

# CMMI for Services

## - An Overview

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# About QAI



**QAI** Market leaders in facilitating Operational Excellence in service and knowledge organizations

Our **mission**

To be the **World's Premier**  
**Knowledge Corporation** in the area of  
**Operational Excellence**  
For Services organizations  
providing  
**Measurable Competitive Advantage**



# The QAI Value

- ❄ Processes, practices and methodologies is our only business
  - ❖ Assures you of **best professionals**
  - ❖ **Undiluted focus and commitment** from QAI
  - ❖ Assured **continuity** of engaged staff
  - ❖ Much higher efficiencies, hence **lower effort and costs**
  - ❖ **Jumpstart and quicker implementation** using QAI's configurable set of process artifacts
  - ❖ QAI is tool vendor neutral - we are pure play advisors, not having a vested interest in selling you a tool
- ❄ Modular engagement and pricing approach
  - ❖ **Flexibility in engagement**
  - ❖ Evolution of project
  - ❖ **Lower risks**
  - ❖ Completely transparent giving you the visibility and control

# QAIs Service Management Practice - Solutions

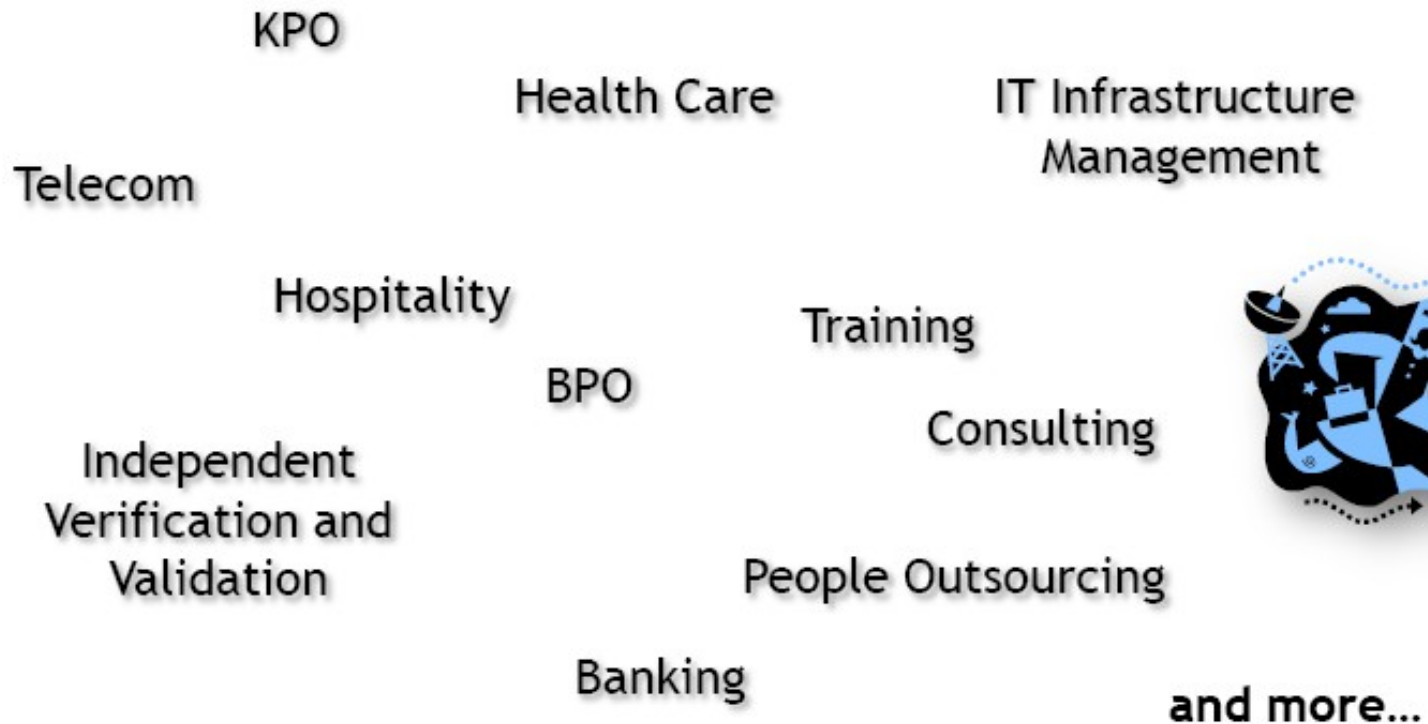
Consulting
Consulting (e2e: Assessment, Definition, Implementation, Appraisal)
Long Term engagements
Appraisals/ Assessments/ diagnostics without consulting
WFD - Training + Conferences
CMMI SVC Overview (1 day)
CMMI SEI Training (4 days)
PA Group Specific Trainings (2 days each)
Industry Conferences

