



**Your Company Name**

# **System Quality Assurance Checklist**

Date

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Revision History

Date	Version	Author	Change

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## 1 Project Management (PM)

System Topics	Yes/No	Comments
<b>Procedural Controls</b>		
<ul style="list-style-type: none"> <li>Project planning organizational policy is available.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures available for establishing and reviewing project plans, commitments, complexity, costs, efforts, resources, facilities, personnel assignments.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures available for work breakdown.</li> </ul>		
<b>Resources</b>		
<ul style="list-style-type: none"> <li>PM assigned.</li> </ul>		
<ul style="list-style-type: none"> <li>PM can negotiate work commitments.</li> </ul>		
<ul style="list-style-type: none"> <li>PM trained in project planning and estimating.</li> </ul>		
<b>Documented Activities</b>		
<ul style="list-style-type: none"> <li>Project activities documented, e.g., statement of work, project plans, resource estimates, risk assessment, facilities, work breakdown structures, metrics, project status, control, management, and contract reviews, etc.</li> </ul>		
<b>Tracking and Oversight</b>		
<ul style="list-style-type: none"> <li>Policies exist to track project and oversight.</li> </ul>		
<ul style="list-style-type: none"> <li>Project uses procedures to track actual time, funding, costs, and QA results, work size and complexity, scope, corrective action, changes, commitments, agreements, plans, schedules, risk, and resources.</li> </ul>		



## 2 Methodology

System Topics	Yes/No	Comments
<b>Software Methodology</b>		
<ul style="list-style-type: none"> <li>Management has a formal methodology for software development projects and/or enhancement projects.</li> </ul>		
<ul style="list-style-type: none"> <li>Requirements used to establish software engineering and management.</li> </ul>		
<ul style="list-style-type: none"> <li>Allocated requirements change when adjustments are made to project plans, work products, and activities.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology allows for a formal and approved set of designs based on requirements.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology supports construction based on approved design information.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology supports integration of software elements into a working product.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology ensures formal testing of software components at specific process phases.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology ensures release and support of the final product.</li> </ul>		
<ul style="list-style-type: none"> <li>Measurements are used to determine the status of the completed activities throughout projects.</li> </ul>		
<ul style="list-style-type: none"> <li>Guidelines, standards, and/or procedures are used for product enhancements and replacements.</li> </ul>		
<ul style="list-style-type: none"> <li>Release process for enhancements includes full documentation of new functions by updating operating manuals and release notes.</li> </ul>		
<b>Application of Written Controls</b>		
<ul style="list-style-type: none"> <li>Plans and methodology support the use of standards, procedures, and guidelines for:               <ul style="list-style-type: none"> <li>Defining software requirements.</li> <li>Designing and building software.</li> <li>Integration of software components.</li> <li>Testing of components and integrated product.</li> </ul> </li> </ul>		



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System Topics	Yes/No	Comments
<ul style="list-style-type: none"> <li>○ Release and product support.</li> </ul>		
<ul style="list-style-type: none"> <li>• Projects follow a written organizational policy for project planning.</li> </ul>		
<ul style="list-style-type: none"> <li>• Projects follow a written organizational policy for managing requirements and design information.</li> </ul>		
<b>Technical Reviews During Development</b>		
<ul style="list-style-type: none"> <li>• Plans and methodology ensure technical reviews for:               <ul style="list-style-type: none"> <li>○ Requirements.</li> <li>○ Designs.</li> <li>○ Coding.</li> <li>○ Product test plans and scripts.</li> <li>○ Analysis of test results.</li> </ul> </li> <li>• Review outcomes help support improvements to the software process.</li> </ul>		
<b>Testing</b>		
<ul style="list-style-type: none"> <li>• Planned testing activities include:               <ul style="list-style-type: none"> <li>○ Unit testing.</li> <li>○ Integration testing.</li> <li>○ System testing.</li> <li>○ Release testing.</li> </ul> </li> <li>• All test documents are approved prior to use.</li> <li>• Process exists that assures errors found during testing are corrected and re-tested.</li> <li>• Test documents contain test cases with defined inputs, defined outputs, observed results, tester ID, and recorded errors.</li> </ul>		
<b>Requirements Information</b>		
<ul style="list-style-type: none"> <li>• Information exists about reusable software products or components, which describes the functions and capabilities of the reusable entity.</li> <li>• Reusable entity information is used during the software process for new and evolving products.</li> </ul>		
<b>Design Information</b>		
<ul style="list-style-type: none"> <li>• Design information exists on reusable software products or components.</li> </ul>		



