

PROLOGUE

It gives me great pleasure to write a prologue for this book by Raghav Nandyal. In the context of this preview, I would like to emphasize on two key ideas: namely practitioners who are passionate about their work and a customer who demands quality. As Watts Humphrey has very lucidly pointed out, the customer will not be able to get quality software, if the customer does not expect quality. This book emphasizes evaluation of the processes with which to eventually improve the process for obtaining quality in software or the work-product.

Furthermore, as regards passion, that is the ingredient that distinguishes between superior and mediocre results. More specifically, the lack of passion in any endeavor including software development, design, implementation, and related activities results in poor quality products.

I was involved as an appraisal team member in the sequence of diagnostic appraisals namely, SCAMPI Class C and SCAMPI Class B that preceded the final SCAMPI Class A appraisal led by Raghav Nandyal, as a customer of a subcontract organization. I have witnessed first hand the dramatic improvements a rigorous, credible and *a value added or qualitative appraisal* can render by effectively highlighting process discontinuities which lie unexplored.

This book illustrates practical implementations of the appraisal method described in the SCAMPI Method Definition Document published by the Software Engineering Institute. It documents and publishes SITARA appraisal best practices that have resulted from the conduct of numerous appraisals led by Raghav Nandyal. I have no doubt in my mind that application of the SITARA appraisal best practices described in this book would go a long way in building a passion to excel by advancing the state of the practice through effective process evaluation as a pre-requisite to improve process and product quality.

Raghav Nandyal's book is a welcome addition to the available literature on Software Quality Assurance since both these ideas are incorporated in the book from multiple perspectives. The book is superior primarily because of Raghav's passion for not only process improvement but his tremendous passion for every aspect and every detail associated with quality of the software engineering process and the resulting product quality.

Srini Kankanahalli, Ph.D., CISSP, CISM
Adjunct Faculty, University of Maryland
CTO and Vice President of Engineering,
ClearAvenue, LLC (www.clearavenue.com)
srini@clearavenue.com