

## What We Do

Michael Fagan Associates conducts 3 day training classes with software development teams, bringing together the whole team responsible for creating the product, including:

- software engineers
- testers
- quality and process engineers
- project managers and supervisors
- business analysts

The methods covered in the class have been successfully applied to all phases of the product life-cycle from requirements through development, testing, product maintenance, and service. Our goal is immediate implementation of the methods and skills that we teach starting the day after class so that the results can also be immediately achieved.

The Fagan Defect-Free Process involves changing and improving how the whole development organization works. This means the team of managers, analysts, designers, developers, testers, maintainers, documenters, etc., must understand how to use this process and how it will help them achieve these goals.

Change takes time! Our course will take you through the steps needed to make these changes in your organization. Having proven its effectiveness in class, almost all organizations implement what they learned starting the day after class.

Since the training case studies involve actual products that the team is developing, real work is done during the class and real work issues are addressed. For these reasons, managers need to be involved in the class itself. The Fagan Defect-Free Process successfully adds function to new or existing code of a very diverse set of products in a broad spectrum of businesses, including:

- Communications
- Embedded Systems
- Medical devices
- Financial applications
- E-commerce applications
- Computer Hardware and Software
- National Defense
- Aircraft systems and production
- Mathematical model

We use English prose for requirements and design, and a wide selection of software languages including Visual Basic, COBOL, FORTRAN, C, C++, C#, PERL, and several proprietary

**operating system languages. AGILE, SCRUM, Waterfall, PSP and TSP work processes have all enjoyed improvement.**

**Participating organizations range from SEI PMM/CMM maturity levels-1 to 5. (Yes, SEI Level-5 organizations have improved their processes right in the class!) Company sizes range from 24 to 4000 engineers and managers trained so far. Work groups within these companies range from two up to several hundred working on the same project.**

**This process is applicable to almost any work products - if it can have a defect, this process can improve it.**

- **Proposals and Quotes**
- **Project Plans**
- **Requirements**
- **System Architecture**
- **Functional Specifications**
- **Software (Logic) and Hardware Design**
- **Hardware Schematics**
- **Code**
- **Legacy Software (Involving a variety of notations, methods (including OO), and coding languages (C, C++, Java, HTML, PERL, Ada, Assembler, etc.)**
- **Test Plans and Cases**
- **User and Process Documentation**
- **Installation Specifications**
- **Training plans and materials**
- **SYSGEN and Site Installation Procedures for Systems and Field Engineers**