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System Topics	Yes/No	Comments
<b>Code Listing</b>		
<ul style="list-style-type: none"> <li>Existing code information on the reusable software conforms to established code management practices.</li> </ul>		
<b>Performance and Maintenance History</b>		
<ul style="list-style-type: none"> <li>Performance and maintenance history records are available.</li> </ul>		
<ul style="list-style-type: none"> <li>Performance and maintenance records of reusable products are used to support the software process.</li> </ul>		
<b>Purchased Software Products and Services</b>		
<ul style="list-style-type: none"> <li>A formal organizational practice exists for selecting and managing product and service suppliers during the course of a project.</li> </ul>		
<ul style="list-style-type: none"> <li>Selection procedures include analysis of suppliers proven capabilities.</li> </ul>		
<ul style="list-style-type: none"> <li>Practices require purchased product specifications and documentation be evaluated prior to purchase.</li> </ul>		
<b>Compatibility with Bundled Product</b>		
<ul style="list-style-type: none"> <li>Purchased components are tested to assess compatibility with the bundled package.</li> </ul>		
<b>Virus Free Entity</b>		
<ul style="list-style-type: none"> <li>Evaluation practices for purchased products assure freedom from virus infection.</li> </ul>		
<b>Source Code</b>		
<ul style="list-style-type: none"> <li>Source listings conform to written standards for:               <ul style="list-style-type: none"> <li>Header information</li> <li>File naming</li> <li>Program description</li> <li>Revision record</li> <li>Coding style</li> <li>Modularity</li> <li>Annotation</li> <li>Variable definition</li> <li>Parameters for interaction.</li> </ul> </li> </ul>		



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System Topics	Yes/No	Comments
<b>Hardware Methodology</b>		
<ul style="list-style-type: none"> <li>A formal methodology, endorsed by management is used for all hardware development projects and/or enhancement projects.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology allows for approved requirements based on known processing needs.</li> </ul>		
<ul style="list-style-type: none"> <li>Requirements are used to establish a basis for hardware engineering and management use.</li> </ul>		
<ul style="list-style-type: none"> <li>Project plans, work products, and activities are modified when requirements change.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology requires formal and approved documentation.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology ensures a rigorous practice for hardware element integration into a working product.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology enforces a rigorous practice for testing hardware components at predetermined phases.</li> </ul>		
<ul style="list-style-type: none"> <li>Methodology enforces formal practices for release and support of the final hardware product.</li> </ul>		
<ul style="list-style-type: none"> <li>Measurements are used to determine the status of the activities performed for managing requirements and design information throughout projects.</li> </ul>		
<ul style="list-style-type: none"> <li>Hardware project plans document activities to be performed.</li> </ul>		
<ul style="list-style-type: none"> <li>Measurements are used to determine progress against planned activities.</li> </ul>		
<ul style="list-style-type: none"> <li>Adequate resources are provided for planning a hardware project.</li> </ul>		
<b>Application of Written Controls</b>		
<ul style="list-style-type: none"> <li>Plans and methodology enforce the use of standards, procedures, and guidelines for:               <ul style="list-style-type: none"> <li>Defining hardware specifications.</li> <li>Designing and building hardware.</li> <li>Integration of hardware components.</li> <li>Testing of components and integrated product.</li> <li>Release and support of product.</li> </ul> </li> </ul>		