# Overview

# What is CMMI for Services?

- ❄ CMMI for Services (CMMI-SVC) is a model that provides guidance to service provider organizations for managing, establishing, and delivering services.
  - ❖ A compendium of best practices which enables service focused organizations to effectively design, deploy and manage services (internal & external)
  - ❖ Learns from other models, frameworks and standards like CMMI®-DEV, ITIL, ISO 20000, CobiT
  - ❖ Usable in any service provider organization (domain neutral)

# Where can CMMISVC be Used?

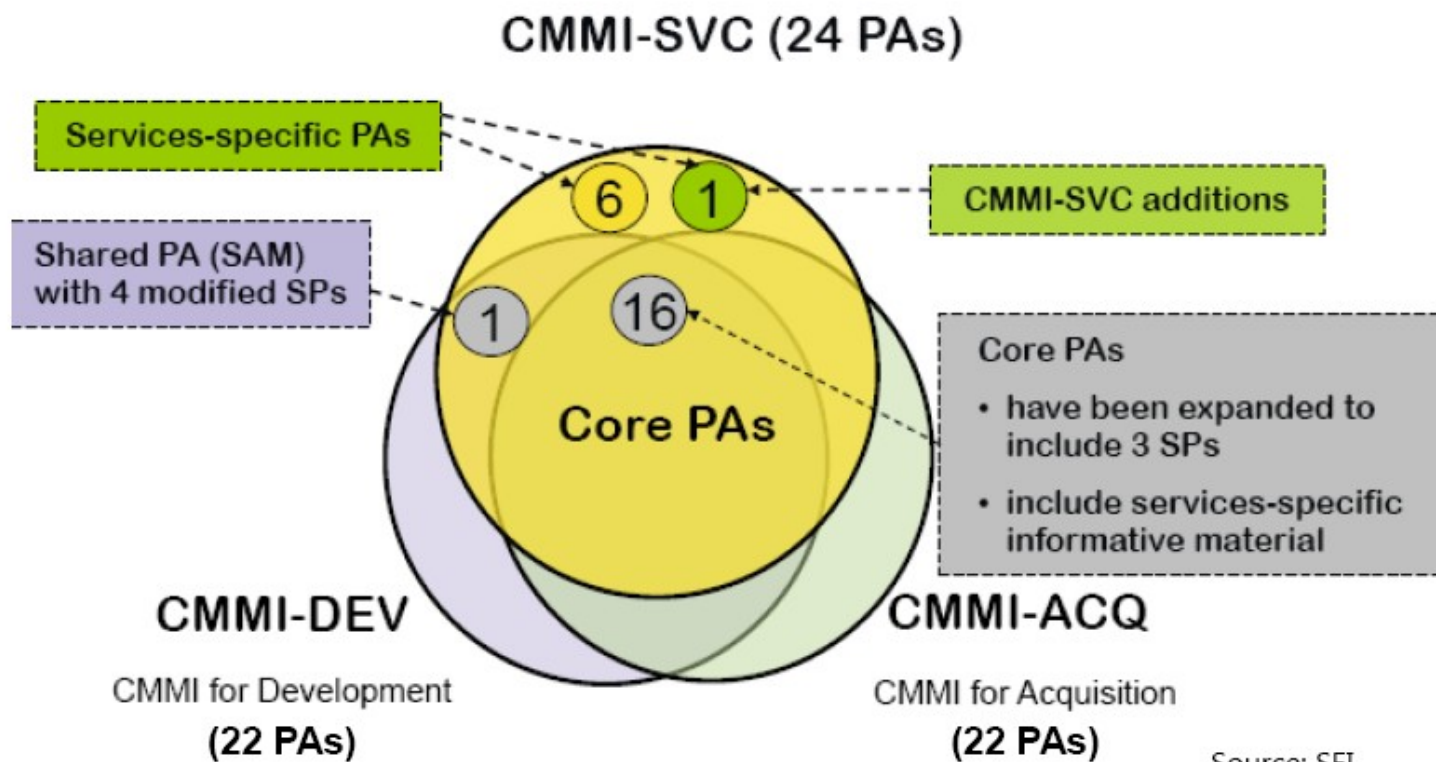


Every service provider organization using the CMMI-SVC model must have at a minimum both people and process resources

*Almost 80 % of world economy revolves around Services !!!*

# The CMMI 1.2 Constellations

**Constellation:** a logical collection of components that are used to construct models, training materials, and appraisal methods and materials



PA: Process Area

# CMMISVC — Process Areas

5			Organizational Innovation & Deployment	Causal Analysis & Resolution	5
4		Quantitative Project Management	Organizational Process Performance		4
3	Incident Resolution and Prevention Service System Development Service System Transition Strategic Service Management	Capacity and Availability Management Integrated Project Management Risk Management Service Continuity	Organizational Training Organizational Process Definition Organizational Process Focus	Decision Analysis & Resolution	3
2	Service Delivery	Project Monitoring and Control Project Planning Requirements Management Supplier Agreement Management		Configuration Management Process & Product QA Measurement & Analysis	2
	Service Establishment & Delivery	Project Management	Process Management	Support	

CMMI-Svc Process areas



# Key Concepts

# Project, Product, Service, Process

- ❄ **Project:** Interrelated resources managed to deliver a product or service
- ❄ **Product:** A work product intended for delivery to the end-user or customer. Could be goods or services
- ❄ **Service:** A product which is intangible and non-storable, consumed as soon as it is produced
- ❄ **Process:** An interrelated/ independent and often sequential set of activities undertaken to deliver a work product.  
*Alternately:* activities that can be recognized as implementations of practices in a CMMI model.

