



DCMA Manual 2303-01, Volume 9

Surveillance: Software

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Purpose: This manual is composed of several volumes, each containing guidance and requirements for surveillance. In accordance with the authority in DoD Directive 5105.64 and DCMA Instruction 2303, “Surveillance,” this volume implements policy, assigns responsibilities, and provides procedures for the planning and execution of software surveillance.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY.

This volume applies to all DCMA functional specialists (FS) and their leadership performing, overseeing, or enabling software (SW) surveillance associated with contractor-developed SW.

1.2. POLICY.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA Manual (DCMA-MAN) 2303-01, “Surveillance.”

1.3. SPECIFIED FORMS AND INFORMATION COLLECTION.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

1.4. SUMMARY OF CHANGES.

This volume is a new issuance and must be reviewed in its entirety.

SECTION 2: RESPONSIBILITIES

2.1. DCMA COMPONENT HEADS AND CAPABILITY BOARD MANAGERS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

2.2. OPERATIONAL UNIT COMMANDERS, DIRECTORS, AND CENTER DIRECTORS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

2.3. CONTRACT MANAGEMENT OFFICE (CMO), COMMANDERS AND DIRECTORS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

2.4. FUNCTIONAL DIRECTORS, DEPUTIES, AND GROUP LEADERS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

2.5. SUPERVISORS.

In addition to assigned responsibilities pursuant to Section 2 of Volume 1 of DCMA-MAN 2303-01, supervisors must:

- a. Ensure FS who perform SW surveillance are enrolled or certified in the SW Professional Development Program (SPDP).
- b. Ensure FS who perform surveillance associated with SW product acceptance decisions are SPDP certified.
- c. Incorporate management controls in support of SW surveillance.

2.6. FS.

In addition to assigned responsibilities pursuant to Section 2 of Volume 1 of DCMA-MAN 2303-01, the FS must:

- a. Enroll or be certified in the SPDP before performing SW surveillance.
- b. Be SPDP certified before accepting product or providing concurrence to another FS (e.g., quality assurance specialist) on their acceptance of product containing embedded SW.

2.7. ADMINISTRATIVE CONTRACTING OFFICERS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

SECTION 3: SURVEILLANCE OVERVIEW

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

3.1. SURVEILLANCE OVERVIEW.

- a. The FS performs SW surveillance on SW being developed (e.g., embedded or stand-alone) for a contract, program, or facility.
- b. The SW FS performs surveillance by engaging multi-functional teams to include engineering, quality assurance, program management, and production (e.g., progress and performance). Pursuant to Subpart 42.302(a) of the FAR, DCMA will perform surveillance to assess compliance with contractual terms for schedule, cost, and technical performance, and perform surveillance of the contractor's engineering and SW development efforts and management systems, unless withheld by the program office. The FS must perform NASA-related surveillance in accordance with Volume 1 of DCMA-MAN 3101-03, "National Aeronautics and Space Administration Process Support."
- c. The FS must be enrolled in SPDP before performing surveillance. This ensures the FS is qualified to perform SW surveillance and has a mentor to support surveillance execution. The FS must be certified in SPDP before accepting product.
- d. The FS will document only the SW key contract requirements (KCR) associated with a process that will require surveillance in Product Data Reporting and Evaluation Program (PDREP) (See Paragraph 4.1.). Guidance related to KCRs that do not require surveillance is posted on the resource page of DCMA-MAN 2501-01, "Contract Receipt and Review."

3.2. SURVEILLANCE GUIDANCE.

In addition to this volume, the FS must perform SW surveillance in accordance with these resources, linked on the resource page of this volume:

a. SW Planning Resource.

Provides guidance to support planning and alignment of tasks associated with surveillance processes.

b. SW Risk Assessment Resource.

Provides guidance on risk thresholds and potential risk rationale statements.

c. SW Metrics Resource.

Provides guidance for SW measures and metrics that can be utilized to perform and inform surveillance.

d. Surveillance Plan Evaluation Checklist.

A checklist to assist supervisor or delegate with evaluation of annual surveillance plan review.

e. SW Examples SharePoint Site.

This site provides examples for all stages of surveillance and will be updated as examples are vetted.

