



Software Engineering Institute | Carnegie Mellon

COMPARING CMMI-SVC V1.2 CMMI-SVC V1.3



CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to CAR in CMMI-SVC V1.3	
The purpose of Causal Analysis and Resolution (CAR) is to identify causes of defects and problems and take action to prevent them from occurring in the future.	The purpose of Causal Analysis and Resolution (CAR) is to identify causes of selected outcomes and take action to improve process performance.
SG 1 Root causes of defects and problems are systematically determined.	SG 1 Root causes of selected outcomes are systematically determined.
SP 1.1 Select defects and problems for analysis.	SP 1.1 Select outcomes for analysis.
SP 1.2 Perform causal analysis of selected defects and problems and propose actions to address them.	SP 1.2 Perform causal analysis of selected outcomes and propose actions to address them.
SG 2 Root causes of defects and problems are systematically addressed to prevent their future occurrence.	SG 2 Root causes of selected outcomes are systematically addressed.
SP 2.1 Implement selected action proposals developed in causal analysis.	SP 2.1 Implement selected action proposals developed in causal analysis.
SP 2.2 Evaluate the effect of changes on process performance.	SP 2.2 Evaluate the effect of implemented actions on process performance.
SP 2.3 Record causal analysis and resolution data for use across the project and the organization.	SP 2.3 Record causal analysis and resolution data for use across work groups organization.
Changes to IRP in CMMI-SVC V1.3	
SG 2 Incidents are identified, controlled, and addressed.	SG 2 Individual incidents are identified, controlled, and addressed.
SP 2.1 Identify incidents and record information about them.	SP 2.1 Identify incidents and record information about them.
SP 2.2 Analyze incident data to determine the best course of action.	SP 2.2 Analyze individual incident data to determine a course of action.
SP 2.3 Apply workarounds to selected incidents.	SP 2.3 Resolve incidents.
SP 2.4 Address underlying causes of selected incidents.	SP 2.4 Monitor the status of incidents to closure.
SP 2.5 Monitor the status of incidents to closure and escalate if necessary.	SP 2.5 Communicate the status of incidents.
SP 2.6 Communicate the status of incidents.	
SG 3 Approaches to address selected incidents are defined to prevent the future occurrence of incidents or mitigate their impact.	SG 3 Causes and impacts of selected incidents are analyzed and addressed.
SP 3.1 Select and analyze the underlying causes of incidents.	SP 3.1 Analyze the underlying causes of selected incidents.
SP 3.2 Identify the underlying causes of selected incidents and create an action proposal to address these causes.	SP 3.2 Establish and maintain solutions to respond to future incidents.
SP 3.3 Establish and maintain workarounds for selected incidents.	SP 3.3 Establish and apply solutions to reduce the occurrence of selected incidents.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to IWM (IPM) in CMMI-SVC V1.3	
The purpose of Integrated Project Management (IPM) is to establish and manage the project and the involvement of relevant stakeholders according to an integrated and defined process that is tailored from the organization's set of standard processes.	The purpose of Integrated Work Management (IWM) is to establish and manage the work and the involvement of relevant stakeholders according to an integrated and defined process that is tailored from the organization's set of standard processes.
SG 1 The project is conducted using a defined process tailored from the organization's set of standard processes.	SG 1 The work is conducted using a defined process tailored from the organization's set of standard processes.
SP 1.1 Establish and maintain the project's defined process from project startup through the life of the project .	SP 1.1 Establish and maintain the defined process from startup and throughout the work .
SP 1.2 Use organizational process assets and the measurement repository for estimating and planning project activities.	SP 1.2 Use organizational process assets and the measurement repository for estimating and planning work activities.
SP 1.3 Establish and maintain the project's work environment based on the organization's work environment standards.	SP 1.3 Establish and maintain the work environment based on the organization's work environment standards.
SP 1.4 Integrate the project plan and other plans that affect the project to describe the project's defined process.	SP 1.4 Integrate the work plan and other plans that affect the work to describe the defined process for the work .
