

SEMA Product Suite: Procedures

(effective November 26, 2008)

This Web page documents the procedures to be followed by SEI Partners for the delivery of the Implementing Goal-Driven Measurement course (both the case study version and tailored version) the Improving Process Performance using Six Sigma course, and the Designing Products and Processes Using Six Sigma course under SEMA Product Suite License Agreements with the Carnegie Mellon University Software Engineering Institute as described in the License Specifications. The contents of this Web page are included by reference in any SEMA Product Suite License Agreement. For information on becoming an SEI Partner, please [view our current opportunities](#).

Qualification Process

Initial Individual Qualification

- [Implementing Goal-Driven Measurement \(IGDM\) Instructors](#)
- [Improving Process Performance Using Six Sigma \(IPPSS\) Instructors](#)
- [Designing Products and Processes Using Six Sigma \(DPPSS\) Instructors](#)

Maintenance of Qualifications

- [IGDM Instructors](#)
- [IPPSS Instructors](#)
- [DPPSS Instructors](#)

Sponsorship

Sponsorship Form

Agreement Partner shall provide confirmation of candidate sponsorship of instructors to the SEI by submitting the sponsorship form located at <http://www.sei.cmu.edu/partners/resources/forms/>.

Changes

Agreement Partner shall notify the SEI within 30 days of the effective date if any instructor's contact information changes.

Agreement Partner shall notify the SEI within 30 days of the effective date if any Certification Candidate or SEI-Certified Instructor leaves Agreement Partner's organization or sponsorship.

Delivering SEI Product Suite Courses

General

Duplication, Distribution, and Updating of SEMA Product Suite

Accessing Materials from the SEI

The SEI shall provide electronic access to the SEMA Product Suite materials to the Agreement Partner business point of contact within 30 days of the signing of the Agreement.

The SEI shall provide the SEMA Product Suite materials for the IGDM course to SEI-Certified IGDM Instructors sponsored by Agreement Partner upon their instructor certification.

The SEI shall provide the SEMA Product Suite materials for the IPPSS course to SEI-Certified IPPSS Instructors sponsored by Agreement Partner upon their instructor certification.

As part of IGDM Instructor Training course, each Certification Candidate for IGDM instructor certification shall receive electronic access to the instructor's notes for the IGDM course.

As part of IPPSS Instructor Training course, each Certification Candidate for IPPSS instructor certification shall receive electronic access to the instructor's notes for the IPPSS course.

As part of DPPSS Instructor Training course, each Certification Candidate for DPPSS instructor certification shall receive electronic access to the instructor's notes for the DPPSS course.

3rd Party Duplication

Agreement Partner may make one paper copy of the student materials per student. Agreement Partner may engage a third party to reproduce the course materials as long as 1) the number of copies produced is limited to one copy of the materials per course attendee, and 2) any copies produced are distributed exclusively to course attendees.

Packaging of Materials

Agreement Partner shall package SEI training in Agreement Partner-provided packaging with appropriate tabs and labeling.

Change Management

SEI shall own and maintain all SEMA Product Suite materials. Agreement Partner and its instructors are encouraged to submit change requests to the SEI for review.

Usage of Translated Materials

The authoritative source of the SEMA Product Suite materials shall be that written in the English language. Unless an SEI-sanctioned translation of the SEMA Product Suite materials is made

available by the SEI, Agreement Partner and SEI-Certified Instructors are required to use the authoritative source in the delivery of the SEMA Product Suite.

Agreement Partner may create unofficial translations of the course exercises and assignments for the SEMA Product Suite Courses only as long as the SEI has not released an SEI-sanctioned translation in the language of the unofficial translation and if Agreement Partner shall: 1) for course exercises and assignments, provide advance written notification of Agreement Partner's intent to create an unofficial translation to the SEI ; 2) provide a copy of the English language version of the course exercises and assignments to the Course Participants, 3) provide a copy of the unofficial translation in electronic format to the SEI for posting in an instructor resource library; and 4) display the following notices and disclaimers on the unofficial translations:

- “This translation of Carnegie Mellon University copyrighted material is not an SEI-sanctioned translation.
- “This unofficial translation of course exercises and assignments from [insert name of SEMA Product Suite course] was prepared by [insert name of Agreement Partner] under license and special permission by the Software Engineering Institute.
- “Neither Carnegie Mellon University nor the Software Engineering Institute directly or indirectly endorses this unofficial translation. Accuracy and interpretation of this translation are the responsibility of [insert name of Agreement Partner]. The SEI has not participated in this translation.
- “[insert name of SEMA Product Suite course] course materials including all exercises, and assignments are copyrighted materials of Carnegie Mellon University.
- “This unofficial translation may be used only as long as the SEI has not released an SEI-sanctioned translation in the language of the unofficial translation.”