SECTION 4: RISK ASSESSMENT

4.1. PREPARING FOR RISK ASSESSMENT.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. The FS must identify contractor processes associated with a KCR for surveillance. The most current list of SW processes related to KCRs is posted on the resource page of Volume 1 of DCMA-MAN 2303-01. Contractor processes for consideration are:

- KCR-SW-0001 - SW Quality Assurance
 - SW quality assurance plan or equivalent
 - SW quality assurance audit
 - Internal corrective action
- KCR-SW-0002 - SW Configuration Management
 - SW configuration management plan or equivalent
 - SW configuration management audit
 - SW configuration management control of tool(s)
- KCR-SW-0003 - SW Management
 - SW development plan
 - SW problem report
 - SW peer review
 - SW cost and schedule
 - SW risk management
- KCR-SW-0004 - SW Subcontract Management
 - Prime control of subcontractor(s)
 - Contractor's purchasing system and contractor's purchasing system reviews
- KCR-SW-0005 Program Level Processes or Products
 - Major milestone(s)
 - System review(s)
 - System audit(s)
- KCR-SW-0006 - SW Development - SW Requirements
 - SW requirements traceability
 - SW requirements peer review of products
- KCR-SW-0007 - SW Development - SW Design
 - SW interface design document(s)
- KCR-SW-0008 - SW Development - Coding and Unit Testing (C&UT)
 - C&UT plan
 - C&UT test procedure(s)
 - C&UT execution
 - C&UT results or report(s)
- KCR-SW-0009 - SW Development - Integration and Testing (I&T)
 - I&T plan
 - I&T test case(s)

- I&T environment
- I&T execution
- I&T results or report(s)
- KCR-SW-0010 - System or SW Formal Qualification Testing (FQT)
 - FQT plan to include entry and exit criteria
 - FQT test case(s)
 - FQT environment
 - FQT execution
 - FQT result(s) or report(s)
- KCR-SW-0011 - SW Delivery
 - SW product acceptance
 - Includes surveillance supporting other FS who are accepting product
- KCR-SW-0014 - Metrics
 - Surveillance related to evaluation of the contractor's metrics
- KCR-SW-0019 - SW Development of Cybersecurity Requirements
 - Requirements associated with SW under development
 - This includes system and SW technical requirements typically found in SW requirement specifications, interface requirement specifications, performance specifications, or contract statements of work.
 - This does not include requirements in accordance with Subsection 252.204-7012 of the Defense Federal Acquisition Regulation Supplement. FS and CMO responsibilities in accordance with Subsection 252.204-7012 of the Defense Federal Acquisition Regulation Supplement are pursuant to the "Contract Receipt and Review of Cybersecurity Contractual Requirements" Job Aid on the resource page of DCMA-MAN 2501-01.
 - Authorization to proceed and authorization to operate progress
- KCR-SW-0021 - Non-Traditional SW Development Methods, Specifically Agile
- KCR-SW-0023 - Cost and SW Data Reporting

b. The SW Planning Resource is located on the resource page of this volume and provides additional guidance, further detail related to each process, surveillance consideration(s), and recommended hours.

4.2. RISK ASSESSMENT PROCESS.

Additional guidance, including recommended rating(s), can be found in the SW Risk Assessment Resource on the resource page of this volume. The FS will perform a five step SW risk assessment.

a. Step 1. Determine what data will be used as supporting information for risk assessment associated with the process.

- (1) When data is available:

(a) The FS may utilize SW defect rates, corrective action requests (CAR), the Supplier Risk System, earned value performance, and past surveillance results to support likelihood analysis.

(b) The FS should assess the potential impact of process failure associated with cost, schedule, or performance on the overall program, critical and safety requirements, Failure Mode Effects and Criticality Analysis, and Fault Tree Analysis to support consequence analysis.

(2) When there is **no data** available:

(a) The FS will rate the risk likelihood and consequence as three for an overall risk rating of 13, or moderate.

(b) Recommended wording for rationale statements is: “Due to lack of supporting data, the risk is unknown and rated as moderate. The risk will be updated after surveillance has been performed.”

(c) The FS must review the consequence and likelihood ratings and rationale statement after performing the first planned surveillance, associated with the process, has been performed and, at a minimum, update the rationale statement.

b. Step 2. Based on the data from Step 1, determine the consequence associated with the process.

The FS may assess any combination or all three consequence impacts (i.e., cost, schedule, and technical performance), but at least one is required. Items to consider when determining the consequence associated with a process are:

(1) Cost.

Impact in dollar value or percentage on the cost of program or contract if the risk event occurred associated with the process.

(2) Schedule.