SP 1.5 Manage the project using the project plan, other plans that affect the project , and the project's defined process.	SP 1.5 Manage the work using the work plan, other plans that affect the work , and the defined process for the work .
SP 1.6 Establish and maintain integrated teams.	SP 1.6 Establish and maintain teams.
SP 1.7 Contribute work products, measures, and documented experiences to organizational process assets.	SP 1.7 Contribute process related experiences to organizational process assets.
SG 2 Coordination and collaboration between the project and relevant stakeholders are conducted.	SG 2 Coordination and collaboration of relevant stakeholders are conducted.
SP 2.1 Manage the involvement of relevant stakeholders in the project .	SP 2.1 Manage the involvement of relevant stakeholders in the work .
SP 2.2 Participate with relevant stakeholders to identify, negotiate, and track critical dependencies.	SP 2.2 Participate with relevant stakeholders to identify, negotiate, and track critical dependencies.
SP 2.3 Resolve issues with relevant stakeholders.	SP 2.3 Resolve issues with relevant stakeholders.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to OPF in CMMI-SVC V1.3	
SG 3 Organizational process assets are deployed across the organization and process related experiences are incorporated into organizational process assets.	SG 3 Organizational process assets are deployed across the organization and process related experiences are incorporated into organizational process assets.
SP 3.1 Deploy organizational process assets across the organization.	SP 3.1 Deploy organizational process assets across the organization.
SP 3.2 Deploy the organization's set of standard processes to projects at their startup and deploy changes to them as appropriate throughout the life of each project .	SP 3.2 Deploy the organization's set of standard processes to work groups at their startup and deploy changes to them as appropriate throughout the work .
SP 3.3 Monitor the implementation of the organization's set of standard processes and use of process assets on all projects .	SP 3.3 Monitor the implementation of the organization's set of standard processes and use of process assets on all work .
SP 3.4 Incorporate process related work products, measures, and improvement information derived from planning and performing the process into organizational process assets.	SP 3.4 Incorporate process related experiences derived from planning and performing the process into organizational process assets.
Changes to OPM (OID) in CMMI-SVC V1.3 — 1 of 2	
The purpose of Organizational Innovation and Development (OID) is to select and deploy incremental and innovative improvements that measurably improve the organization's processes and technologies . These improvements support the organization's quality and process performance objectives as derived from the organization's business objectives.	The purpose of Organizational Performance Management (OPM) is to proactively manage the organization's performance to meet its business objectives.
(SG1 of OPM from CMMI-SVC V1.2 is compared below to SG2 of OPM from CMMI-SVC V1.3.)	SG 1 The organization's business performance is managed using statistical and other quantitative techniques to understand process performance shortfalls, and to identify areas for process improvement.
	SP 1.1 Maintain business objectives based on an understanding of business strategies and actual performance results.
	SP 1.2 Analyze process performance data to determine the organization's ability to meet identified business objectives.
	SP 1.3 Identify potential areas for improvement that could contribute to meeting business objectives.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to OPM (OID) in CMMI-SVC V1.3 — 2 of 2	
SG 1 Technology improvements, which contribute to meeting quality and process performance objectives, are selected.	SG 2 Improvements are proactively identified, evaluated using statistical and other quantitative techniques, and selected for deployment based on their contribution to meeting quality and process performance objectives.
SP 1.1 Collect and analyze process- and technology-improvement proposals.	SP 2.1 Elicit and categorize suggested improvements.
SP 1.2 Identify and analyze innovative improvements that could increase the organization's quality and process performance.	SP 2.2 Analyze suggested improvements for their possible impact on achieving the organization's quality and process performance objectives.
SP 1.3 Pilot process and technology improvements to select which ones to implement.	SP 2.3 Validate selected improvements.
SP 1.4 Select process and technology improvements for deployment across the organization.	SP 2.4 Select and implement improvements for deployment across the organization based on an evaluation of costs, benefits, and other factors.
