

CMMI FOR SERVICES EXPERIENCE REPORT

Name of Partner Organization

Name of Piloting Organization

Service Type

For example: operations, maintenance, IT services, logistics, professional services, or any other service types.

What was the goal of the pilot?

What were the pilot characteristics?

For example: industry, organization size, scope, activities used, top-level results, one or more models used, or any other distinguishing characteristics.

What went well in the pilot?

Please be specific.

What did not go well or could be improved?

Please be specific.

Was any model or course content missing that would have been helpful in this pilot? If yes, what content?

Please be specific.

Was any model or course content hard to understand, apply, or interpret in this pilot? If yes, what content?

Please be specific.

How well did examples and typical work products apply? Did you note any gaps or difficult informative material?

Are PAs at the right maturity level and in the apt process category? List any that are not.

Do you have comments on specific PAs? If yes, what comments?

Do you have examples, exercises, interpretations, typical work products, or any other informative material that you are willing to share with the SEI? If yes, please list.

Did the pilot make you think of qualifications that lead appraisers, trainers, or consultants need? If yes, what are they?

Are you willing to have a follow-up discussion? If yes, please provide information on whom to contact.

Would you like the pilot organization and partner name to be listed on the SEI web site as an early adopter of CMMI-SVC?

Is there anything else you would like the SEI to know about CMMI-SVC?

Please see our website (<https://bscw.sei.cmu.edu/pub/bscw.cgi/0/661646>) for a current list of issues and questions on which the CMMI-SVC team seeks feedback. Do you have additional feedback on any of these issues or questions?

Thank you for piloting the CMMI for Services!

Please return this form to cmmi-comments@sei.cmu.edu