fields and sections already described in the document template, deliverables must include an Executive Summary and, if required, one or more Annexes. References to external document and a Glossary to terms not listed on the website must be recorded. The correct capitalisation of the project name is EGI-Engage. English date format must be used (DD/MM/YYYY) when required.

### Formats and tools

The following tools and formats will be recognised within the project:

* Word Processing: ‘Word Format’ allowing its use on MS Office on Windows/Mac and OpenOffice on Linux
* Spreadsheet: ‘Excel Format’ allowing the use of MS Office on Windows/Mac.
* Presentation: ‘Powerpoint Format’ allowing the use of MS Office on Windows/Mac.

Final version of all formal documents (milestones and deliverables) must be available in PDF format.

### Document naming convention

Filenames must use the following format in order to link any item back to other versions placed in the document repository. The filename format is:

EGI-Engage<DOCUMENT IDENTIFIER>-V<VERSION>

|  |  |
| --- | --- |
| DOCUMENT IDENTIFIER | The document identifier is dependent on the document type. If the document is:* Deliverable: Use the deliverable name: e.g. D1.1, D5.5, etc.
* Milestone: Use the milestone name: e.g. M1.2, M5.4, etc.
* Activity: Use the activity code: e.g. SA1, NA3, etc.
* Committee/Board: Use an acronym based on the committee or board name: e.g. TCB, OMB, UCB, USAG, SPG, etc.
* Other: If the source of the material cannot be identified then ignore this section.
 |
| VERSION | This is the version number generated by the document repository for the particular repository identifier. |

Example: EGI-Engage-M3.1-V1.0.pdf

The title of documents uploaded to document repository must be in the following format:

<DOCUMENT IDENTIFIER> Title (from the first page of the document)

Example: M3.1 User Support Contacts

### Document metadata

The cover page of the document (along with the footer running throughout the document) contains metadata (marked in yellow) that needs to be reviewed and completed:

* Title: This must be the title of the milestone or deliverable as described in the Description of Work.
* Deliverable/Milestone code: e.g. D1.1 or M1.1. Delete if not required.
* Document identifier: With a correctly formulated filename (see ‘Naming Convention’) this field can be updated in MS Word by highlighting, right clicking and selecting ‘Update Field’.
* Date: This field records the last date the document was saved and can be updated in MS Word by highlighting, right clicking and selecting ‘Update Field’.
* Activity: Enter the work package name (WP1, WP2, etc.) that is producing this document.
* Lead Partner: Enter the recognised short name within the EGI-Engage project of the lead partner.
* Document Status: This will move through the following states for milestones and deliverables:
	+ TOC (Table of Contents)
	+ Draft
	+ Review
	+ AMB/PMB Review
	+ Final
* Document Link: The URL in the EGI document repository that provides access to the document.
* Abstract: An abstract describing the document’s contents and main conclusions. On submission of the final version this should be entered into the relevant field in the repository metadata.

### Repository metadata

When creating the entry in the document repository there are a number of compulsory metadata fields that need to be completed. Where possible these values should be copied from the corresponding document metadata. The Repository Metadata includes the following items:

* Title
* Abstract
* Keywords
* Notes and changes
* Media type
* Submitter: Select the person submitting the document.
* Authors: Select the people involved in writing significant portions of the document.
* View: Select the groups able to view the document. Documents that are drafts may be restricted to the groups within the project that are working on the document. Documents that are complete must be marked public unless they are marked for distribution just inside the project.
* Modify: The ‘office’ group must me marked as able to modify the document.
* Topics: Select the topics relevant for the material. These will generally include ‘EGI-Engage’, committee/board that the material is coming from
	+ Any inout from EGI-Engage would minimally have the topics ‘EGI-Engage’
	+ There are also documents that are generated within the community that go beyond the scope of just the EGI-Engage project (e.g. operational policy documents) would minimally have the topics from ‘EGI’ category selected.

### Access to documents

Access to internal or confidential documents is controlled at SSO group level, with SSO IDs being assigned to particular groups depending on their permissions to view or modify documents. Public documents are available to all, without restriction or the requirement to log in. Restricted documents can only be viewed and/or modified by logging in using an account with the correct permissions.

## Review process for deliverables and milestones

The formal outputs from the project (milestones and deliverables) pass through a formal review process. The review process provides staged deadlines during the process to ensure the output is available to the EC at the end of the project month (PM) that the material is due.

The review process for a milestone and a deliverable is identical except for:

* Milestones are expected to have
	+ two reviews produced by a reviewer and the moderator;
	+ reviewers: 1 external, 1 Activity Managers Board member.
* Deliverables are expected to have
	+ three reviews produced by two reviewers and the moderator;
	+ reviewers: 1 external, 1 Project Management Board member, 1 Activity Managers Board member.