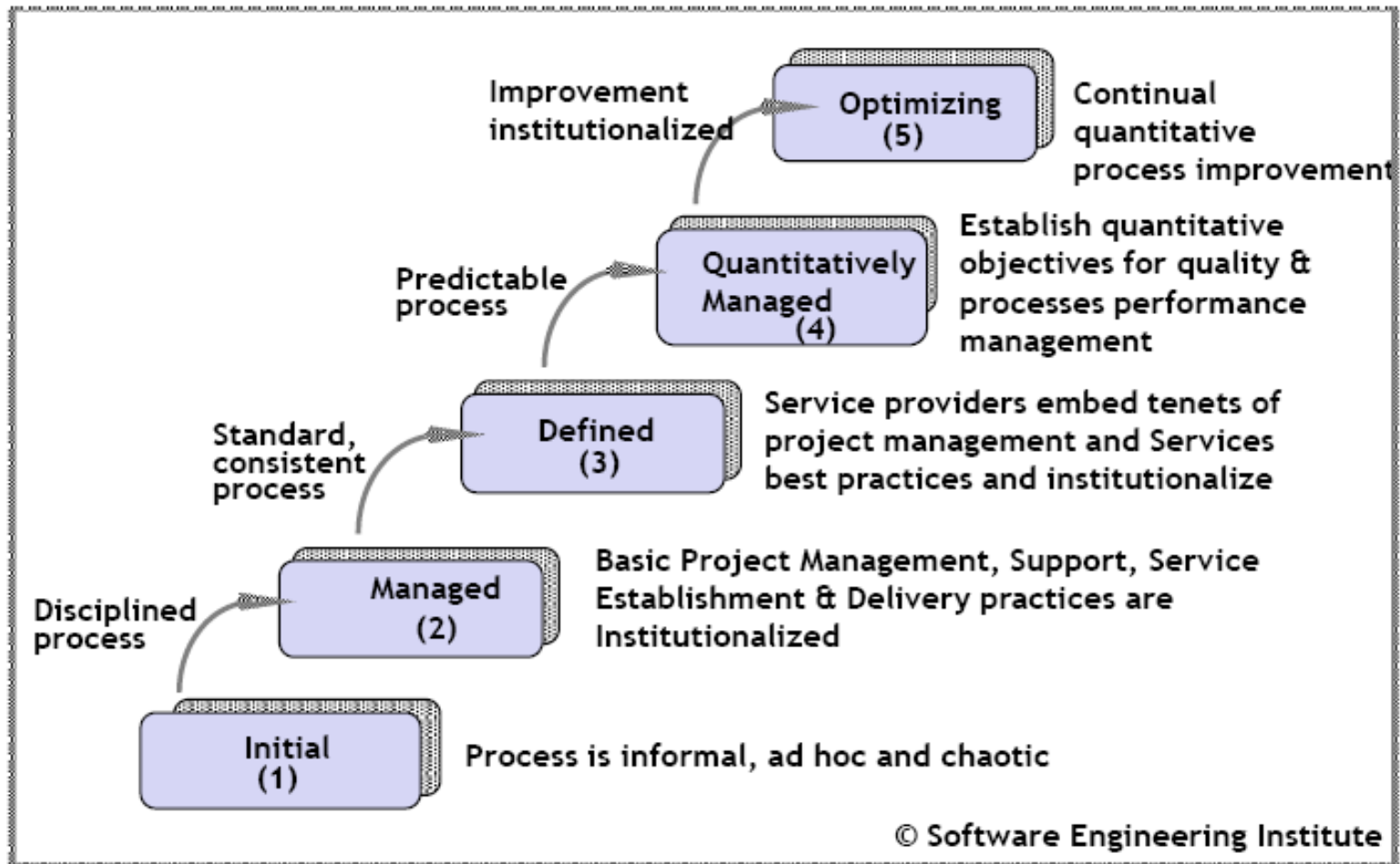
# Service Request, Incident

- ❄ **Service Request:** A request from an end-user or customer for provisioning of one or more services, as documented in the service agreement.
- ❄ **Incident:** An indication of actual or potential breakage or interference in the delivery of a service/ fulfillment of a service request

