CMMI on the Web: Remastered

SEPG Asia Pacific 2009
September 2009
What’s on Tap?

Software Engineering Institute | Carnegie Mellon
Published Appraisal Results

SPIN
Software and Systems Process Improvement Network

CMMI
Key Takeaways

✓ Basic understanding of the CMMI Product Suite

✓ Starting and sustaining a CMMI-based process improvement initiative

✓ Online help for CMMI implementation
What is an FFRDC

- Federally Funded Research and Development Center (FFRDC)
- Unique entities sponsored and funded by the U.S. government to meet specific long-term needs
- FFRDCs work in the public interest and operate as strategic partners with their sponsoring government agencies
What is a Constellation?

The CMMI Product Suite is a collection of all model components, training material components, and appraisal components organized by areas of interest called constellations.

Each constellation is comprised of the following elements:

✓ the CMMI Model Foundation (CMF)
✓ named groups of process areas used to create CMMI models within that constellation
  • One example is the Engineering group process areas not included in the CMF to create CMMI for Development
  • Another example is the IPPD group of additions consisting of specific goals inserted into IPM and OPF to create the CMMI-DEV +IPPD model.
✓ generic practice elaborations for the process areas in the constellation
✓ appropriate training and appraisal materials
CMMI for Development, Version 1.2 (CMMI-DEV)

- CMMI-DEV addresses the development of product and service systems
- Download for free at: www.sei.cmu.edu/library/abstracts/reports/06tr008.cfm

Designed to aid ANY organization that is developing products or services

- Used by organizations in Defense, Healthcare, Finance, Insurance, Telecommunications, and other industries.
- The practices are typically general enough to apply to both systems engineering and software engineering.
CMMI for Development, Version 1.2 (CMMI-DEV) – Presentations

✓ CMMI Executive Overview:
  www.sei.cmu.edu/library/abstracts/presentations/exec-overview-2006.cfm

✓ CMMI Version 1.2 Overview:
  www.sei.cmu.edu/library/abstracts/presentations/cmmi-v12-overview.cfm

✓ CMMI v1.2 Tutorial
  https://bscw.sei.cmu.edu/pub/bscw.cgi/0/444850
CMMI for Acquisition, Version 1.2 (CMMI-ACQ)

- Released November 1, 2007
- Download for free at: www.sei.cmu.edu/library/abstracts/reports/09tr001.cfm
- User site: https://bscw.sei.cmu.edu/pub/bscw.cgi/0/507426
- CMMI for Acquisition (CMMI-ACQ): A Short Overview (Video), www.sei.cmu.edu/library/abstracts/videos/cmmiacqvideo.cfm

Designed to aid organizations that are acquiring products & services or outsourcing the development or delivery of products & services

- Provides guidance to enable informed and decisive acquisition leadership
- Defines effective and efficient practices for acquisition projects
CMMI for Services Version 1.2 (CMMI-SVC)

- Released February 25, 2009
- Download for free at: www.sei.cmu.edu/library/abstracts/reports/07tr017.cfm
- User site: https://bscw.sei.cmu.edu/pub/bscw.cgi/0/424939

The purpose of the CMMI-SVC is to get the same results and benefits in their service deployment efforts that they currently enjoy in their development efforts.

CMMI for Services (CMMI-SVC): A Short Overview (Video),
- www.sei.cmu.edu/library/abstracts/videos/cmmisvc.cfm
Future version of CMMI...

CMMI Version 1.3

✓ Expected sometime in Fall 2010
✓ CMMI Product Suite v1.3 and will focus on, but not be limited to:
  • Clarity of high maturity material
  • More effective generic practices
  • Appraisal efficiencies
  • Synchronize the architecture and content across constellations: Development, Acquisition, and Services
✓ SEI Webinar Series: **CMMI Version 1.3 Product Suite** by Mike Konrad & Rusty Young
✓ SEI Webinar Series: **CMMI v1.2 and Beyond** by Mike Phillips and Mike Konrad
Constellations - 6

CMMI-ACQ:
* Agreement Management
* Acq Requirements Development
* Acq Technical Management
* Acq Verification
* Acq Validation
* Solicitation and Supplier Agreement Development

CMMI-DEV:
* Product Integration
* Requirements Development
* Supplier Agreement Management
* Technical Solution
* Validation
* Verification