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System Topics	Yes/No	Comments
<ul style="list-style-type: none"> <li>Installation procedures and testing diagnostics.</li> </ul>		
<ul style="list-style-type: none"> <li>Projects follow a written organizational policy for project planning.</li> </ul>		
<ul style="list-style-type: none"> <li>Projects follow a written organizational policy for managing hardware specifications and design information.</li> </ul>		
<b>Technical Reviews</b>		
<ul style="list-style-type: none"> <li>Plans and methodology ensure technical reviews for:               <ul style="list-style-type: none"> <li>Requirements.</li> <li>Designs.</li> <li>Drawings and specification analysis.</li> <li>Product test plans, scripts, and results.</li> <li>Engineering notebooks and logs.</li> </ul> </li> <li>Project managers review progress against planned activities.</li> </ul>		
<b>Testing</b>		
<ul style="list-style-type: none"> <li>Planned testing activities include:               <ul style="list-style-type: none"> <li>Integrated Committee testing.</li> <li>Functional hardware unit testing.</li> <li>Hardware release testing.</li> </ul> </li> <li>Test documents are approved prior to use.</li> <li>Mechanism exists that assures errors found during testing are corrected and re-tested.</li> <li>Reviewed test results are used as a basis for release.</li> <li>Product errors found during testing are used as feedback for the improvement of hardware processes.</li> </ul>		
<b>Purchased Hardware Products and Services</b>		
<ul style="list-style-type: none"> <li>Selection procedures include analysis of suppliers proven capabilities.</li> <li>Practices require that purchased product specifications and documentation be evaluated prior to purchase.</li> </ul>		



System Topics	Yes/No	Comments
Compatibility with Bundle Product		
<ul style="list-style-type: none"><li>Purchased components are tested to assess component compatibility with the bundled hardware.</li></ul>		

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### 3 Testing

System Topics	Yes/No	Comments
<b>Procedural Controls</b>		
<ul style="list-style-type: none"> <li>Policies exist for the testing process.</li> </ul>		
<ul style="list-style-type: none"> <li>Testing procedures describe:               <ul style="list-style-type: none"> <li>Test document development and its management.</li> <li>Testing types and levels required.</li> <li>Features and attributes.</li> <li>Test outcomes and acceptability.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Procedures describe which organizational groups are responsible for:               <ul style="list-style-type: none"> <li>Testing.</li> <li>Reviewing results.</li> <li>Distribution of results.</li> <li>Maintenance of documentation.</li> <li>Release of products based on test results.</li> <li>How testing errors are recorded, tracked and resolved.</li> <li>Where and when to use approved tools for testing.</li> <li>How to manage testing information within a testing tool environment.</li> <li>How software tools used in the testing process are evaluated and selected.</li> </ul> </li> </ul>		
<b>Test Document and Structure</b>		
<ul style="list-style-type: none"> <li>Testing documentation contains the following information:               <ul style="list-style-type: none"> <li>Document title.</li> <li>Document version.</li> <li>Accountability signatures.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Test plans contain the following information:               <ul style="list-style-type: none"> <li>Identification of component to be tested.</li> <li>Resource requirements.</li> <li>Schedules.</li> <li>Prerequisites for testing.</li> </ul> </li> </ul>		



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System Topics	Yes/No	Comments
<ul style="list-style-type: none"> <li>Test documentation contain the following information:               <ul style="list-style-type: none"> <li>References to design and requirements documentation.</li> <li>Data and test equipment specifications.</li> <li>Test environment description.</li> <li>Features and attributes.</li> <li>Criteria for acceptance and release of test components.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Finalized test cases contain the following information:               <ul style="list-style-type: none"> <li>Documented test cases with defined inputs, expected outputs, and actual outputs.</li> <li>Traceability of test cases to specifications.</li> <li>Error log.</li> <li>Actual results (not merely pass / fail) recorded where appropriate.</li> <li>Results summary.</li> <li>Analysis.</li> <li>Approval / release (before and after execution).</li> <li>Tester identification and date.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Test tracking records contain the following incident information:               <ul style="list-style-type: none"> <li>Tracking identifier/number.</li> <li>Traceability to test case.</li> <li>Corrective action taken.</li> <li>Results of retest.</li> <li>Timing (dates) of all activities.</li> </ul> </li> </ul>		
<b>Testing in the User Environment</b>		
<ul style="list-style-type: none"> <li>Organization performs pre-release testing in the user environment.</li> </ul>		
<ul style="list-style-type: none"> <li>Organizational prepared procedures describe how testing will be performed.</li> </ul>		
<ul style="list-style-type: none"> <li>Instructions for documenting test activity and results.</li> </ul>		
<ul style="list-style-type: none"> <li>Organization corrected the product or informed customer of known product limitations.</li> </ul>		