SG 2 Measurable improvements to the organization's processes and technologies are continually and systematically deployed.	SG 3 Measurable improvements to the organization's processes and technologies are deployed and evaluated using statistical and other quantitative techniques.
SP 2.1 Establish and maintain plans for deploying selected process and technology improvements.	SP 3.1 Establish and maintain plans for deploying selected improvements.
SP 2.2 Manage the deployment of selected process and technology improvements.	SP 3.2 Manage the deployment of selected improvements.
SP 2.3 Measure the effects of deployed improvements.	SP 3.3 Evaluate the effects of deployed improvements on quality and process performance using statistical and other quantitative techniques.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to OPP in CMMI-SVC V1.3	
<p>The purpose of Organizational Process Performance (OPP) is to establish and maintain a quantitative understanding of the performance of the organization's set of standard processes in support of achieving quality and process performance objectives, and to provide process performance data, baselines, and models to quantitatively manage the organization's projects.</p>	<p>The purpose of Organizational Process Performance (OPP) is to establish and maintain a quantitative understanding of the performance of selected processes in the organization's set of standard processes in support of achieving quality and process performance objectives, and to provide process performance data, baselines, and models to quantitatively manage the organization's work.</p>
<p>SG 1 Baselines and models, which characterize the expected process performance of the organization's set of standard processes are established and maintained.</p>	<p>SG 1 Baselines and models, which characterize the expected process performance of the organization's set of standard processes are established and maintained.</p>
<p>SP 1.1 Select processes or subprocesses in the organization's set of standard processes to be included in the organization's process performance analyses.</p>	<p>SP 1.1 Establish and maintain the organization's quantitative objectives for quality and process performance, which are traceable to business objectives.</p>
<p>SP 1.2 Establish and maintain definitions of measures to be included in the organization's process performance analyses.</p>	<p>SP 1.2 Select processes or subprocesses in the organization's set of standard processes to be included in the organization's process performance analyses and maintain traceability to business objectives.</p>
<p>SP 1.3 Establish and maintain the organization's quantitative objectives for quality and process performance.</p>	<p>SP 1.3 Establish and maintain definitions of measures to be included in the organization's process performance analyses.</p>
<p>SP 1.4 Establish and maintain the organization's process performance analyses.</p>	<p>SP 1.4 Analyze the performance of the selected processes, and establish and maintain the process performance baselines.</p>
<p>SP 1.5 Establish and maintain process performance models for the organization's set of standard processes.</p>	<p>SP 1.5 Establish and maintain process performance models for the organization's set of standard processes.</p>
Changes to OT in CMMI-SVC V1.3	
<p>SG 1 A training capability, which supports the organization's management and technical roles, is established and maintained.</p>	<p>SG 1 A training capability, which supports the roles in the organization, is established and maintained.</p>
<p>SP 1.1 Establish and maintain strategic training needs of the organization.</p>	<p>SP 1.1 Establish and maintain strategic training needs of the organization.</p>
<p>SP 1.2 Determine which training needs are the responsibility of the organization and which are left to the individual project or support group.</p>	<p>SP 1.2 Determine which training needs are the responsibility of the organization and which are left to the individual work group or support group.</p>
<p>SP 1.3 Establish and maintain an organizational training tactical plan.</p>	<p>SP 1.3 Establish and maintain an organizational training tactical plan.</p>
<p>SP 1.4 Establish and maintain a training capability to address organizational training needs.</p>	<p>SP 1.4 Establish and maintain a training capability to address organizational training needs.</p>

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to PPQA in CMMI-SVC V1.3	
SG 1 Adherence of the performed process and associated work products to applicable process descriptions, standards, and procedures is objectively evaluated.	SG 1 Adherence of the performed process and associated work products to applicable process descriptions, standards, and procedures is objectively evaluated.
SP 1.1 Objectively evaluate designated performed processes against applicable process descriptions, standards, and procedures.	SP 1.1 Objectively evaluate selected performed processes against applicable process descriptions, standards, and procedures.
SP 1.2 Objectively evaluate designated work products against applicable process descriptions, standards, and procedures.	SP 1.2 Objectively evaluate selected work products against applicable process descriptions, standards, and procedures.