16 CMF Process Areas:
* Causal Analysis and Resolution
* Configuration Management
* Decision Analysis and Resolution
* Integrated Project Management
* Measurement and Analysis
* Organizational Innovation and Deployment
* Organizational Process Definition
* Organizational Process Focus
* Organizational Process Performance
* Organizational Training
* Project Monitoring and Control
* Project Planning
* Process and Product Quality Assurance
* Quantitative Project Management
* Requirements Management
* Risk Management
**Levels - 1**

**Maturity Levels:**

1 – Initial
2 – Managed
3 – Defined
4 – Quantitatively Managed
5 – Optimizing

- Used in Staged Representation
- Measure the process improvement achievements of the organization across multiple pre-planned PAs
- Recognized in some industries as a measure that can be used to compare one organization to another
• Used in Continuous Representation

• Measure an organization's process improvement achievement within a single process area or multiple selected PAs

• Organization can choose which areas to emphasize
Sampling of Implementers' Views of Maturity Levels 2 & 3

  

- **Delivering a CMMI Compliant Project Plan in 30 Minutes** by Kevin Scaaff, BAH, Mike Busak, Select Business Solutions, March 2005
  

- **CMMI Crash Course: What the SEI Won’t Teach You** by Hillel Glazer, Entinex, Inc.
  

- **CMMI Level 3 Blog**
  
  [http://technorati.com/posts/tag/CMMI+Level+3](http://technorati.com/posts/tag/CMMI+Level+3)

- **Do's and Don'ts of Process Improvement** by Pat O'Toole, PACT
  
High Maturity (Levels 4-5)

- Informative Material Is Important to CMMI Model Interpretation and Implementation
  - Compared to levels 2-3, there is less experience with or external reference material explaining the practices at levels 4-5.

- The Challenge of CMMI Level 4-5 Interpretation and Implementations Web page: http://www.sei.cmu.edu/cmmi/casestudies/adoption/informative.cfm

- SEI Webinar Series: A Jumpstart Method for Business Goals and Project Objectives Supporting CMMI High Maturity by Robert Stoddard

- Use and Organizational Effects of Measurement and Analysis in High Maturity Organizations: Results from the 2008 SEI State of Measurement and Analysis Practice Surveys
  www.sei.cmu.edu/library/abstracts/reports/08tr024.cfm
Sampling of Implementers’ Views of Maturity Levels 4 & 5

- SEPG North America 2008 Tutorial: *If You're Living the "High Life," You're Living the Informative Material* by Rusty Young, Bob Stoddard, and Mike Konrad, SEI
  
  www.sei.cmu.edu/library/abstracts/presentations/Young-2007.cfm

  
  www.sei.cmu.edu/library/abstracts/presentations/Hayes-2007.cfm

- *The Value of High Maturity*
  

- *V1.2 High Maturity: What should I expect to see in a V1.2 High Maturity Appraisal* by John Ryskowski, JFR Consulting
  

High Maturity (Levels 4-5) Courses

✓ SEI High Maturity Courses:
  - Understanding CMMI High Maturity Practices
  - CMMI and Six Sigma: Strategies for Joint Implementation
  - Improving Process Performance Using Six Sigma
  - Designing Products and Processes Using Six Sigma

  ❖ See [www.sei.cmu.edu/products/courses](http://www.sei.cmu.edu/products/courses) for details on each

✓ Examples of Other High Maturity Courses (not a complete list):
  - Systems and Software Consortium: Introduction to Higher Maturity Measurement
  - Process Strategies, Inc: Measurement & High Maturity Workshop
Three Appraisal Classes (A, B and C)

- **SCAMPI A:**
  - Most rigorous method
  - The only method resulting in ratings

- **SCAMPI B:**
  - Provides options in model scope
  - Characterization of practices is fixed to one, three-point scale
  - Performed on implemented practices

- **SCAMPI C:**
  - Wide range of options with scale defined by the user
  - Characterization of planned approaches to process implementation

[www.sei.cmu.edu/cmmi/tools/appraisals/classes.cfm](http://www.sei.cmu.edu/cmmi/tools/appraisals/classes.cfm)
Appraisal Publications and Presentations

**SCAMPI Method Definition Document (MDD):**

www.sei.cmu.edu/reports/06hb002.pdf

**SCAMPI B&C Handbook:**

www.sei.cmu.edu/library/abstracts/reports/05hb005.cfm

For more on appraisals in general:

www.sei.cmu.edu/cmmi/tools/appraisals/

Appraisal related presentations:

www.sei.cmu.edu/library/
Are you ready for your appraisal?