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System Topics	Yes/No	Comments
<b>Software</b>		
<ul style="list-style-type: none"> <li>Software development procedures exist for software testing activities.</li> </ul>		
<ul style="list-style-type: none"> <li>Test documents exist for:               <ul style="list-style-type: none"> <li>Unit level testing.</li> <li>Integration level testing.</li> <li>System level testing.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Test cases are approved prior to testing.</li> </ul>		
<ul style="list-style-type: none"> <li>Test cases are traceable to requirements and design specifications.</li> </ul>		
<ul style="list-style-type: none"> <li>Testing results are used to adjust or correct functions or operations.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures explain how corrected, enhanced, or modified software is tested for product feature effectiveness.</li> </ul>		
<ul style="list-style-type: none"> <li>Regression testing is performed for enhancements and feature and function corrections.</li> </ul>		
<ul style="list-style-type: none"> <li>Original test documents and records are used for regression testing purposes.</li> </ul>		
<b>Hardware</b>		
<ul style="list-style-type: none"> <li>Hardware testing procedures are used for the following (where appropriate):               <ul style="list-style-type: none"> <li>Components.</li> <li>Sub-units.</li> <li>Fully assembled units or systems.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Hardware compatibility testing procedures are used for bundled software products.</li> </ul>		
<b>Product Maintenance</b>		
<ul style="list-style-type: none"> <li>Procedures describe how repaired, enhanced or modified hardware is tested and its effectiveness.</li> </ul>		
<ul style="list-style-type: none"> <li>Original design documentation and test cases are used to support regression testing.</li> </ul>		
<ul style="list-style-type: none"> <li>Periodic hardware tests are performed to assure that performance specifications are valid.</li> </ul>		



System Topics	Yes/No	Comments
User Manual		
<ul style="list-style-type: none"><li>User manuals are reviewed and tested for correctness prior to release and distribution.</li></ul>		

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## 4 Configuration Management (Cm)

System Topics	Yes/No	Comments
<b>General</b>		
<ul style="list-style-type: none"> <li>Projects follow a written organizational policy for implementing configuration management.</li> </ul>		
<ul style="list-style-type: none"> <li>Configuration Management training is provided within the organization.</li> </ul>		
<b>Planned and User Activities</b>		
<ul style="list-style-type: none"> <li>A configuration management plan exists and is used.</li> </ul>		
<ul style="list-style-type: none"> <li>Resources and funding were allocated for CM planning and activities.</li> </ul>		
<ul style="list-style-type: none"> <li>CM Plans include activities for the following:               <ul style="list-style-type: none"> <li>Identify CM items.</li> <li>Base-line and version items.</li> <li>Control changes to items.</li> <li>Establish and manage repositories.</li> <li>Report status of items.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Responsibility for coordinating and implementing configuration management exists.</li> </ul>		
<ul style="list-style-type: none"> <li>Training was provided for individuals configuration management activities, including objectives, procedures, and methods for performing their activities.</li> </ul>		
<ul style="list-style-type: none"> <li>Defined procedure for access privileges have been set and are used.</li> </ul>		
<ul style="list-style-type: none"> <li>CM tools are used for CM implementation.</li> </ul>		
<ul style="list-style-type: none"> <li>CM tool users have been trained for their use.</li> </ul>		
<b>Glossary of Items</b>		
<ul style="list-style-type: none"> <li>Configuration items are defined.</li> </ul>		
<ul style="list-style-type: none"> <li>A configuration management library repository exists for the work product baselines.</li> </ul>		
<ul style="list-style-type: none"> <li>The repository is used to manage and control access to the CM items.</li> </ul>		



