Consulting Services

Introduction to CMMI for Services

Haigh Group is certified to provide the official "Introduction to Capability Maturity Model Integration (CMMI®) for Services" in association with an authorized Software Engineering Institute (SEI) Transition Partner. This accredited course provides participants with completion certificates, registration with the SEI, and 2.5 continuing education units (CEUs) from Carnegie Mellon University.

This three-day course introduces you to the CMMI for Services (CMMI-SVC) model, which is a comprehensive set of guidelines that helps organizations to establish and improve processes for delivering services. The course provides the knowledge you need to begin using CMMI-SVC in your organization. This course introduces the CMMI® model fundamental concepts to service managers, appraisal team members, and service process group members.

CMMI-SVC adapts and extends proven standards and best practices to reflect the unique challenges faced in service industries. This set of guidelines also serves as a practical framework for achieving superior service quality, controlling costs, improving schedule performance, and ensuring high levels of customer satisfaction.

The course is highly interactive and composed of exercises, discussion, and presentations. After attending the course, you will be able to describe the CMMI-SVC model, apply the model's process areas, and locate information in the model. This course fulfills a prerequisite requirement for any course requiring an official SEI "Introduction to CMMI" course.

Who will benefit?
- ❖ Process group members who are responsible for leading a process improvement program.
- ❖ Teams who are going to be using a CMMI based appraisal method in the future
- ❖ Systems and software engineering and acquisition managers and practitioners interested in understanding the CMMI

Prerequisites
Participants should have knowledge of their service industry and environment.

Course Objectives
This course enables you to
- ❖ determine whether CMMI-SVC applies to your business context
- ❖ learn effective practices for defining, establishing, and managing service
- ❖ sustain your improvement
- ❖ prepare for next steps, such as an appraisal or certification

Course Materials
All course materials are SEI approved and authorized. On the first day of the course, participants will receive the book – CMMI for Services: Guidelines for Superior Service as well as a course notebook with copies of the course slides and exercises.

Course Content
- ❖ Introduction
- ❖ Why Model-Based Process Improvement Aids Service Excellence
- ❖ Overview of CMMI-SVC
- ❖ Defining, Establishing, and Delivering Service
- ❖ Monitoring and Controlling Service and Work Products
- ❖ Ensuring Service Mission Success
- ❖ Sustaining Improvement
- ❖ Making Work Processes Explicit and Measurable
- ❖ Managing Decisions, Suppliers, and Standard Services
- ❖ Creating a Culture to Sustain Service Excellence
- ❖ Planning Your Next Steps

Course Duration
The SEI Introduction to CMMI course is a 3-day course. This class meets SEI's requirements for Appraisal Team Members.

Instructor
Fred Haigh is trained and certified by the SEI to provide the "Introduction to CMMI" training course. Fred is qualified to deliver a broad curriculum of training courses, from general orientations overviews to in-depth process design and development. Fred has more than 30 years experience in software development and model based process improvement.

Cost and Locations
Our office is in Marietta, GA. We provide services anywhere in the USA and the world. We have affiliations with teaching facilities in major metropolitan areas. We can also set up and deliver classes at your location.
- ❖ $1350 per person includes training, lecture notes, textbook, and lunch for open enrollment classes.
- ❖ On-site training at your location for 5 to 25 students – contact us for a quote.

Additional Training
In addition to the Introduction to CMMI Class, we offer:
- • Concepts of Process Improvement
- • Executive Overview of CMMI
- • CMMI Level 2 and 3 Workshops
- • Quality Assurance for Practitioners and Managers

Register
Contact Fred Haigh – fhaigh@haighgroup.com