The reviewers are selected (one from each of EGI’s functional areas not involved in its production) from EGI’s functional areas (i.e. Operations, User Community, Technology and Policy).

Other outputs from the project, such as documents that are neither deliverables nor milestones, may use modified versions of the official document templates and are also reviewed internally.

### Roles

Roles in the review process are identified below:

* **Reviewer**: Responsible for providing a review of the document on the EGI review form so that responses from the document authors to the reviewer can be tracked. A change tracked version of the document can be provided with corrections for spelling, formatting and other minor issues. The reviewer is generally from the activity and organisation that is not responsible for producing the document.
* **Moderator**: Responsible for deciding in cases of conflicting reviews which elements of a review must be implemented by the author. The decision to follow or reject a reviewer’s comment must be tracked in the review document. The moderator is normally an EGI-Engage task leader not from the activity producing the document. Moderator is also reviewer.
* **Editor**: The person from the activity and the partner who is responsible for the document. They may rely on others within the activity to provide the information. The editor cannot be a moderator or reviewer.
* **Quality Manager (QM):** The project office provides administrative support for the process.
* **Shepherd**: The shepherd is a member of the AMB who is responsible for overseeing the production of the document. They will work with the Editor to ensure that the work is done in a timely manner, and report to the AMB on its progress (Normally the activity manager or their deputy).
* **AMB Chair**: This is Technical Director, or their deputy.

[NOTE: an individual could hold one or more of these roles if they are not in conflict with each other.]

### Workflow

The workflow for the review process is described below. All steps are recorded in EGI Request Tracked tool.[[16]](#footnote-16)

|  |  |  |  |
| --- | --- | --- | --- |
| **Time before submission** | **Role** | **Action** | **Request Tracker Action** |
| >2 months | QM | Assign ticket in EGI RT to WP leader responsible for the document | Assigned to WP leader |
| 2 months | Shepherd | Assign Editor | Remains blank with CC to editor |
| 7 weeks | Shepherd | Ensure* the editor has provided the table of contents (optionally including notes as to the contents of each section)
* ToC has been circulated through AMS mailing list for comments
* the document is stored in DoCDB
 | Set state to ToC |
| 6 weeks | Shepherd | Shepherd is aware a draft* is available in the repository
* is under active development with revisions from the contributors
 | Set state to Draft |
| 5 weeks | Shepherd | The draft* is stable
* is undergoing review within the activity
* is nearly complete
 | Set state to Internal Review |
| 4 weeks | Shepherd | The document is ready for external review. | Set state to External Review |
| Immediately | Shepherd | Shepherd * notifies reviewer(s), moderator and AMB that the document is available for review
* confirm expected review completion date with reviewers
 | Enter completion date as Due Date in RT |
| Immediately | Shepherd | Notify the Editor that review is complete | Set state to Being Revised |
| Immediately | Editor | Notify the Shepherd an updated document is available | Set state to External Review |
| Immediately | Shepherd | The external review is complete.Notify the AMB that the document has completed external review | Set state to AMB Review |
| 1 week | AMB Chair | The PMB is emailed that the document is available for the PMB to review for 1 week | Set state to PMB Review |
| Deadline |  | A clean PDF version of the document is generated by the QM and placed in the document repository with updated meta-data | Set state to With EC |

# Metrics

In order to achieve EGI-Engage project objectives:

Objective 1 (O1): Ensure the continued coordination of the EGI Community in strategy and policy development, engagement, technical user support and operations of the federated infrastructure in Europe and worldwide.

Objective 2 (O2): Evolve the EGI Solutions, related business models and access policies for different target groups aiming at an increased sustainability of these outside of project funding. The solutions will be offered to large and medium size RIs, small research communities, the long-tail of science, education, industry and SMEs.

Objective 3 (O3): Offer and expand an e-Infrastructure Commons solution

Objective 4 (O4): Prototype an open data platform and contribute to the implementation of the European Big Data Value.

Objective 5 (O5): Promote the adoption of the current EGI services and extend them with new capabilities through user co-development;

a number of Key Performance Indicators (KPIs) have been defined to support management to follow up on project’s activities quality and project’s activities progresses.

In addition each of the activities, set within a specific work package is managed by an activity manager who ensures that all participants in the activities defined a list of metrics that will provide progress status against the activity. The activity manager will control that the defined metrics are Specific, Measureable, Attainable, Relevant and Time-bound (SMART) prior to allowing activity participants to report against them.