✓ The steps found at this URL demonstrate the typical steps involved in implementing CMMI-based process improvement:
  
  www.sei.cmu.edu/cmmi/start/index.cfm

✓ *Top 10 Signs You're Ready (or Not) for an Appraisal*, Gary Natwick, Harris Corporation, November 2005
  
Current list of completed, and reported, SCAMPI Class A appraisals

- Please note: must have provided the SEI with written authorization for this release of information to be on list

http://sas.sei.cmu.edu/pars

<table>
<thead>
<tr>
<th>Organization - Organizational Unit</th>
<th>Team Leader - Sponsor</th>
<th>Appraisal End Date</th>
<th>Maturity Level - Representation</th>
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<tr>
<td>30SAN INFORMATION SYSTEM CO.LTD - 30SAN INFORMATION SYSTEM CO.LTD</td>
<td>John JunanYu - Wei Li</td>
<td>Dec 12, 2006</td>
<td>ML 5 - Staged</td>
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<td>3S Technology Co., LTD - 3S Technology Co., LTD</td>
<td>SumitGang</td>
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<td>ML 5 - Staged</td>
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<td>3H Technology, LLC - 3H Technology, LLC</td>
<td>Francisco Boskinsi - Anwar Haldar</td>
<td>Aug 20, 2005</td>
<td>ML 5 - Staged</td>
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<tr>
<td>3I Infotech Limited - 3I Infotech Limited, Chennai</td>
<td>SankaranVenkataramani - Padmanabhan Iyer</td>
<td>Jun 30, 2006</td>
<td>ML 5 - Staged</td>
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<tr>
<td>3I Infotech Limited - 3I Infotech Limited, Chennai</td>
<td>KrishnaRao - Pariśekh Gheiani</td>
<td>Jun 30, 2006</td>
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<td>7COMm - 7COMm Informatica Ltda</td>
<td>MarkAmany</td>
<td>Sep 16, 2006</td>
<td>ML 2 - Staged</td>
</tr>
<tr>
<td>A&amp;I System Co., Ltd - A&amp;I System Co., Ltd</td>
<td>KeikoKasugawa - Tetsuo Kanto</td>
<td>Dec 09, 2005</td>
<td>ML 3 - Staged</td>
</tr>
<tr>
<td>A&amp;I Corporation - A&amp;I Services Corporation</td>
<td>MarkRabideau - Dan Davis</td>
<td>Dec 15, 2005</td>
<td>ML 2 - Staged</td>
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</tbody>
</table>

Go to SAS Homepage
Ultimately, any appraised entity receives an Appraisal Disclosure Statement (ADS) and a Final Findings Report from their Lead Appraiser.

- This form documents the achieved maturity level or capability level profile.
- Also documents which parts of the organization were appraised.
- This report is owned by the sponsoring organization. This does not come from the SEI.
Process Maturity Profile

✓ Summarizes appraisal results and other information for a particular time period

✓ These profiles are intended to provide a snapshot of the state of process maturity in a way that individual organizations' maturity levels cannot be identified or inferred

http://www.sei.cmu.edu/cmmi/casestudies/profiles/cmmi.cfm
✓ SAS is where Lead Appraisers submit appraisal results

✓ SAS is also where Introduction to CMMI attendees are automatically added to the Appraisal Team Member pool.

http://sas.sei.cmu.edu
Starting a Process Improvement Initiative - 1

- Link to this page directly from SEI Homepage: www.sei.cmu.edu (click on SEI Partner Network)

Select “SEI Partners”
Starting a Process Improvement Initiative

Dropdown lists ALL SEI Partner organizations

<table>
<thead>
<tr>
<th>Partner services</th>
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<tr>
<td><strong>SEI Partner</strong></td>
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<td>- Select an Organization</td>
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<td>State (for USA only):</td>
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<td>Language:</td>
<td>- Select Language</td>
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</tbody>
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Links
- SEI Partner Application
- Published Appraisal Results
- BPC Directory Login
- Partner Resource Center

Either select “CMMI Product Suite” or “SCAMPI Appraisal Services”

Refine your search by searching for nearby locations

Reset  Find a Partner
Starting a Process Improvement Initiative - 3

☑️ Are you looking for a specific name or SEI-certified role, HMLA for ex.?

Find an SEI Partner Sponsored Individual

SEI Partner-sponsored individuals are the instructors, appraisers, and coaches who deliver authentic SEI services under the supervision of SEI Partner organizations. Sponsored individuals undergo rigorous training and perform SEI-monitored maintenance activities to ensure they are qualified to teach SEI courses and provide SEI services.

