

CMMI-SVC Service PAs in Plain Language

Capacity and Availability Management (CAM):

making sure you have enough of the resources you need to deliver services and that they are available when needed—at an appropriate cost

Incident Resolution and Prevention (IRP):

handling what goes wrong—and preventing it from going wrong if you can

Service Continuity (SCON):

being ready to recover from a disaster and get back to delivering your service

Service Delivery (SD):

setting up agreements, taking care of service requests, and operating the service system

Service System Development (SSD):

making sure you have everything you need to deliver services, including people, processes, consumables, and equipment

Service System Transition (SST):

getting new systems in place, changing existing systems, or retiring obsolete systems—all while making sure nothing goes terribly wrong with the service

Strategic Service Management (STSM):

deciding what services you should be providing, making them standard, and letting people know about them

