



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

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 practices unique to the CMMI-SVC model. These areas provide fundamental concepts related to service delivery. This course is a minimum prerequisite for being a lead appraiser, team leader, or team member on a SCAMPI<sup>SM</sup> appraisal using the CMMI-SVC model, and is **only for individuals who have already received CMMI-DEV training**.

This course is delivered using **Software Engineering Institute (SEI) licensed materials** and SEI Certified 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

### **Course Content**

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

### **Material Provided**

- CMMI-SVC (current version).
- Presentation hard copy and exercise materials

### **Course Duration**

- 1 day
- The course is composed of lectures and class exercises
- This class is presented in both public and client site forums

### **Prerequisites**

- SEI's Introduction to CMMI course is a prerequisite to attending the one-day Services Supplement.

### **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 who have CMMI-DEV knowledge and are interested in learning about CMMI-SVC

### **Client Site Logistics Requirements**

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

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