



# **CMC Software Solution Corporation Competency Profile**

Updated: May 2011

**TABLE OF CONTENTS**

1	Basic Information .....	3
1.1	Contact information.....	3
1.2	Organization and infrastructure .....	3
1.3	Work Week .....	3
1.4	Office Hours.....	4
1.5	Protection of Intellectual Property.....	4
1.6	Travel.....	4
1.7	Taxation and Payroll.....	4
1.8	Local Government Support.....	4
1.9	Technology Restrictions .....	4
1.10	Activities .....	4
1.10.1	IT services .....	4
1.11	Business Process Outsourcing services.....	5
1.12	Orientation.....	5
1.13	Language Skills.....	6
2	Skills and Experiences.....	6
2.1	Process / Method / Framework.....	6
2.2	OS & Infrastructure .....	6
2.3	Programming .....	7
2.3.1	Network programming.....	8
2.3.2	Embedded systems skills .....	8
2.4	Database/DB front end/File Access.....	8
2.5	OLAP and Business Intelligence (BI) .....	9
2.6	Middleware Technology.....	9
2.7	Server Products .....	9
2.8	Business System .....	10
2.9	IDEs .....	10
2.10	Vertical Application skills.....	11
2.11	Smartphone platforms.....	11
2.12	Web frameworks .....	11
2.13	Education/Training .....	11
3	Recruiting Process.....	12
3.1	Organization of your HR Department .....	12
3.2	Recruiting Objectives.....	12
3.3	Recruiting Philosophy .....	12
4	Project process .....	12
4.1	Examples of Completed projects.....	12
4.2	Process description .....	13
4.3	Process history .....	14
5	Quality Program .....	15
5.1	Quality standards.....	15
5.2	Quality organization .....	15

## 1 BASIC INFORMATION

### 1.1 Contact information

Company name	CMC Software Solution Company Limited (CMCSoft)
Address	Lot C1A, Handicraft & Manufacturing Industrial Zone, Cau Giay District, Hanoi, Vietnam
Province	
City	Hanoi
Postal Code	10000
Phone	+844 3943-9066
Fax	+844 3943-9067
Web site	www.cmcsoft.com
Executive Contact	tvvanh@cmc.com.vn
Business contact	outsource@cmc.com.vn
Founding Date	1996

### 1.2 Organization and infrastructure

Organization form Co. Ltd.

Are you a subsidiary CMC Group

	2007	2008	2009	2010
Number of Employees	254	300	320	300
Number of Developers	198	210	220	200

Internet connection	✓ leased line	✓ FTTH	other: ADSL
Connection speed	✓ 4 x 512 Kbs	✓ 8 X 32M	✓ 6 X 2M ✓ 1 X 4M

### 1.3 Work Week

Monday – Friday



Sunday – Thursday

Other

✓ Monday – Friday [44 hours/week]

1.4 Office Hours

Workday typically begins at 08:00 A.M. and finishes at 06:00 P.M.

Willingness to work overtime Yes ✓ No

1.5 Protection of Intellectual Property

Measures are taken to protect intellectual property:

- Product license: to be used only by the project team members
- Code/documentation: to be secured by configuration management environment AND non-discloser agreement with employees.

1.6 Travel

Are on-site engagements parts of your offshore strategy? Yes ✓ No

Do you have dedicated personnel to assist in travel (visa, tickets, etc.)? Yes ✓ No

Do your employees on foreign assignment have company credit cards? Yes ✓ No

1.7 Taxation and Payroll

What are the unique taxation or payroll issues that impact your salary policies?

None.

1.8 Local Government Support

Are there any government programs that provide you an advantage in being competitive?

No VAT tax and no company income tax for 4 years (normally there is 25% income tax imposed) for software development business.

1.9 Technology Restrictions

Is there any government restrictions placed on technology developed by or used by your company?

None.

1.10 Activities

1.10.1 IT services

	Primary	Secondary	Potential	None
Application software development	✓			
Software outsourcing & off-shoring	✓			



## CMCSOFT COMPETENCY PROFILE

Business process outsourcing	✓			
System software development		✓		
System integration		✓		
Network services		✓		
Consultancy		✓		
Content Management		✓		
Education				✓
Research			✓	

### 1.11 Business Process Outsourcing services

	Primary	Secondary	Potential	None
Customer Relationship Management			✓	
Accounts Receivable/Payable				✓
Data Entry and Verification	✓			
Billing and Collection				✓
Generic Call Center			✓	
Order Processing			✓	
Online Content Management		✓		

