



## FACIT-SME Project

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### Facilitate IT-providing SMEs by Operation-related Models and Methods

#### FP6-IST-4 Project 2009

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[CONETIC - Confederación Española de Empresas de Tecnologías de la Información, Comunicaciones y Electronica, Spain](#)  
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[PIN-SME - Pan European ICT & eBusiness Network for SMEs, Italy](#)

#### Overview

The FACIT SME project addresses SMEs operating in the ICT domain. The goals are (a) to facilitate the use of Software Engineering (SE) methods and to systematize their application integrated with the business processes, (b) to provide efficient and affordable certification of these processes according to internationally accepted standards, and (c) to securely share best practices, tools and experiences with development partners and customers. The project targets (1) to develop a novel Open Reference Model (ORM) for ICT SME, serving as knowledge backbone in terms of procedures, documents, tools and deployment methods; (2) to develop a customisable Open Source Enactment System (OSES) that provides IT support for the project-specific application of the ORM; and (3) to evaluate these developments with 5 ICT SMEs by establishing the ORM, the OSES and preparing the certifications. The approach combines and amends achievements from Model Generated Workplaces, Certification of SE for SMEs, and model-based document management. The consortium is shaped by 4 significant SME associations as well as a European association exclusively focused on the SME community in the ICT sector. Five R&D partners provide the required competences. Five SMEs operating in the ICT domain will evaluate the results in daily-life application. The major impact is expected for ICT SMEs by (a) optimising their processes based on best practise; (b) achieving internationally accepted certification; and (c) provision of structured reference knowledge. They will improve implementation projects and make their solutions more appealing to SMEs. ICT SME communities (organized by associations) will experience significant benefit through exchange of recent knowledge and best practises. By providing clear assets (ORM and OSES), the associations shape the service offering to their members and strengthen their community. The use of Open Source will further facilitate the spread of the results across European SMEs.

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