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System Topics	Yes/No	Comments
<b>Change Management</b>		
<ul style="list-style-type: none"> <li>Procedures exist for change requests and problem reports for configuration items/units initiated, recorded, reviewed, approved, and tracked.</li> </ul>		
<ul style="list-style-type: none"> <li>Methods exist to restore previous work items in case of problems.</li> </ul>		
<b>Version Management</b>		
<ul style="list-style-type: none"> <li>Procedures describe a methodology for establishing versions.               <ul style="list-style-type: none"> <li>Major releases.</li> <li>Maintenance releases.</li> <li>Individual hardware / software items.</li> <li>Custom work.</li> </ul> </li> <li>Version management procedures ensure traceability to documentation and records.</li> </ul>		
<b>Status of CM Items</b>		
<ul style="list-style-type: none"> <li>Status of configuration items and units are recorded.</li> <li>Configuration management report activities are communicated to respective groups and individuals.</li> <li>Status information is provided to management.</li> <li>Base audits are performed.</li> </ul>		





## 5 Documentation and Records Management

System Topics	Yes/No	Comments
<b>Control of Records</b>		
<b>Documents that Direct Work Activity</b>		
<ul style="list-style-type: none"> <li>Policies and procedures are used to manage and maintain documentation.</li> </ul>		
<ul style="list-style-type: none"> <li>Review of procedures and policies are performed periodically.</li> </ul>		
<ul style="list-style-type: none"> <li>Responsibilities are defined for reviewing / approving new and/or revised documents.</li> </ul>		
<ul style="list-style-type: none"> <li>A notification / distribution process exists for newly approved documents.</li> </ul>		
<ul style="list-style-type: none"> <li>Outdated and superseded documents are removed from circulation and destroyed.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures include mechanisms for version control of policies and procedures.</li> </ul>		
<b>Technical Documentation</b>		
<ul style="list-style-type: none"> <li>A procedure exists for managing technical documents associated with computer products and services.</li> </ul>		
<ul style="list-style-type: none"> <li>Format and content standards exist for technical documents.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist for review and approval of these documents.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist for making these documents available for use within the organization.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist for archiving and/or retention of these documents?</li> </ul>		
<b>User Documentation</b>		
<ul style="list-style-type: none"> <li>Procedures exist for management and control of manuals.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist to inform end users how to operate and use the computer products.</li> </ul>		
<ul style="list-style-type: none"> <li>Format and content standards exist for user documentation.</li> </ul>		



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System Topics	Yes/No	Comments
<ul style="list-style-type: none"> <li>Procedures exist that define how users will be notified of manual changes.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist that define how user manual changes are to be kept in sync with product or system changes.</li> </ul>		
<b>Supporting Records</b>		
<ul style="list-style-type: none"> <li>Procedures exist that define how to manage and control supporting records, e.g., technical reviews, problem resolution, error logs.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist that define what supporting records need to be maintained.</li> </ul>		
<ul style="list-style-type: none"> <li>A record retention schedules exists and is used.</li> </ul>		
<b>Electronic Documents and Records</b>		
<ul style="list-style-type: none"> <li>A policy exists for managing electronic records.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist for managing electronic records:               <ul style="list-style-type: none"> <li>Maintain audit trails.</li> <li>Sign electronic documents.</li> <li>Retention life of document.</li> <li>Record access and administration.</li> </ul> </li> </ul>		



