



## CMMI for Services

*Best practices for all types of service providers*

### Is your service business moving in the right direction?

Do you have a process for deciding which services to provide, for defining standard services, and communicating these decisions?

Does your organization have everything it needs to deliver services when they are needed at an appropriate cost?

How smoothly do you put new systems into place and retire obsolete systems?

How well do you handle it when things go wrong? And how do you prevent them from happening again?



#### CMMI for Services

CMMI for Services (CMMI-SVC) provides guidance to service provider organizations for managing, establishing, and delivering services.

Service organizations comprise 80% of the world economy and their importance is expected to continue. There are 70 universities that have established curricula in services. Even traditional manufacturers of hard goods increasingly are redefining what they do as *service*, in part because of the importance of remanufacturing and shaping their product lines to the needs of specific customers.

Some customers of service providers are now requesting that their suppliers demonstrate a CMMI rating or capability profile to help differentiate their suppliers from one another. That need has led to attempts by service providers to use the CMMI for Development model to appraise service provider organizations. These attempts have yielded mixed results. While some CMMI practices fit the service environment well, others clearly did not.

It is time that service providers have a collection of best practices designed just for them—a consistent benchmark that can be used as a basis for process improvement. That benchmark is CMMI for Services.

#### Diverse Types of Services Can Benefit From CMMI-SVC

Service providers can range widely from taxi services to engineering consulting services. CMMI for Services can be

successfully used by any type of service provider, including

- Maintenance and repair services
- Information technology services
- Facility operations
- Medical and healthcare services
- Human resources services
- Research services
- Financial services
- Education and training services
- Construction services
- Transportation services

#### CMMI-SVC Differs From Other Approaches for Services

All other improvement approaches support only one service type and are often proprietary. CMMI for Services supports many different service types and is freely available on the SEI website. Further, CMMI for Services contains all the management and organizational best practices that enable any organization (whether service provider, developer, or buyer) to successfully introduce and maintain improvements.

#### The Strength of CMMI

CMMI is a process improvement approach that provides organizations with the essential elements of effective processes. It can be used to guide improvement across a project, a division, or an entire organization. CMMI helps to integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes.

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### Services-Specific Best Practices

The CMMI for Services model presents its best practices, like other CMMI models, in groupings called *process areas*. CMMI for Services has 24 required process areas and 1 optional process.

The seven service-specific process areas were created to serve the interests and concerns of service provider organizations. These process areas are summarized here:

**Capacity and Availability Management (CAM)** practices help you to ensure that the resources you have created and maintain to deliver services are effectively used to support service requirements.

**Incident Resolution and Prevention (IRP)** practices help you to ensure that incidents are prevented and resolved and to ensure that resolution is timely and effective.

**Strategic Service Management (STSM)** practices help you to establish and maintain standard services in concert with strategic needs and strategic plans.

**Service Continuity (SCON)** practices help you to establish and maintain contingency plans that ensure the continuity of services during and following significant disruptions of normal operations.

**Service Delivery (SD)** practices help you to deliver services that meet the requirements in service agreements you have made with your customers.

**Service System Development (SSD)** practices help you to analyze, design, develop, integrate, verify, and validate the systems you need to deliver services in a way that meets the needs of your customers and meets the service agreements you have with them.

### Service System Transition (SST)

practices help you to deploy significant changes while managing their effect on ongoing service delivery.

### Learning More About CMMI-SVC

We have many opportunities for you to learn more about CMMI-SVC.

The SEI provides training that supports CMMI for Services. Initially, a one-day course is available. Prerequisites for this one-day training course include the successful completion of the Introduction to CMMI, V1.2 course that now covers CMMI for Development, V1.2.

A new three-day course is being developed that will be available later in 2009. This new course will have no prerequisites and will focus entirely on the CMMI for Services model.

Other CMMI-related training is listed on our website at [www.sei.cmu.edu/products/courses/](http://www.sei.cmu.edu/products/courses/).

You can also attend a conference, or browse the SEI website. Conferences, webinars, and other events are listed on our website at [www.sei.cmu.edu/events/](http://www.sei.cmu.edu/events/).

### Need Help Getting Started?

If you want to hire experts to help you through achieving process improvement in your organization, consider hiring an SEI Partner organization that is authorized to support CMMI for Services. These organizations offer training, appraisal services, and process improvement advice. See the SEI Partner Network web pages at <http://www.sei.cmu.edu/partners/>.

### Related Websites

[www.sei.cmu.edu/](http://www.sei.cmu.edu/)  
[www.sei.cmu.edu/cmmi/tools/svc/](http://www.sei.cmu.edu/cmmi/tools/svc/)

### For Course Registration

[www.sei.cmu.edu/products/courses/](http://www.sei.cmu.edu/products/courses/)

### For More Information

Customer Relations  
Phone: 412-268-5800  
FAX: 412-268-6257  
[customer-relations@sei.cmu.edu](mailto:customer-relations@sei.cmu.edu)  
[www.sei.cmu.edu](http://www.sei.cmu.edu)