

Introduction to Capability Maturity Model® Integration for Services (CMMI-SVC) Version 1.3

NEW! SEI's Capability Maturity Model Integration (CMMI®) for Services (CMMI-SVC) has been upgraded and released and is available for immediate delivery!

Capability Maturity Model Integration (CMMI®) provides best practices for improving your organization's ability to manage the development, acquisition, and delivery of products and services. CMMI-SVC extends the CMMI Product Suite to cover the establishment, management, and delivery of services. This new three day Introduction to CMMI-SVC course explains the model content and structure, as well as how to use it as a guide to improving organizational processes to meet business objectives. Understanding the proven CMMI-SVC practices helps your organization establish priorities for improvement, guide the implementation of improvements, and appraise your organizational maturity or process capability.

This course is a prerequisite for being a lead appraiser, team leader, or team member on a SCAMPI appraisal using the CMMI-SVC model. The course is delivered using Software Engineering Institute (SEI) licensed course materials. Our SEI authorized instructors have the depth of knowledge and experience to relate the model to your real world implementation. ISD worked closely with the SEI in the development of this course. ISD, an authorized SEI Partner, offers this training frequently in our training center, or we can arrange private classes at your site

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

- Understand the importance and benefit of using and improving defined processes
- Understand how CMMI-SVC model helps an organization improve their performance by applying CMMI-SVC process improvement principles to meet business objectives
- Comprehend the architecture and content of the CMMI-SVC model (maturity levels, capability levels, process areas, generic and specific goals and practices)

Course Content

Includes lectures, class exercises, and opportunity for participant questions and discussions

- Overview of CMMI-SVC components
- Model-based process improvement concepts
- Benefits of CMMI implementation
- Comparison with other models
- Structure of the model
- Process Areas of the model
- Process area relationships
- Institutionalization practices

Material Provided

- CMMI-SVC V1.3 model, November 2010
- Presentation hard copy and exercise materials

Course Duration

- 3 days
- Presented in both public and client site forums

Course Work

- Reading homework is required for the first two days of the course

Prerequisites

This is an introductory course, and there are no prerequisites. Some knowledge of providing services, quality management, and basic management principles is deemed helpful.

Who Will Benefit

- Service providers and process implementers
- Candidate CMMI-SVC instructors and lead appraisers
- Individuals designated a CMMI-SVC appraisal
- Process group members who are responsible for leading process improvement programs

Client Site Logistics Requirements

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

Course Schedule

- See our web site www.isd-inc.com for current course schedule and pricing.