

## Services Supplement for Capability Maturity Model Integration (CMMI®) (Version 1.2)

SEI's Capability Maturity Model Integrated (CMMI®) for Services (CMMI-SVC) model extends the coverage of the CMMI Product Suite to cover the establishment, management, and delivery of services. Like every CMMI model, CMMI-SVC is a process improvement approach that provides organizations with the best practices and essential elements of effective processes. CMMI-SVC helps organizations in setting process improvement goals and priorities, provides guidance for quality processes, and provides a point of reference and consistent benchmark for appraising current processes.

This one day Services Supplement introduces the new process areas and other changes incorporated into the CMMI-SVC model. These areas provide fundamental concepts related to service delivery. This course is a prerequisite for being a lead appraiser, team leader, or team member on a SCAMPI appraisal using the CMMI-SVC model.

This course is delivered using Software Engineering Institute (SEI) licensed course materials and authorized instructors. As an SEI partner, ISD offers this training as part of its public training classes at ISD training centers or in private classes at organizational sites.

As a course participant you will receive the foundational knowledge to enable you to:

- Understand how CMMI-SVC can help a services organization improve their performance
- Describe the unique elements of CMMI-SVC
- Locate information in the CMMI-SVC model

**Note: This is the Software Engineering Institute's (SEI's) course that ISD is authorized to teach.**

### **Course Content\***

\*The course is composed of lectures and class exercises with opportunity for participant questions and discussions.

- Services Overview
- Model-based process improvement concepts
- CMMI-SVC Unique Process Areas and Service-Related Specific Practices
- Summary Application Next Steps

### **Course Duration**

- 1 day
- This class is presented in both public and client site forums

### **Prerequisites**

Introduction to CMMI V1.2 course is a prerequisite to attending the one-day Services Supplement.

### **Material Provided**

- CMMI-SVC V1.2 model, March 2009.
- Presentation hard copy and exercise materials

### **Who Will Benefit**

- Service providers and process implementers
- Candidate CMMI-SVC instructors and lead appraisers
- Individuals designated as team members for a CMMI-SVC appraisal.
- People interested in learning about CMMI-SVC

### **Client Site Logistics Requirements**

- LCD projector and screen
- Flip charts
- Classroom for 20 participants and 1 instructor