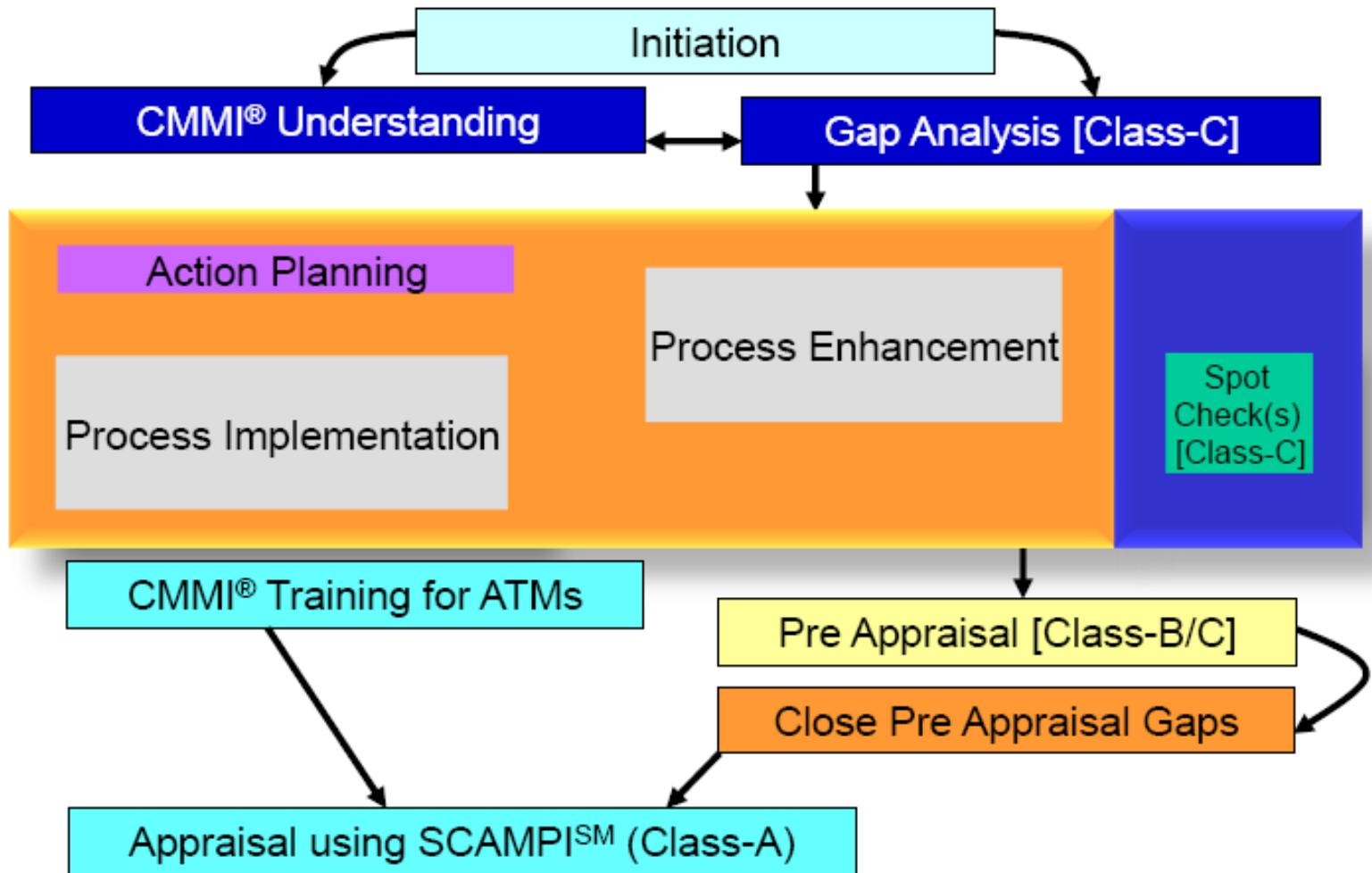
# Maturity, Capability, Staging

- ❄ **Capability levels:** apply to an organization's process improvement achievement in individual process areas. These levels are a means for incrementally improving the processes corresponding to a given process area . The representation is called "Continuous Representation"
- ❄
- ❄ **Maturity levels:** apply to an organization's process improvement achievement across multiple process areas (typically across the whole organization, as defined). These levels are a means of predicting the general outcomes of the next initiative undertaken or of certification audits. The representation is called "Staged Representation".
- ❄ **Equivalent Staging:** A target or actual staging, created using the continuous representation, so that the results of using the target staging can be compared to maturity levels of the staged representation.