Except for unofficial translations of course exercises and assignments of the SEMA Product Suite courses, Agreement Partner is not permitted to develop or distribute any other unofficial translations of any SEMA Product Suite materials. If an SEI-sanctioned translation does not exist, an SEI-Certified Instructor or an independent translator may orally translate the materials as long as the English language version of the SEI materials is distributed to Course Participants.

SEI Support

SEI support to Agreement Partner includes the following additional activities:

- Review Agreement Partner provided data and feedback as necessary.
- Phone and email support for SEI-Certified Instructors
- Annual meeting with Agreement Partner at SEI location to review status and performance data, share experience, and recommend changes.
- Maintenance of SEMA Product Suite and distribution of updates
- Listing of Agreement Partner and its SEI-Certified Instructors in the SEI Partner Directory
- Review of Agreement Partner's and SEI-Certified Instructor's requests for changes to course materials.

Conducting SEMA Product Suite Courses

Prerequisite Verification

Agreement Partner shall ensure that each Course Participant in the DPPSS course has met the SEI established course pre-requisites listed at <http://www.sei.cmu.edu/training/p56b.cfm> by confirming Course Participant's records at <https://partner-resources.sei.cmu.edu/> in advance of the planned course delivery.

Class Size

The recommended class size for the classroom delivery of each offering of the case study version of the IGDM course should be limited to a maximum of 20 students. The minimum suggested class size for the classroom delivery is 9 students. There is no recommended maximum or minimum class size for the tailored version of the IGDM course.

The recommended class size for the classroom delivery of each offering of the IPPSS or DPPSS course should be limited to a maximum of 20 students. The minimum suggested class size for the classroom delivery is 5 students. Two (2) SEI-Certified IPPSS or DPPSS Instructors are recommended for classes with more than 10 students. If an IPPSS or DPPSS Certification Candidate is the sole instructor for an IPPSS or DPPSS class delivery in order to complete IPPSS or DPPSS instructor qualification requirements, the class size for an IPPSS or DPPSS Certification Candidate instructor's observation delivery cannot exceed 10 students.

If an SEI Partner plans to deliver the IPPSS or DPPSS course for more than 10 students with one (1) SEI-Certified IPPSS or DPPSS Instructor, the SEI reserves the right to attend and audit the course offering at the SEI's expense, except as stated below in the Review and Audit for Course Delivery section. In the event that the SEI Partner plans to deliver the IPPSS or DPPSS course for more than 10 students with one SEI-Certified IPPSS Instructor and one IPPSS Certification Candidate or one SEI-Certified DPPSS Instructor and one DPPSS Certification Candidate in order to complete IPPSS or DPPSS instructor qualification requirements, SEI observation of that course delivery shall be at the SEI Partner's expense. SEI Partner shall provide the SEI with 30 days advance written (email) notice for expected class size with more than 10 students and confirm via email the actual class size with SEI two weeks prior to the class start date.

Course Delivery

Distance learning use of the SEMA Product Suite is not allowed. SEI-Certified Instructors shall only use the SEMA Product Suite to teach the SEMA Courses via live classroom delivery on behalf of the Agreement Partner.

SEI-Certified Instructors and Agreement Partner shall not deliver the SEMA Product Suite through teleconference, video conference, or other distance learning vehicles or make any other electronic distribution of the SEMA Product Suite without the prior written approval of the SEI.

The IGDM course may be offered in two different formats: a case study version or a tailored workshop version. The case study version is the non-modified version of the course. This is the version that the SEI teaches in its public offerings. The tailored workshop version is the version that is modified or tailored by the SEI Partner or an SEI-Certified Instructor to meet the goals of a specific customer. Tailored version guidelines are available on the [SEI Partner Resource Center](#).

Altering SEMA Product Suite Materials

Agreement Partner may alter the SEMA Product Suite materials only to make minor grammatical corrections or to change spelling to accommodate regional style (such as changing “center” to “centre”). Agreement Partner may tailor the SEMA Product Suite materials as permitted by the SEI’s guidelines for the delivery of tailored versions of the IGDM course. Except for the minor grammatical corrections, regional style accommodations, or tailoring as permitted in the preceding sentences, no other changes to SEMA Product Suite materials are allowed without prior written consent from SEI.

Tailored versions of the IGDM course shall contain the following attributions to the SEI as follows:

1. “This material was developed using information and publications from the Carnegie Mellon University Software Engineering Institute (www.sei.cmu.edu).”
2. “Capability Maturity Model, CMM, and CMMI are registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.”, as applicable

The SEI logo may only be used in original SEI-developed materials or modules for tailored versions of the IGDM course; modified course materials or modules shall not contain the SEI logo.