### 1.12 Orientation

Industry specific	Primary	Secondary	None
Telecommunications & Media		✓	
Manufacturing & Aerospace		✓	
Health & Pharmaceuticals			✓
Travel & Transportation			✓
Process & Petroleum			✓
Distribution & Retail			✓
Banking & Finance	✓		
Government	✓		
Education	✓		
Insurance	✓		
Utilities		✓	
Research		✓	

#### Geographical

	primary	secondary	none
Home country	✓		
Western Europe	✓		
Eastern Europe & Russia		✓	



## CMCSOFT COMPETENCY PROFILE

USA/Canada	✓		
Japan	✓		
Asia		✓	
Worldwide		✓	

### 1.13 Language Skills

	% people fluent	% people basic skills	% people no skills
English	35%	55%	10%
German	0%	1%	99%
French	3%	2%	95%
Japanese	2%	4%	94%

## 2 SKILLS AND EXPERIENCES

### 2.1 Process / Method / Framework

	# strong	# moderate	# basic
IT Service Management	5		
ITIL		2	
PMI Cert			
PRINCE2			
PROPS			
RUP	22	35	100
SCRUM	5	16	5
SOA	2	4	12
XP (Extreme Programming)	1	5	5

### 2.2 OS & Infrastructure

	# strong	# moderate	# basic
Cisco IOS			
Citrix			
HP Openview	20	20	20
HP-UX			
IP-Telefoni			
Mac OS X	>3	>5	
MS Windows 2000 Server	>20	>30	
MS Windows Server 2003	>20	>30	
MS Windows Server 2008	>10	>30	
MS Windows Terminal Services	>5	>10	
MS Windows Vista	>50	>50	
MS Windows 7	>50	>50	

MS Window Phone 7	>5	>10	
Active Directory	>20	>50	
Android	>5	>10	
Bada (Samsung)	1	2	
LDAP	>2	>5	
NAS			
Novell Netware		2	
SAN		2	
Linux	>15	>30	
Sun Solaris	>3	>10	
VMWare	>2	>10	
VPN	>3	>30	
Data Center			
LAN/WAN	>150	>50	30
Ethernet	>150	>50	30
IBM AIX			
IBM Tivoli			
Intel PC x86	>150	>50	30
IBM AS/400	>2	>5	
IBM S Series			
IBM P Series			
IBM RS/6000		>2	>2
IBM RS/9000			
Silicon Graphics			

## 2.3 Programming

	# strong	# moderate	# basic
MS .NET	>50	>50	
ASP.NET	>50	>50	
VB.NET	>50	>50	
C#	>50	>50	
Silver Light	>5	>10	
Windows Scripting Host		2	
Visual Basic	>50	>50	
MFC	>5	>10	
C/ C++	>5	>10	
Objective C	>5	>10	
Cobol			5
Delphi		3	5
ActiveX	2	4	
Java EE (J2EE)	>15	>25	10
Java ME	>5	>10	
Java SE	>15	>25	10
JSP/Servlet	>15	>25	10
Swing	>15	>25	10
EJB	>15	>25	10
HTML	>50	>50	
ASP	>50	>50	
CGI	>5	>10	
CSS	>5	>10	



## CMCSOFT COMPETENCY PROFILE

Javascript	>50	>50	
ActionScript	>50	>50	
AJAX	>5	>10	
Perl	>5	>10	
PHP	>5	>10	
Python		5	5
XML	>50	>50	
DHTML	>5	>10	
Flex/Flash	>5	>10	
Ruby		3	2
Erlang			
HP Mercury Loadrunner			
HP Mercury TestDirector			
IBM Rational ClearCase			
IBM Rational ClearQuest			
Maemo			
Mobile Linux			
QT		1	1
REST		2	
ANSI SQL	20	35	20
PL/SQL		>10	
Transact-SQL			
Symbian S60		1	1

### 2.3.1 Network programming

	# strong	# moderate	# basic
TCP/IP		10	
HTTP, FTP		10	
Socket		10	

### 2.3.2 Embedded systems skills

Embedded C	1	3	
GNU development tools			
TRON		2	
T-Engine		2	
eCos			
RTLinux	1	3	
Embedded Linux		3	
Symbian		2	
Windows CE	2	4	

### 2.4 Database/DB front end/File Access

	# strong	# moderate	# basic
DB2 Universal DB	2	3	1
Informix	2	1	1
MS FoxPro	3	15	7



## CMCSOFT COMPETENCY PROFILE

MS SQL Server	>40	>50	
MySQL	>40	>50	
ODBC	>20	>25	>50
Oracle7,8,9,10,12	5	35	15

### 2.5 OLAP and Business Intelligence (BI)

	# strong	# moderate	# basic
Design DWH	2	4	
Implement ETL tools	10	6	
Analysis and Report tools	9	7	
DB design, administration	9	7	