Changes to REQM in CMMI-SVC V1.3	
The purpose of Requirements Management (REQM) is to manage requirements of the project's products and product components and to identify inconsistencies between those requirements and the project's plans and work products.	The purpose of Requirements Management (REQM) is to manage requirements of products and product components and to ensure alignment between those requirements and the work plans and work products.
SG 1 Requirements are managed and inconsistencies with project plans and work products are identified.	SG 1 Requirements are managed and inconsistencies with plans and work products are identified.
SP 1.1 Develop an understanding with the requirements providers on the meaning of the requirements.	SP 1.1 Develop an understanding with the requirements providers on the meaning of the requirements.
SP 1.2 Obtain commitment to requirements from project participants.	SP 1.2 Obtain commitment to requirements from participants.
SP 1.3 Manage changes to requirements as they evolve during the project .	SP 1.3 Manage changes to requirements as they evolve.
SP 1.4 Maintain bidirectional traceability among requirements and work products.	SP 1.4 Maintain bidirectional traceability among requirements and work products.
SP 1.5 Identify inconsistencies between the project plans and work products and the requirements.	SP 1.5 Ensure that plans and work products remain aligned with requirements.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to RSKM in CMMI-SVC V1.3	
The purpose of Risk Management (RSKM) is to identify potential problems before they occur so that risk-handling activities can be planned and invoked as needed across the life of the product or project to mitigate adverse impacts on achieving objectives.	The purpose of Risk Management (RSKM) is to identify potential problems before they occur so that risk handling activities can be planned and invoked as needed across the life of the product or work to mitigate adverse impacts on achieving objectives.
SG 3 Risks are handled and mitigated as appropriate to reduce adverse impacts on achieving objectives.	SG 3 Risks are handled and mitigated as appropriate to reduce adverse impacts on achieving objectives.
SP 3.1 Develop a risk mitigation plan for the most important risks to the project as defined by the risk management strategy.	SP 3.1 Develop a risk mitigation plan in accordance with the risk management strategy.
SP 3.2 Monitor the status of each risk periodically and implement the risk mitigation plan as appropriate.	SP 3.2 Monitor the status of each risk periodically and implement the risk mitigation plan as appropriate.
Changes to SAM in CMMI-SVC V1.3	
SG 2 Agreements with suppliers are satisfied by both the project and the supplier.	SG 2 Agreements with suppliers are satisfied by both the work group and the supplier.
SP 2.1 Perform activities with the supplier as Specified in the supplier agreement.	SP 2.1 Perform activities with the supplier as specified in the supplier agreement.
SP 2.2 Select, monitor, and analyze processes used by the supplier.	
SP 2.3 Select and evaluate work products from the supplier.	
SP 2.4 Ensure that the supplier agreement is satisfied before accepting the acquired product.	SP 2.2 Ensure that the supplier agreement is satisfied before accepting the acquired product.
SP 2.5 Ensure the transition of acquired products from the supplier to the project as appropriate.	SP 2.3 Ensure the transition of products acquired from the supplier.
Changes to SCON in CMMI-SVC V1.3	
SG 3 The service continuity plan is verified and validated.	SG 3 The service continuity plan is verified and validated.
SP 3.1 Prepare for the verification and validation of the service continuity plan.	SP 3.1 Prepare for the verification and validation of the service continuity plan.
SP 3.2 Verify and validate the service continuity plan.	SP 3.2 Verify and validate the service continuity plan.
SP 3.3 Analyze the results of validation and verification activities.	SP 3.3 Analyze the results of verifying and validating the service continuity plan.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to SSD in CMMI-SVC V1.3	
SG 1 Stakeholder needs, expectations, constraints, and interfaces are collected, analyzed, and transformed into validated service system requirements.	SG 1 Stakeholder needs, expectations, constraints, and interfaces are collected, analyzed, and transformed into validated service system requirements.