Agreement Partner may add supplementary, Agreement Partner-provided, material clearly designated as such. Supplementary material shall not a) be used to replace SEI-supplied material for the case study version or b) contain the SEI logo and/or copyright notices.

Except for any tailored version of the IGDM course and Agreement Partner-provided supplementary material, all SEI-originated instructional materials (printed or otherwise) that are distributed to students, clients, prospects, and others, must incorporate all of the following:

1. the SEI logo
2. the Carnegie Mellon University copyright notice ("Copyright © 20__ by Carnegie Mellon University")
3. any related Carnegie Mellon University service or trademarks that appeared on the materials as provided by the SEI.

No other markings that would distinguish such materials from the same items provided by the SEI itself are permitted.

Certificates

Upon request, SEI shall make available course completion certificate templates with Carnegie Mellon University Continuing Education Units to be provided to Agreement Partner's Course Participants who successfully complete the case study version of the IGDM course, the IPPSS course, and/or the DPPSS course.

SEI shall not provide course completion certificates or Carnegie Mellon University Continuing Education Units for any Course Participants who complete a tailored version of the IGDM course provided by Agreement Partner.

Agreement Partner shall be responsible for delivering the completion and CEU certificates to the individual Course Participants.

Data Submission Requirements

Attendee Lists

Within 30 days of the completion of any course delivered under this Agreement, Agreement Partner shall (i) ensure that SEI-Certified Instructors submit to SEI the attendee list on the SEI-provided attendee list template.

Course attendee lists shall include the identification, as required by the SEI, of each Course Participant trained by Agreement Partner, whether or not the Course Participant successfully completed the course, and whether the course delivered was a non-modified version or a tailored version. If any Course Participant has requested that his or her identity not be released to SEI, Agreement Partner shall report the attendee as "Anonymous Attendee" (enter first name as "Anonymous" and last name as "Attendee") in the required attendee lists and shall inform the attendee that the attendee will not receive pre-requisite credit, continuing education units, or any other benefits normally provided by SEI to Course Participant. If an individual elects to be entered as an "Anonymous Attendee", the Agreement Partner shall inform them that the individual will be

1. unable to retroactively elect to provide their personal information and receive credit
2. ineligible to participate in any instructor certification program for the SEMA Product Suite.

SEI will invoice Agreement Partner for fees based on the attendee lists submitted.

Course Evaluations

Within 30 days of the completion of a course offering, Agreement Partner shall transmit completed course evaluation forms to the SEI via email, express mail, or U.S. Mail.

Tailored Materials

Agreement Partner shall transmit a copy of the workshop description and the PowerPoint overview module for the tailored version of the IGDM course in advance of the course delivery. If time permits, SEI will provide feedback on the course tailoring to the Agreement Partner.

Data Submission Points of Contact

Agreement Partner shall submit completed course evaluation forms to

- SEMA Product Suite Certification Administrator
SEMA Team
Carnegie Mellon University
Software Engineering Institute
4500 Fifth Avenue
Pittsburgh, PA 15213
Fax: 412-268-5758

Quality Assurance

Certified Individual Audit Program

The SEI will conduct random audits of a percentage of submitted SEI-Certified Instructor renewal logs each year. This will ensure that the quality of on-going professional activities submitted continue to meet program requirements.

Remediation

The SEI reserves the right to require remedial work for Certification Candidates pursuing certification at either the training course or the observation/mentoring stage. Any remedial work for Certification Candidates assigned by the SEI must be satisfactorily completed within 3 months unless otherwise stipulated by the SEI. Any additional SEI support for remedial work will be billed in accordance with the fee schedule.

Review and Audit for Course Delivery

Course Participant evaluation forms will be reviewed to evaluate the quality of course delivery. The SEI may perform random reviews of Agreement Partner-delivered courses at the discretion of the SEI, including on-site reviews of courses in progress. The SEI shall notify the Agreement Partner if an on-site review will be performed and schedule with the Agreement Partner a time for such review to occur. Agreement Partner shall not be responsible for any expenses incurred by SEI in performing any review. After an on-site review, the SEI shall provide a written evaluation to Agreement Partner, which may include an action and mitigation plan. The SEI may perform subsequent random reviews as the SEI deems necessary.

For unsatisfactory Course Participant evaluations for the IPPSS or DPPSS courses, SEI may provide an action and mitigation plan for Agreement Partner's SEI-Certified Instructors. If the

action and mitigation plan indicates that an additional SEI observation is required, Agreement Partner shall be responsible for any expenses incurred by SEI performing such observation.

Customer Satisfaction Survey

SEI reserves the right to conduct follow up surveys of attendees who have attended Agreement Partner-delivered offerings of the SEMA Product Suite courses.

Ethics and Compliance Training

SEI Partners are required to successfully complete Ethics & Compliance Training as provided by SEI Partner Network Ethics & Compliance Office.