KPIs and activity metrics will be tracked using the Metrics Portal[[17]](#footnote-17). Values are either collected manually or extracted as applicable from a number of EGI tools. Metrics are gathered every 6 months as part of report process, which is driven by the Project Office and the Activity Managers. These are reported in intermediate and periodic reports, together with an analysis.

## Key Performance Indicators

These indicators will be available on <http://www.egi.eu/about/egi-engage/metrics.html> and updated on a periodic basis (every 6 month).

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Objective** | **Metric ID** | **Metric** | **Type** | **Polarity** | **Target PY1** | **Target PY2** | **Target PY3** |
|  |  |  |  |  |  |  |  |
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## Activity Metrics

This section lists the activity metrics for each of EGI-Engage’s activities.

### NA1 – Project Management

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

### NA2 – Strategy, Policy and Communication

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

### JRA1 – E-Infrastructure Commons

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

### JRA2 – Platforms for the Data Commons

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

### SA1 – Operations

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

### SA2 – Knowledge Commons

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric ID** | **Metric** | **Type** | **Task** | **Comments/Explanation** |
|  |  |  |  |  |
|  |  |  |  |  |

# EGI-Engage gender plan

Mainstreaming genders in a project is a task that falls under the responsibility of the project’s coordinator. However, the actual gender mainstreaming within activities allows for considering that all project’s partners are to consider how they will mainstream gender issues within and outside their projects’ activities. Most of the partners in EGI-Engage are organisations with an established policy of equal gender opportunities. The EGI-Engage management is committed to ensure equal opportunity, according to EU rules and guidelines, when hiring the new project staff. In parallel, the project coordinator will strive to keep the institutions that are part of the consortium positively motivated towards gender issues by raising awareness at management level.

# Conclusions

The quality plan within EGI-Engage project identifies the quality requirement of the project and document steps required to demonstrate project compliance. It provides guides and directions on how quality will be managed and validated. It also describes Quality Assurance and Quality Control processes within the project.

Quality Assurance process will be responsible for assessing if quality guidelines (section 2), defined in Quality Plan, are being followed and weather are still appropriate for the project.

A multi-phase review mechanism will be put in place to ensure that the formal output of the project is of a high quality. This takes place through technical review within the activity responsible for the initial work, review external to the producing activity to groups within the project that are consumers of the work, review across all activities of the project through the Activity Management Board, and then finally alignment with the managerial aspects of the project through the Project Management Board. While specifically focused on the project’s milestones and deliverables, this process of open review is used across all aspects of the project.

Quality Control process will collect and monitor the Key Performance Indicators (KPIs) and activity metrics (section 3). Metrics will provide a continuous approach to monitoring the performance of an activities or tasks. This document defined a set of metrics that will be used to monitor the performance of each activity and its tasks within the EGI-Engage project. Overall progress towards these metrics will be summarised and analysed periodically and recommendations will be made for the future of the infrastructure.

1. [https://wiki.egi.eu/wiki/EGI-Engage:Quality\_Plan](https://wiki.egi.eu/wiki/EGI-Engage%3AQuality_Plan) [↑](#footnote-ref-1)
2. [https://wiki.egi.eu/wiki/EGI-Engage:Deliverables\_and\_Milestones](https://wiki.egi.eu/wiki/EGI-Engage%3ADeliverables_and_Milestones) [↑](#footnote-ref-2)
3. <http://indico.egi.eu> [↑](#footnote-ref-3)
4. <http://documents.egi.eu> [↑](#footnote-ref-4)
5. <http://rt.egi.eu> [↑](#footnote-ref-5)
6. <http://egi.eu> [↑](#footnote-ref-6)
7. <http://wiki.egi.eu> [↑](#footnote-ref-7)
8. <http://www.egi.eu/about/logo_templates> [↑](#footnote-ref-8)
9. <http://creativecommons.org/licenses/by/4.0/> [↑](#footnote-ref-9)
10. <http://fitsm.eu> [↑](#footnote-ref-10)
11. <https://wiki.egi.eu/wiki/Instructions_for_Production_Tools_teams> [↑](#footnote-ref-11)
12. <http://opensource.org/licenses> [↑](#footnote-ref-12)
13. Houghton, John, Alma Swan, and Sheridan Brown. “Access to Research and Technical Information in Denmark.” Monograph, April 2011. http://eprints.soton.ac.uk/272603/ [↑](#footnote-ref-13)
14. <http://documents.egi.eu/> [↑](#footnote-ref-14)
15. <https://www.egi.eu/sso/> [↑](#footnote-ref-15)
16. <http://rt.egi.eu/> [↑](#footnote-ref-16)
17. <http://metrics.egi.eu/> [↑](#footnote-ref-17)