Magnitude of schedule delay if the risk event occurred (e.g., days, weeks, months), or critical path elements include SW.

(3) Technical Performance.

SW is identified as a critical item, acquisition category rating of the program, or SW is associated with a key performance parameter.

c. Step 3. Based on the data from Step 1, determine the likelihood associated with the consequence.

Items to consider when determining the likelihood associated with a process are:

(1) DCMA Data.

- (a) CAR(s) associated with the process.
- (b) Process related metrics such as SW problem reports or SW quality assurance audit finding rates.
- (c) Historical surveillance results.
- (d) Risks, issues, and opportunities on the Program Support Team site.

(2) Customer Data.

- (a) Customer identified risks, issues, and opportunities.
- (b) Program Management Review data.

(3) Contractor Data.

- (a) Contractor issued corrective actions.
- (b) Contractor identified risks, issues, and opportunities.
- (c) Process maturity.
- (d) Staffing (e.g., experience, hiring rate, retention rate, skill sets).
- (e) Training.
- (f) Third-party assessments.
- (g) Metrics.

d. Step 4. Select the likelihood and consequence ratings.

Determine the appropriate numerical values for likelihood and consequence in accordance with:

- (1) SW Risk Assessment Resource on the resource page of this volume.

(2) DoD Risk, Issue, and Opportunity (RIO) Management Guide for Defense Acquisition Programs.

e. Step 5. Select risk rating.

In the rationale statement, the FS should interpret the data used in Steps 2 and 3 to select the risk rating, to include specifics relating to the contract, contractor, or program (e.g., number of days, dollars, quantity of CAR(s), Supplier Risk System rating, data trends, and specific dates or milestones by their name). Since risk assessments are specific to the process(es) associated with each KCR, the resulting ratings and rationale statements should be unique to the associated process (i.e., the statements should differ across different processes).

f. Repeat.

The FS must repeat steps 1-5 for each surveillance process.

SECTION 5: SURVEILLANCE PLANNING

5.1. SURVEILLANCE PLANNING.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. The FS may take consideration of program or contract milestones, SW phases, or facility processes when performing surveillance planning. The FS will determine if and how they will conduct surveillance to enable the surveillance to influence the risk.

b. The SW Planning Resource on the resource page of this volume provides additional guidance and detail related to each process, surveillance consideration(s), and recommended hours.

c. Do not include efforts associated with program support, contract receipt and review, CMO-specific tasks, agency tasks (e.g., technical support to negotiation), and travel in the surveillance plan.

d. When planning for surveillance to support acceptance of products, the FS must use the SW Delivery KCR. This KCR is used to plan for activities associated with both embedded and stand-alone SW acceptance. Specific product acceptance requirements are in accordance with DCMA-MAN 2101-01, "Acceptance of Supplies and Services." The FS must collaborate with other functional disciplines (e.g., quality assurance specialists) when performing product acceptance on embedded SW.

5.2. PRIORITIZE SURVEILLANCE.

Prioritizing surveillance involves determining which areas or aspects of a system, process, or product require more attention or monitoring as a result of the risk assessment. The FS should prioritize surveillance based on risk assessment and resource availability. The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. The prioritization of all the processes will enable the FS to identify which processes do and do not require surveillance based on risk. Not all processes will require surveillance, such as low-risk rated processes.

b. All high-risk processes should have hours allocated before moderate risk rated processes. Low-risk processes should have minimal hours. If hours are allocated to a low-risk process, the risk rationale in PDREP should include why the process requires surveillance.

c. If there are resource constraints on performing SW surveillance, the supervisor can work with their chain of command to consider using the SW Virtual Assistance Program; a link is located on the resource page of this volume.

5.3. DETERMINE TYPE OF SURVEILLANCE.

Utilizing the three surveillance approaches, which are contract, facility, or program, the FS will consider factors such as risk, schedule, resourcing constraints, and available contractor objective evidence to determine the SW surveillance category. The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. System or Process Evaluation.

(1) System Evaluation.

SW FS typically play a supporting role in system evaluations.

(2) Process Evaluation.

This includes a review of one or more contractor documents describing a given key process area and the requirements for that process. A majority of SW evaluations will be at the process level.

b. Progress Evaluation.

A progress evaluation can be metric based, but this may not always be the case (e.g., evaluation of entrance criteria for surveillance). The FS must account for the differences and document them in PDREP. An important progress evaluation to consider is SW progress (e.g., progress SW is making to the schedule, technical requirements, or cost).

c. Deliverable Product Evaluation.

