

Hands-on course , 3  
day(s)  
Ref : CMC

## Participants

IT service managers, IT  
service management project  
leaders, quality managers.

## Pre-requisites

Participants should be familiar  
with the concepts of IT  
project management and/  
or development life cycles.  
This course is an excellent  
preparation for the official SEI  
"Introduction to CMMI" course.

## Next sessions

# CMMI, overview

## OBJECTIVES

*Based on the principle of gradual improvement, CMMI for development is a repository of good practice which aims to project management software development, system and hardware. After the training, participants will have understood the philosophy and architecture of the repository, its usefulness for improving the practices of their organizations, the modalities of implementation and the implications in terms of organization, load working and improving the quality of service.*

### [1\) Introduction](#)

### [2\) Process Improvement](#)

### [3\) General architecture of the CMMI](#)

### [4\) Details of the staged representation](#)

### [5\) Implementing the model](#)

### [6\) Conclusions](#)

## 1) Introduction

- What is a process: definition, "mature" process, "institutionalised" process, success factor.
- What is a maturity model.
- What is the Capability Maturity Model Integrated; origins, enhancements beyond the CMM.

## 2) Process Improvement

- Basic concepts and benefits of process improvement.
- What is the improvement cycle.
- What CMMI brings to the improvement cycle.

## 3) General architecture of the CMMI

- Structure of the continuous and staged representations.
- Basic model concepts: levels, process areas, goals, practices.
- Overview of the 5 maturity levels.
- Characteristics of organisational behaviour.

## 4) Details of the staged representation

### Detailed structure of CMMI maturity level 2

- Understanding the "Managed" maturity level: from the process areas and practices to the details of key project processes; project management; controlling inputs and outputs and major phases; indicators; managing suppliers.

### Detailed structure of CMMI maturity level 3

- Understanding the "Defined" maturity level: from defining the organisation's processes to coordinating process improvement, maintenance, and deployment actions.
- Managing the life cycle.
- Managing quality.
- Managing risks.
- Capitalising organisational experiences.

### Overview of CMMI levels 4 and 5

- Objectives and impact on the organisation.
- Quantitative management of processes and projects.
- Managing process performance.
- Reliably predicting project results.
- Continuous improvement.
- Eliminating chronic causes of inefficiency.

## 5) Implementing the model

- Setting up an improvement programme: assessment, deployment, duration; the process improvement cycle; managing improvement actions.
- Appraisals: self-assessment; official appraisals; different approaches; gap analyses.

## 6) Conclusions

- Examples of improvement implementation and results.
- Key success factors and errors to avoid, based on the instructor's practical experience.
- A few key figures

## Workshop