SP 1.1 Collect and transform stakeholder needs, expectations, constraints, and interfaces into stakeholder requirements.	SP 1.1 Collect and transform stakeholder needs, expectations, constraints, and interfaces into prioritized stakeholder requirements.
SP 1.2 Refine and elaborate stakeholder requirements to develop service system requirements.	SP 1.2 Refine and elaborate stakeholder requirements to develop service system requirements.
SP 1.3 Analyze and validate requirements, and define required service system functionality.	SP 1.3 Analyze and validate requirements, and define required service system functionality and quality attributes .
Changes to SST in CMMI-SVC V1.3	
SG 1 Preparation for service system transition is conducted.	SG 1 Preparation for service system transition is conducted.
SP 1.1 Analyze the functionality and compatibility of the current and future service systems to minimize impact on service delivery.	SP 1.1 Analyze the functionality, quality attributes , and compatibility of the current and future service systems to minimize impact on service delivery.
SP 1.2 Establish and maintain plans for specific transitions of the service system.	SP 1.2 Establish and maintain plans for specific transitions of the service system.
SP 1.3 Prepare relevant stakeholders for changes in services and service systems.	SP 1.3 Prepare relevant stakeholders for changes in services and service systems.
Changes to WMC (PMC) in CMMI-SVC V1.3 — 1 of 2	
The purpose of Project Monitoring and Control (PMC) is to provide an understanding of progress so that appropriate corrective actions can be taken when the project's performance deviates significantly from the plan.	The purpose of Work Monitoring and Control (WMC) is to provide an understanding of the ongoing work so that appropriate corrective actions can be taken when performance deviates significantly from the plan.
SG 1 Actual performance and progress of the project are monitored against the project plan.	SG 1 Actual performance and progress are monitored against the work plan.
SP 1.1 Monitor actual values of project planning parameters against the project plan.	SP 1.1 Monitor actual values of planning parameters against the work plan.
SP 1.2 Monitor commitments against those identified in the project plan.	SP 1.2 Monitor commitments against those identified in the work plan.
SP 1.3 Monitor risks against those identified in the project plan.	SP 1.3 Monitor risks against those identified in the work plan.
SP 1.4 Monitor the management of project data against the project plan.	SP 1.4 Monitor the management of data against the work plan.
SP 1.5 Monitor stakeholder involvement against the project plan.	SP 1.5 Monitor stakeholder involvement against the work plan.
SP 1.6 Periodically review the project's progress, performance, and issues.	SP 1.6 Periodically review the work progress, performance, and issues.
SP 1.7 Review the project's accomplishments and results at selected project milestones.	SP 1.7 Review accomplishments and results at selected milestones.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to WMC (PMC) in CMMI-SVC V1.3 — 2 of 2	
SG 2 Corrective actions are managed to closure when the project's performance or results deviate significantly from the plan.	SG 2 Corrective actions are managed to closure when the work performance or results deviate significantly from the plan.
SP 2.1 Collect and analyze issues and determine corrective actions necessary to address them.	SP 2.1 Collect and analyze issues and determine corrective actions to address them.
SP 2.2 Take corrective action on identified issues.	SP 2.2 Take corrective action on identified issues.
SP 2.3 Manage corrective actions to closure.	SP 2.3 Manage corrective actions to closure.
Changes to WP (PP) in CMMI-SVC V1.3	
The purpose of Project Planning (PP) is to establish and maintain plans that define project activities.	The purpose of Work Planning (WP) is to establish and maintain plans that define work activities.
SG 1 Estimates of project planning parameters are established and maintained.	SG 1 Estimates of work planning parameters are established and maintained.
SP 1.1 Establish and maintain the project strategy.	SP 1.1 Establish and maintain the service strategy.
SP 1.2 Establish a top-level work breakdown structure (WBS) to estimate the scope of the project .	SP 1.2 Establish a top level work breakdown structure (WBS) to estimate the scope of the work .
SP 1.3 Establish and maintain estimates of work product and task attributes.	SP 1.3 Establish and maintain estimates of work product and task attributes.