## 6 Security

System Topics	Yes/No	Comments
<b>General</b>		
<b>Security Policies and Procedures</b>		
<ul style="list-style-type: none"> <li>A policy exists for the following security items: <ul style="list-style-type: none"> <li>Computer security goals.</li> <li>Use of passwords.</li> <li>Roles and responsibilities.</li> <li>Virus protection.</li> <li>Disaster recovery.</li> </ul> </li> <li>Password procedures describe non-compliance consequences.</li> <li>Responsibilities exist for implementing and administering security functions.</li> <li>Employees are trained in computer security policies and rules.</li> <li>Computer security administrators are trained to fulfill their functions.</li> </ul>		
<b>Security Administration</b>		
<ul style="list-style-type: none"> <li>Security measures are designed to mitigate unauthorized changes, theft, and threats.</li> <li>Procedures exist to implement the following: <ul style="list-style-type: none"> <li>Logical and physical security.</li> <li>Establish and maintain access.</li> <li>Detect and report incidents.</li> <li>Compliance evaluation.</li> </ul> </li> </ul>		
<b>Security Tools</b>		
<ul style="list-style-type: none"> <li>Security tools are evaluated relative to the security goals.</li> <li>Approved tools are periodically evaluated for suitability.</li> <li>Tools are made available to the individuals administering security.</li> </ul>		



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System Topics	Yes/No	Comments
<b>Software Virus Program</b>		
<ul style="list-style-type: none"><li>• Programs are available to prevent the introduction of viruses.</li></ul>		
<ul style="list-style-type: none"><li>• Virus programs provide proactive detection and elimination.</li></ul>		
<b>Backup and Recovery</b>		
<ul style="list-style-type: none"><li>• A program exists to backup mission critical work products, tools, and files.</li></ul>		
<ul style="list-style-type: none"><li>• Procedures exist for periodic backup.</li></ul>		
<ul style="list-style-type: none"><li>• Procedures provide for systematic recovery during a disaster.</li></ul>		
<ul style="list-style-type: none"><li>• The disaster recovery procedures have been tested.</li></ul>		



## 7 Training and Education

System Topics	Yes/No	Comments
<b>General</b>		
<b>Controls</b>		
<ul style="list-style-type: none"> <li>A training policy exists.</li> </ul>		
<ul style="list-style-type: none"> <li>Policies and procedures describe the following::               <ul style="list-style-type: none"> <li>Job descriptions.</li> <li>Training requirements for each job description.</li> <li>Training and education to maintain and improve skills.</li> </ul> </li> </ul>		
<b>Training and Education Records</b>		
<ul style="list-style-type: none"> <li>Organization maintains records of training and education.</li> <li>Records are maintained and are up to date.</li> <li>Management reviews records to ensure objectives.</li> </ul>		
<b>Training and Education Plans</b>		
<ul style="list-style-type: none"> <li>Employee training and education plans are maintained.</li> <li>Management reviews employee training plans.</li> <li>Training and education plans identify the skills required with a schedule to satisfy them.</li> </ul>		
<b>Training and Education Responsibilities</b>		
<ul style="list-style-type: none"> <li>Someone (or a group) is assigned responsibility for training and education.</li> <li>Sufficient resources have been provided to carry out the training and education program.</li> </ul>		



## 8 Maintenance

System Topics	Yes/No	Comments
<b>General</b>		
<b>Procedural Controls</b>		
<ul style="list-style-type: none"> <li>Procedures exist for product maintenance.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist for:               <ul style="list-style-type: none"> <li>Listing reported problems.</li> <li>Problem analysis.</li> <li>Problem resolution.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>Support maintenance procedures exist for:               <ul style="list-style-type: none"> <li>Contracts.</li> <li>Support escalation for mission critical applications.</li> </ul> </li> </ul>		
<b>Reporting of known problems</b>		
<ul style="list-style-type: none"> <li>Procedures exist to notify customers of known problems.</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures exist to proactively provide notification for problems relating to:               <ul style="list-style-type: none"> <li>Data collection.</li> <li>Data processing.</li> <li>Display information.</li> <li>Computer security.</li> <li>Safety.</li> </ul> </li> </ul>		