# SEI Maturity Model



# The CMMIS VC Journey

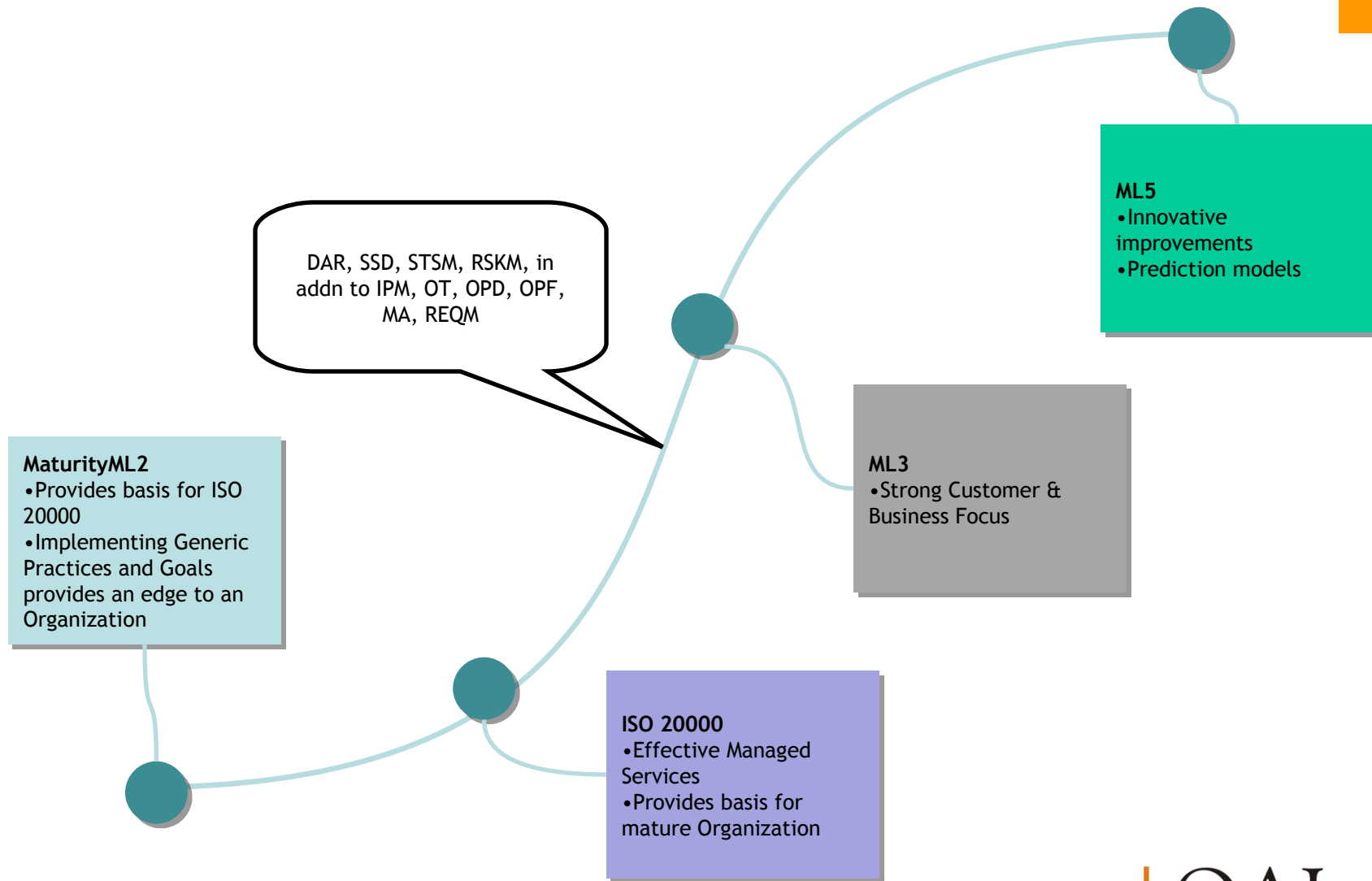


# **Comparison With Other Models, Frameworks and Standards**

# CMMISVC & ITIL / ISO 20000

- ❄ ITIL is a IT service management improvement framework
  - ❖ Tells you what processes to improve
  - ❖ Guides on how to improve these processes
  - ❖ No implementation roadmap
- ❄ CMMI-SVC gives an improvement roadmap for the service organization, which ITIL lacks
- ❄ CMMI-SVC recommends the “what to improve”; ITIL gives the “how”
- ❄ ITIL V3 covers about 70% of SVC Pas
- ❄ ISO 20000 indicates the **minimum** standardization required to deliver and demonstrate quality, consistent IT service management. Equates to CMMI- SVC ML2 + Information security standards