SP 1.4 Define project lifecycle phases on which to scope the planning effort.	SP 1.4 Define lifecycle phases on which to scope the planning effort.
SP 1.5 Estimate the project's effort and cost for work products and tasks based on estimation rationale.	SP 1.5 Estimate effort and cost for work products and tasks based on estimation rationale.
SG 2 A project plan is established and maintained as the basis for managing the project.	SG 2 A work plan is established and maintained as the basis for managing the work.
SP 2.1 Establish and maintain the project's budget and schedule.	SP 2.1 Establish and maintain the budget and schedule.
SP 2.2 Identify and analyze project risks.	SP 2.2 Identify and analyze risks.
SP 2.3 Plan for the management of project data.	SP 2.3 Plan for the management of data.
SP 2.4 Plan for necessary resources to perform the project .	SP 2.4 Plan for resources to perform the work .
SP 2.5 Plan for knowledge and skills needed to perform the project .	SP 2.5 Plan for knowledge and skills needed to perform the work .
SP 2.6 Plan the involvement of identified stakeholders.	SP 2.6 Plan the involvement of identified stakeholders.
SP 2.7 Establish and maintain the overall project plan.	SP 2.7 Establish and maintain the overall work plan.
SG 3 Commitments to the project plan are established and maintained.	SG 3 Commitments to the work plan are established and maintained.
SP 3.1 Review all plans that affect the project to understand project commitments.	SP 3.1 Review all plans that affect the work to understand work commitments.
SP 3.2 Adjust the project plan to reconcile available and estimated resources.	SP 3.2 Adjust the work plan to reconcile available and estimated resources.
SP 3.3 Obtain commitment from relevant stakeholders responsible for performing and supporting plan execution.	SP 3.3 Obtain commitment from relevant stakeholders responsible for performing and supporting plan execution.

CMMI-SVC V1.2	CMMI-SVC V1.3
Changes to QWM (QPM) in CMMI-SVC V1.3	
The purpose of Quantitative Project Management (QPM) is to quantitatively manage the project's defined process to achieve the project's established quality and process performance objectives.	The purpose of Quantitative Work Management (QWM) is to quantitatively manage the work to achieve the established quality and process performance objectives for the work .
SG 1 The project is quantitatively managed using quality and process performance objectives.	SG 1 Preparation for quantitative management is conducted.
SP 1.1 Establish and maintain the project's quality and process performance objectives.	SP 1.1 Establish and maintain the quality and process performance objectives for the work .
SP 1.2 Select subprocesses that compose the project's defined process based on historical stability and capability data.	SP 1.2 Using statistical and other quantitative techniques, compose a defined process that enables the work to achieve its quality and process performance objectives.
SP 1.3 Select subprocesses of the project's defined process to be statistically managed.	SP 1.3 Select subprocesses and attributes critical to evaluating performance and that help to achieve the quality and process performance objectives for the work .
SP 1.4 Monitor the project to determine whether the project's objectives for quality and process performance will be satisfied, and identify corrective action as appropriate.	SP 1.4 Select measures and analytic techniques to be used in quantitative management.
SG 2 The performance of selected subprocesses within the project's defined process is statistically managed.	SG 2 The work is quantitatively managed.
SP 2.1 Select measures and analytic techniques to be used in statistically managing selected subprocesses.	SP 2.1 Monitor the performance of selected subprocesses using statistical and other quantitative techniques.
SP 2.2 Establish and maintain an understanding of the variation of selected subprocesses using selected measures and analytic techniques.	SP 2.2 Manage the work using statistical and other quantitative techniques to determine whether or not the quality and process performance objectives for the work will be satisfied.
SP 2.3 Monitor the performance of selected subprocesses to determine their capability to satisfy their quality and process performance objectives, and identify corrective action as necessary.	SP 2.3 Perform root cause analysis of selected issues to address deficiencies in achieving the work group's quality and process performance objective.
SP 2.4 Record statistical and quality management data in the organization's measurement repository.	

Find more information at
<http://www.sei.cmu.edu/cmml/tools/svc/>
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