### 2.6 Middleware Technology

	# strong	# moderate	# basic
CORBA		2	
EJB	>5	>20	
Microsoft COM/DCOM	>5	>20	
JINI, RMI	>5	>20	
Web Services	>15	>20	
MTS			

### 2.7 Server Products

	# strong	# moderate	# basic
BEA Weblogic		2	
Cognos	2	4	
EMC Documentum			
EPiServer			
IBM Websphere Application Server	3	10	
IBM Websphere Business Integrator		3	
IBM Websphere Message Broker		2	
IBM Websphere MQ			
IBM Websphere Portal Server		5	
IBM Lotus Domino	1	3	
IBM FileNet	4	6	
Jboss	2	8	10
MS Biztalk			
MS Exchange Server	3	30	
MS SharePoint Server	10	>20	
MS SourceSafe	>50	>50	
Oracle Application Server	2	12	6
SAP Enterprise Portal		1	2
SAP NetWeaver Application Server			
Tibco			
WebMethods			
Proxy Server		5	
Java Web Server		5	
Apache	4	15	10
Tomcat	4	10	5

**2.8 Business System**

	<b># strong</b>	<b># moderate</b>	<b># basic</b>
Baan			
Dynamics AX			
JD Edwards			
Oracle e-Business		4	2
Oracle Financials		2	
Oracle Forms		5	1
Oracle Report		5	1
PeopleSoft Finance			
PeopleSoft HR			
PeopleSoft Technical			
SAP ABAP	>5	>20	
SAP Authorisations			
SAP BAPI			
SAP Business Connector			
SAP Business Intelligence		1	5
SAP Corporate Services			
SAP Customer Relationship Management			
SAP Enterprise Portal			
SAP Financials		1	5
SAP HR		1	5
SAP Materials Management			
SAP Media			
SAP Netweaver			
SAP Oil & Gas			
SAP Payroll		1	5
SAP Plant Maintenance			
SAP Production Planning			
SAP Project System		1	5
SAP Retail		1	5
SAP Sales & Distribution		1	5
SAP Supplier Relationship Management			
SAP Supply Chain Management			
SAP System Administration			
SAP Utilities			
SAP Workflow		1	3
SAP XI			
SAS			
SAP Product Data Management			

**2.9 IDEs**

	<b># strong</b>	<b># moderate</b>	<b># basic</b>
WebSphere Studio	3	15	10
Forte for Java			
Windows CE Platform Builder	3	5	
JBuilder	3	5	
Eclipse	>10	>20	



## CMCSOFT COMPETENCY PROFILE

JDeveloper	>10	>20	
Microsoft Visual Studio	>50	>50	
NetBean	>5	>25	
ZendStudio	5	10	3
Power Builder	5	10	

### 2.10 Vertical Application skills

	# strong	# moderate	# basic
Insurance	10	20	15
Higher Education	5	15	10
Government	10	15	10
CRM	5	10	
HRM	5	10	
CMS	10	20	
Retail/Wholesale	5	10	
E-commerce/M-commerce	>20	>20	
Network monitoring	3	5	

### 2.11 Smartphone platforms

	# strong	# moderate	# basic
iPhone	2	>10	
Android	5	>10	
Symbian	1	>10	
Window Phone	4	>10	

### 2.12 Web frameworks

	# strong	# moderate	# basic
Joomla	4	10	
Facebook	1	2	
Drupal	2	6	3
WordPress	4	10	
Spring	>5	>10	
Hibernate	>5	>10	
JSF	>5	>10	
SEO		2	2

### 2.13 Education/Training

Background	College degree	[ 35 ]%
	University degree	[ 60 ]%
	2nd or higher degree	[ 5% ]%

Special certificates	MCSE	7
	MCSA	5
	OCP	2



(Lotus) CLP 4 (dual: 2)  
 Cisco: CCNA (7), CCDA (2),  
 CCNP (3), CCDP (1), CCIE (1)

Available training	Internal training
	Self training
	Attend training courses

### 3 RECRUITING PROCESS

#### 3.1 Organization of your HR Department

5 persons in charge of HR.

#### 3.2 Recruiting Objectives

Specific skills have been focused on in our recruits over the last three years

- o Graduated with high grades from respected universities or colleges
- o Eager to work in ICT and software business
- o English skill
- o Experiences

#### 3.3 Recruiting Philosophy

The company wants to develop the intellectual, loyal and active people to work for the company in long term. Initial skills are not important.