# The Roadmap



The Mantra for IT Services organizations: Think SVC, start ITIL

# CMMISVC & CMMIDEV

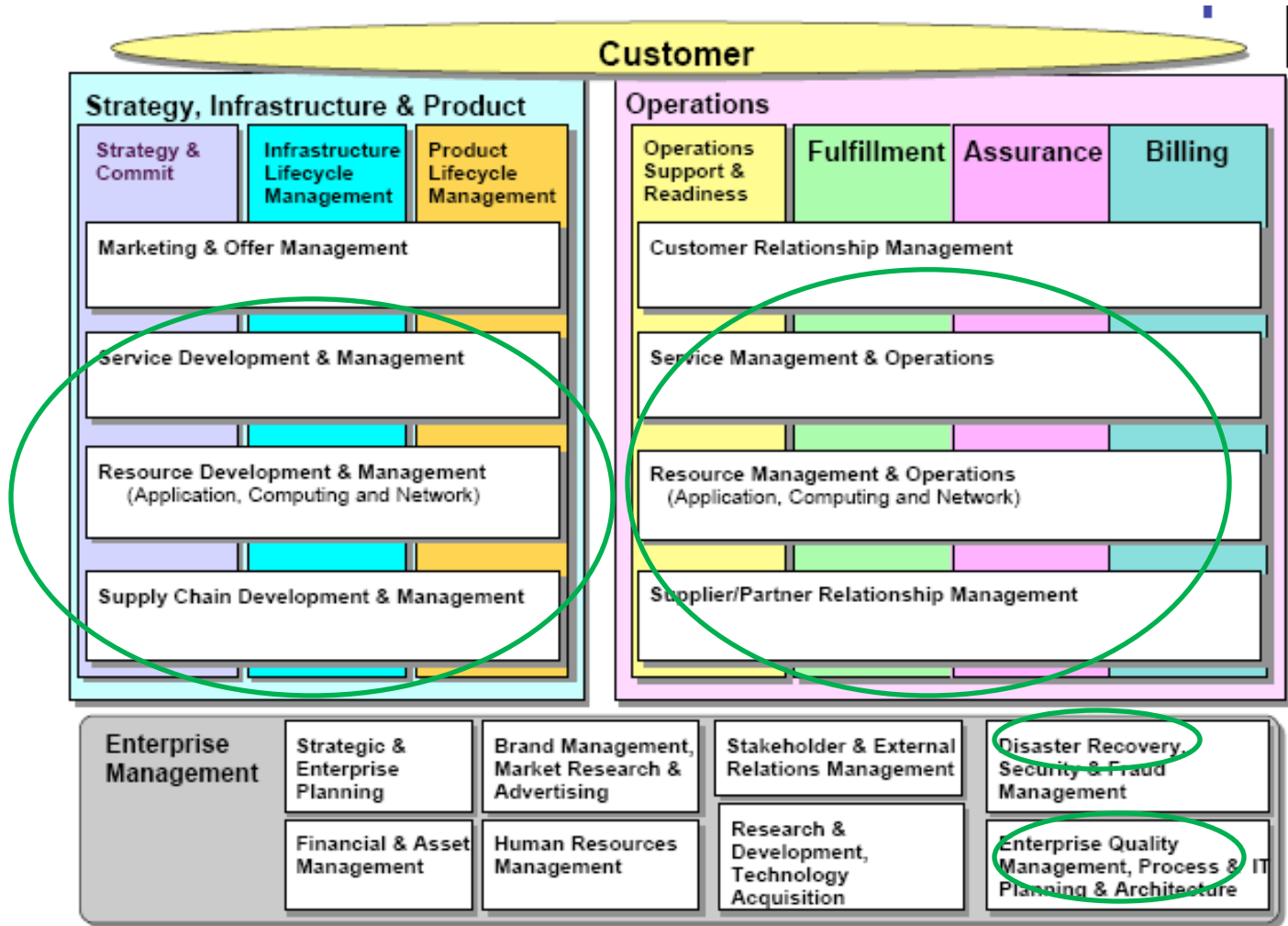
CMMI®-SVC	CMMI®-DEV
No Engineering PAs	No Service Establishment and Delivery PAs
IPPD practices are integrated within the model	IPPD additions appear in the model
SSD PA [optional] is available in case there is a need to design a service	Design is a part of the engineering PAs
Many examples are included specifically for service organizations.	Few examples are included specifically for service organizations.
Generic practices are listed only in the Generic Goals and Generic Practices section.	Generic practices are listed both in the Generic Goals and Generic Practices section and at the end of each process area.
No discipline amplifications appear in the model.	Discipline amplifications for software engineering, systems engineering, and hardware appear in the model.
24 PAs	22 PAs

- DEV is sometimes used as reference for design & deployment of complex services
- 17 Common/ shared Pas exist, with contextual, editorial and information changes

# CMMISVC & CobIT

- ❄ Definite synergy in “Deliver & Support” objective
- ❄ Elements in the other 3 objectives;
  - ❖ Plan & organize
  - ❖ Acquire & implement
  - ❖ Monitor & evaluate
- ❄ No formal mapping done yet. CMMI-SVC team (led by Northrup Grumman) in process

# CMMISVC & eTOM



No formal mapping available as yet.

# Questions?

For further information, please  
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