

# Technical Support Functions

by Nadym Salem



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Technical Support Functions provide the core services for the development of the standard, i.e. processes, methods, and tools for an efficient standardization work. AUTOSAR, as an international standardization organization that maintains nearly 35.000 pages of specification and more than 330.000 lines of code, faces manifold challenges when it comes to collaboration between hundreds of experts spread around the globe. Technical Support Functions are the binding element in this standardization work. This complex task requires several entities, working on all the different aspects of the standardization work.

## CHANGE MANAGEMENT (CM)

Change Management defines the change request management process in AUTOSAR and handles around 1500 change requests per release. The main goal is to enable the experts to focus on technical discussions and ensure specific quality measures within the process – to be sure, the resulting AUTOSAR standard will be released in the necessary quality, with the necessary content and on time.

## QUALITY ASSURANCE (QA)

Quality Assurance handles the larger changes in the standard – the concepts – and can be considered the change request management for those changes. QA supports the concept owners during all the necessary development and review phases until the new feature is released in time and quality end of November. Additionally, QA coordinates the whole verification of the specifications to give the necessary confidence to the partners using the standard that AUTOSAR has taken appropriate measures to ensure the quality of the standard.

## QUALITY MANAGEMENT (QM)

Quality Management defines all the quality related processes in the organization, especially for the development of the standard but also to ensure process quality throughout the whole organization.

## RELEASE MANAGEMENT (RM)

Release Management ensures the final formal quality of all the released specifications and coordinates the yearly releases of Classic Platform, Adaptive Platform and Foundation.

## TECHNICAL OFFICE (TO)

AUTOSAR generates specifications according to several development tools and processes that are well-known in software development. Model driven development and continuous integration are just some of the techniques being used to generate our specifications and to ensure consistency amongst them. Technical Office is the heart and soul of the IT and tool infrastructure that enables this development. All tools being used within the organization – Jira, SVN, UML modelling tools, just to name a few – are configured and maintained by TO.

This is accompanied by additional software development to transform this tool landscape into a coherent suite that supports the work of the experts. Again, Technical Support Functions are there to enable the experts to focus on the technical specification work.

## SOFTWARE DEVELOPMENT

AUTOSAR does not only provide specifications for the Adaptive Platform but also an exemplary implementation – the AUTOSAR Adaptive Platform Demonstrator (APD). To coordinate these activities, there are two responsible

roles, the Software Development Engineer (SDE) and the Software Development Integrator (SDI). Together with our different coding and integration Working Groups, they are responsible for the planning and coordination of the APD.

## TECHNICAL MANAGEMENT (TM-AP AND TM-CP)

Technical Managers can be considered the project managers of Classic- and Adaptive Platform. Release planning, coordination of Technical Support Functions, reporting to the AUTOSAR management level are just a few tasks to name.

Additionally, it is the job of the Technical Managers to mediate between the partner interests in technical matters of standardization, both at the expert level and at the management level of AUTOSAR. All threads concerning the platform development converge at the Technical Management.

# Our people

## TECHNICAL SUPPORT FUNCTIONS



**Yves  
Biener**

TECHNICAL  
OFFICE



**Markus  
Eberhardt**

REQUIREMENTS  
MANAGEMENT



**Manuel  
Funk**

TECHNICAL  
OFFICE



**Ilja  
Krüger**

CHANGE REQUEST  
MANAGEMENT



**Piotr  
Litwiniuk**

SOFTWARE DEVELOPMENT  
ENGINEER



**Víctor  
Morales**

SOFTWARE DEVELOPMENT  
INTEGRATION



**Miriam  
Nees**

QUALITY ASSURANCE/  
TECHNICAL OFFICE



**Niko  
Pollner**

TECHNICAL  
MANAGER CP



**Christine  
Roellig**

QUALITY ASSURANCE/  
RELEASE MANAGEMENT



**Tony  
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**Philip  
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**Lien  
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CHANGE REQUEST  
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**Achim  
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QUALITY  
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