### 4 PROJECT PROCESS

#### 4.1 Examples of Completed projects

	Industry and Customer	Project Description	Effort Scale	Technology
1	Finance. National Treasury	Management of the National Treasury's bond	300 man months	COM+, MS SQL Server, Oracle DB, Oracle AQ, MS Visual Studio
2	University management Universities in Vietnam	IU - Intelligent University Software Solution is an Education Information Management System for Vietnamese Universities and colleges. Information of university is integrated systematically to ensure	300 man months	Microsoft .Net Web-based architecture Db: Oracle OS: Windows (Vista, XP, Server2000)

		thorough communication and to provide public services for students and teachers. IU has been in use by a large number of Vietnamese universities and colleges.		
3	Finance/insurance. Vietnam Insurance Corporation	Non-life insurance management. Automation of working process in non-life insurance, e.g., product development, underwriting, claim evaluation, compensation, statistical data gathering and processing.	900 man months	J2EE, Oracle DB 9i, Oracle OAS 9i, Oracle Advanced Queue, Rules Engine, IBM IAA, Eclipse, Oracle JDeveloper, IBM Rational Rose, CA ERWIN, Altova XMLSpy
4	Public administration. Vietnam Communist Party	Development of a workflow and document management system for the head quarter and branch offices.	150 man months	Linux, J2EE, Tomcat, JBoss, PostGRES SQL, Eclipse, public key encryption / decryption
5	Library Management National Library	Automation of library information management activities. Data interchange standards such as MARC21, Z39.50, ISO 10160-10161, SIP were required.	300 man months	Oracle DB, Oracle Forms and Reports, MS IIS, Borland JBuilder, Dublin Core, RDF, full text search

**4.2 Process description**

Phase name	Deliverables
Requirements	<ul style="list-style-type: none"> <li>Software Glossary Document</li> <li>Software Requirements Specification</li> <li>Supplementary Specification</li> <li>Use Case</li> <li>Use-Case Model</li> <li>Use-Case Package</li> <li>Use-Case Storyboard</li> <li>User-Interface Prototype</li> <li>Software Development Plan</li> <li>Quality Assurance Plan</li> <li>Project Report</li> <li>Product Acceptance Plan</li> </ul>
Design	<ul style="list-style-type: none"> <li>Data Model</li> <li>Design Class</li> <li>Design Model</li> <li>Design Package</li> <li>Design Subsystem</li> <li>Deployment Model</li> <li>Use-Case Realization</li> <li>Software Architecture Document</li> <li>Software Details Design Document</li> <li>Test Plan</li> <li>Project Report</li> </ul>

Development	Build Component Implementation Model Implementation Subsystem Integration Build Plan Project Report
Test	Test Case Test Data Test Plan Test Procedure Test Results Test Script Test Report Project Report
Deployment	Bill of Materials Deployment Plan Deployment Unit Software Deployment Document Release Notes
Support	End-User Support Material Training Materials
Configuration Change Management	& Change Request Configuration Audit Findings Configuration Management Plan

Kind of software/tools/methods we use at the following stages

Planning	Documenting	Testing
Microsoft Project Microsoft Word Microsoft Excel	Microsoft Word Microsoft Excel Microsoft Visio Rational Rose Rational XDE	Junit Nunit PHPUnit CPPUnit TestComplete OpenSTA XDE Tester
		In-house developed bug capturing and tracking software.

**4.3 Process history**

- a. Experience with remote development.  
Since 2003 about 30 projects with Japanese, European and US clients have been completed.
- b. Percentage of projects that came in on budget, and lessons learned from those that significantly exceeded specified budget.  
70% on budget.  
Lessons learned:
  - emphasize on Requirement Management Process
  - early and frequently communicate with customers
- c. Percentage of projects that came in on time, and lessons learned from those that did not meet

schedule objectives.  
65% on time.

Lessons learned:

- emphasize on progress tracking and estimation skills
- risk management and contingency.

## 5 QUALITY PROGRAM

### 5.1 Quality standards

ISO 9001 Certificate	No	Yes ✓	Assessed & certificated by TUV in 2005
ISO 27001	No	Yes ✓	
CMMI 3	No	Yes ✓	

### 5.2 Quality organization

Quality Manager (QM)	No	Yes ✓	Since: 2004
Dedicated QM?	No	Yes ✓	% of time with function: 100%
Quality Rep for each project	No	Yes ✓	Expl.: based on project plan, person assigned to review / walkthrough artifact & activities
Internal Audits	No	Yes ✓	Frequency: monthly
Defect tracking	No	Yes ✓	expl: defects are reported by review report. For bugs: keep tracked in Bug fix status table.
Executive Participation	No	Yes ✓	expl: Board of Director of CMCSOFT receive report from QM and participate in peer reviews.