

# Compita CMMI® for Services v1.2 Model Training

Technical Workshop Series

Three Day Workshop

## Understand the CMMI® for Services and what can it do for your business

After successfully completing this Compita workshop you will be able to:

- Understand the potential business value CMMI®-SVC can deliver to your service operation
- Describe the structure and content of the Staged and Continuous forms of the CMMI®
- Relate the CMMI® to the service management processes in your business
- Identify the benefits of using the CMMI®-SVC in your organisation
- Put together an outline plan for a service process improvement programme

### ■ Objectives

To enable you to:

- Understand the potential benefits of undertaking a CMMI®-SVC initiative.
- Understand how the CMMI®-SVC can be used in service process improvement activities.
- Understand CMMI®-SVC terminology.
- Explain and use the CMMI®'s structure.
- Understand the format of the Staged and Continuous representations of the CMMI®.
- Discuss the 24 process areas of CMMI®-SVC.
- Interpret the CMMI®-SVC and the specific and generic practices in different contexts.

### ■ Benefits

After attending the workshop you will be able to:

- Identify where your organisation will benefit from process improvement using CMMI®-SVC.
- Identify how your organisation can make use of CMMI®-SVC
- Plan a service process improvement programme for your organisation.

### ■ Workshop format

Presentations are interspersed with in-class exercises to provide a thorough introduction to applying the techniques. The workshop material provided includes all presentation materials, workshop notes and additional handouts.

### ■ Who should attend?

Service delivery managers and practitioners who wish to understand the impact CMMI®-SVC can have on their service operation.

*This course or equivalent demonstrable knowledge is a prerequisite for attending the PPA CMMI®-SVC Assessor course.*

### ■ Workshop Content

**Background**

- CMMI® history and background
- Definition of basic terms
- Immature v. mature organisations
- Process Improvement life cycle
- Benefits of Process Improvement

**Continuous representation**

- Capability levels 0-5
- Process Area (PA) descriptions and categories
- Generic Goals and Practices
- Exploring each capability level

**Staged representation**

- Maturity levels
- Process Areas for each maturity level
- Process Area structure
- Moving through the levels
- Descriptions of the PAs in levels 2,3,4 and 5
- Interpreting the Process Areas
- Relationship among PAs at each level and across levels
- How the Process Areas contribute to organisation maturity

**Putting it together**

- How processes change with maturity
- How people behave at different maturity levels
- How the application of new technology evolves
- The need for measurement

**Applying CMMI® for Services**

- Using CMMI®-SVC for improvement
- Staged v. Continuous representations
- How to adopt the CMMI®-SVC
- Strengths and weaknesses of the CMMI®

*This course has been created by Compita Ltd. incorporating portions of the Technical Report "CMMI® for Services, v1.2" CMU/SEI-2009-TR-001, ESC-TR-2009-001, ©2009 by Carnegie Mellon University, with special permission from the Software Engineering Institute.*

*This course has not been reviewed nor is it endorsed by Carnegie Mellon University or its Software Engineering Institute.*

*This course does not qualify for Software Engineering Institute credit.*



THE PROCESS  
PROFESSIONALS

Tel: 01506 472888 Fax: 01506 472899

Email: [enquiry@compita.com](mailto:enquiry@compita.com)

[www.compita.com](http://www.compita.com)

© Compita Ltd, 2001-2010

® Capability Maturity Model and CMMI are registered in the U.S. Patent and Trademark Office by Carnegie Mellon University

Ref: Compita CMMI-SVC v1.2 Model Training v1.3.doc