A deliverable product evaluation evaluates the product against contractual requirements, such as acceptance criteria, contract data requirement lists, industry standards, or data item descriptions and is classified as being under configuration management control. This should include verification that documentation and supporting data are completed and the products meet the acceptance criteria. Find additional guidance on product acceptance in accordance with DCMA-MAN 2101-01.

d. Deliverable Service Evaluation.

Some SW contracts are established as service contracts (e.g., SW maintenance efforts for products in operation). In these cases, the FS will use this type of evaluation.

5.4. DEVELOP SCHEDULE.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. Scheduling surveillance ensures resources can be allocated to the processes that require surveillance at the appropriate times. As FS schedules surveillance events, planned hours can be performed with current resources.

b. The FS should ensure the developed schedule(s) across the total plan is executable (e.g., total hours less than the maximum number of hours an employee can work in one calendar year) to allow for activities outside of surveillance. The FS must consult with the first line supervisor to determine the maximum surveillance hours for the year. If surveillance requirements exist beyond available resources, it should be planned as unallocated hours.

5.5. SURVEILLANCE PLAN MODIFICATIONS.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

5.6. DELEGATE SURVEILLANCE DECISION.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

SECTION 6: EXECUTE SURVEILLANCE

6.1. PREPARE FOR SURVEILLANCE.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

6.2. EXECUTE SURVEILLANCE.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. Evaluation Criteria.

While executing surveillance, the FS will identify and establish the evaluation criteria. The FS must ensure the evaluation criteria is traceable to requirements and can be evaluated. When developing evaluation criteria, some examples the FS should review are:

- (1) Contractor processes (e.g., coding standards, peer review for requirements, or SW defect required attributes).
- (2) Contractual requirements (e.g., acceptance criteria, contract data requirement list(s), or data item description(s)).
- (3) Data collection and analysis (DC&A) thresholds (e.g., upper limit of acceptable SW problem reports, earned value thresholds, or story point completion requirements).

b. Surveillance Coordination.

Coordination with the contractor is crucial to ensure the surveillance process is conducted as efficiently as possible (e.g., joint assessments, status meetings, and multifunctional assessments).

c. Surveillance Resources During Execution.

- (1) The FS must track the time spent executing surveillance since actual hours will be required when creating a surveillance record.
- (2) The FS should review the surveillance schedule regularly during execution to review for the next month, week, or SW development cycle (e.g., sprint) and to identify if resources need to be reallocated. If the surveillance plan cannot be supported by the allocated resources, FS can adjust the plan at any time by:
 - (a) Adjusting the start or end date of planned surveillance.
 - (b) Moving allocated hours to unallocated hours.
 - (c) Ensuring risk rationale and ratings are updated as surveillance is executed.

(d) Ensuring hours are allocated to risk according to risk rating.

6.3. RESCHEDULE OR CANCEL SURVEILLANCE.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

SECTION 7: DOCUMENT RESULTS

7.1. DOCUMENT SURVEILLANCE RESULTS.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

- a. Documenting surveillance results enables a closed-loop approach to determine if the surveillance performed is influencing the risk rated process.
- b. The FS must clearly document surveillance results, to include DCMA pass or fail analysis with rationale and all associated data, and outline what impact the surveillance had on the planned surveillance process risk.

7.2. MULTIFUNCTIONAL COMMUNICATION AND REPORTING.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

SECTION 8: DC&A

8.1. DC&A.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

8.2. DATA COLLECTION.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. DC&A is an integral part of surveillance. The data collection requirement can be accomplished by:

(1) Risk Assessment.

Collecting data to evaluate risk and support the risk rating.

(2) Executing Surveillance.

Collecting data to support the planned surveillance.

(3) Evaluating Surveillance Plans.

Gathering the data needed to evaluate the surveillance plan.

b. This resource page for this volume provides more detailed examples of the types of data that can be collected.

8.3. DATA ANALYSIS.

The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

a. Data analysis is the action by which the FS evaluates collected data.

b. The analysis can be accomplished by:

(1) Risk Assessment.

Analyzing the data to determine risk rating(s).

(2) Surveillance Planning.

Analyzing the data to support decisions related to surveillance planning.

(3) Executing Surveillance.

Analyzing the data collected during surveillance.

(4) Evaluating Surveillance Plans.

Analyzing the documentation collected.

8.4. COMMUNICATION.

This paragraph requires no additional details beyond the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

SECTION 9: EVALUATE SURVEILLANCE PLANS

Evaluating surveillance plans requires a review of past surveillance performance, to include surveillance records, and future planned surveillance. Both the supervisor and FS evaluate surveillance plans and records. The supervisor reviews for compliance, adequacy, and team resource considerations. The FS ensures risk rationale and ratings are current, hours are allocated appropriately, compliance with requirements, and documents updates, as appropriate. The optional Surveillance Plan Evaluation Checklist is available on the resource page of this volume. The following requirements, information, and guidance are in addition to the requirements, information, and guidance in accordance with Volume 1 of DCMA-MAN 2303-01.

9.1. FS EVALUATE SURVEILLANCE PLAN.

The annual requirement to evaluate surveillance plans applies to all active KCRs assigned to the FS. An evaluation can be documented at the appropriate level (e.g., commercial and government entity, facility, functional area) to ensure the evaluation includes all applicable KCRs in the surveillance plan as efficiently as possible. The FS may conduct a surveillance plan evaluation more frequently if resource constraints or risk changes warrant. Other programmatic activities such as contract modifications and changes to the contractor's processes, procedures, or operations may result in the need for change in surveillance plans.

9.2. SUPERVISOR EVALUATE SURVEILLANCE PLAN.

a. The supervisor or supervisor's delegate (e.g., lead) should evaluate the surveillance plan after all FSs have evaluated and updated their associated surveillance plans. The supervisor or delegate reviews items such as:

- (1) The surveillance plan and records for policy compliance.
- (2) If scheduled surveillance was canceled or rescheduled and the justification.
- (3) The difference between surveillance plan allocated hours and actual hours recorded on the surveillance record.
- (4) The ability to meet the future planned surveillance process(es) for:
 - (a) Adequate resources.
 - (b) Resources allocated appropriately (e.g., allocated hours to higher risk rated processes, unallocated hours).
- (5) The risk likelihood and consequence rationale statement(s) to ensure they align with the rating(s).
- (6) The records results and impact on overall risk rating.

b. The supervisor will document this review even if a delegate performed the review. The minimum items that the supervisor must document are:

- (1) Date of review.
- (2) Applicable commercial and government entities, FS, programs, contracts, or facilities.
- (3) Conclusion of the review to include if any changes are recommended.

GLOSSARY

G.1. ABBREVIATIONS AND ACRONYMS.

ACRONYM	MEANING
C&UT	coding and unit testing
CAR	corrective action request
CMO	contract management office
DC&A	data collection and analysis
DCMA-MAN	DCMA Manual
FQT	formal qualification testing
FS	functional specialist
I&T	integration and testing
KCR	key contract requirement
NASA	National Aeronautics and Space Administration
PDREP	Product Data Reporting and Evaluation Program
SPDP	SW professional development program
SW	software

GLOSSARY

G.2. DEFINITIONS.

These terms and their definitions are for the purpose of this issuance.

TERM	DEFINITION
developed SW	Defined in Subsection 252.227-7014 of the Defense Federal Acquisition Regulation Supplement.
stand-alone SW	A type of developed SW. This is a SW only product. No hardware is defined with stand-alone SW (e.g., SW developed for a military workstation).
firmware	A type of developed SW that provides basic machine instructions allowing hardware to function and communicate with other SW running on a device, typically installed during manufacturing.
embedded SW	A specialized type developed SW that is designed to control the functions of a specific device or system. It is often integrated directly into the hardware, and maybe less visible to the end user.
technical performance	Attributes used to access the status of a system's development and product performance, helping identify potential problems and track progress against requirements.

REFERENCES

DCMA Manual 2101-01, “Acceptance of Supplies and Services,” February 20, 2025
DCMA Manual 2303-01, Volume 1, “Surveillance,” June 9, 2025
DCMA Manual 2501-01, “Contract Receipt and Review,” March 24, 2019, as amended
DCMA Manual 3101-03, Volume 1, “National Aeronautics and Space Administration Process Support,” February 15, 2024
DoD Directive 5105.64, “Defense Contract Management Agency (DCMA)” January 10, 2013, as amended
DoD Risk, Issue, and Opportunity (RIO) Management Guide for Defense Acquisition Programs, September 2023, as amended
Defense Federal Acquisition Regulation Supplement, Subpart 252.204-7012, current edition
Federal Acquisition Regulation, Subpart 42.302, current edition