SEI Partner Sponsored Individual

First Name: 
Last Name: 

SEI Courses and Services

Course or Service: 
- Select a Course or Service

Find an Individual

Dropdown lists
ALL SEI Roles

Links
SEI Partner Application
Published Appraisal Results

Current Partners
BPGC Directory Login
Partner Resource Center

Clicking “Search for Authorized Individual” at any time will return ALL individuals for given criteria
Look here when interpretation/implementation issues arise:

- Yahoo! Discussion Group:
  
  http://groups.yahoo.com/group/cmmi_process_improvement

- Ask the CMMI Appraiser Blog:
  
  http://askthecmmiappraiser.blogspot.com

- CMMI for Services Diary
  
  www.cmmiforservicesdiary.com

- Send questions to cmmi-comments@sei.cmu.edu

- SPIN Meetings…
SPIN chapters offer a forum for the FREE and open exchange of process improvement experiences, ideas, information and mutual support

✓ Find a local network of process improvement enthusiasts near you
✓ SPIN International Directory: http://www.sei.cmu.edu/spin/find/international/index.cfm

Other Benefits of SPIN

✓ Opportunities for professional accreditation by attending meetings
✓ Networking/professional development
✓ Discounts on SEI Membership: www.sei.cmu.edu/membership
Where can you find quantitative evidence on the benefits of process improvement based on CMMI models?

- CMMI Performance Results: www.sei.cmu.edu/cmmi/research/results/index.cfm
- Performance Results of CMMI-Based Process Improvement: www.sei.cmu.edu/library/abstracts/reports/06tr004.cfm
- cogence, Inc: www.cognence.com/resources.html
- DACS ROI Dashboard: www.thedacs.com/databases/roi
What is a “Small Setting”? 

Small Companies (<100 people)

Small Organizations (<50 people)

Small Projects (<20 people)
For organizations that are small businesses, groups, or projects in their software and systems development chain, the SEI is offering the Improving Processes in Small Settings (IPSS) project:

www.sei.cmu.edu/iprc/ipss.html

CMMI in Small Settings Toolkit Repository:

www.sei.cmu.edu/cmmi/publications/toolkit

CMMI Level 2 Boot Camp for Small Organizations offered by Turner Consulting Group:

www.cmmibootcamp.com/aboutTCG.html
✓ SEI Webinar Series: *Process Improvement at the Edges* by SuZ Garcia

✓ *Achieving CMMI®-Dev + IPPD Version 1.2 Maturity Level 3 in a Small Organization Planning/ Implementing/Appraising* by Donna Lee, United Space Alliance

✓ Lessons Learned from Adopting CMMI for Small Organizations
www.sei.cmu.edu/library/abstracts/presentations/Garcia-SEPG2005.cfm

✓ Other useful presentations:
CMMI with Other Standards, Approaches, Models - 1

CMMI with: - 1

✓ Process Improvement in Multi-Model Environments (PrIME)
  ❖ Also see: [www.sei.cmu.edu/prime](http://www.sei.cmu.edu/prime)

✓ ISO 9001/15504/12207/15288
  ❖ *Process Improvement with CMMI V1.2 and ISO Standards* by Boris Mutafelija and Harvey Stromberg (Book)
    ❖ [www.sei.cmu.edu/library/abstracts/reports/09sr005.cfm](http://www.sei.cmu.edu/library/abstracts/reports/09sr005.cfm)
    ❖ [www.wibas.de/download/cmmi_introduction_dnd.pdf](http://www.wibas.de/download/cmmi_introduction_dnd.pdf)

✓ TSP
  ❖ [www.sei.cmu.edu/library/abstracts/reports/04tr014.cfm](http://www.sei.cmu.edu/library/abstracts/reports/04tr014.cfm)
CMMI with Other Standards, Approaches, Models - 2

CMMI with: - 2

✓ Six Sigma

- [www.sei.cmu.edu/library/abstracts/books/0321516087.cfm](http://www.sei.cmu.edu/library/abstracts/books/0321516087.cfm)
- [www.sei.cmu.edu/library/abstracts/dvds/A-Base-Case-for-Multi-Model-Process-Improvement.cfm](http://www.sei.cmu.edu/library/abstracts/dvds/A-Base-Case-for-Multi-Model-Process-Improvement.cfm)
CMMI with Other Standards, Approaches, Models - 3

CMMI with: - 3

✓ Agile
  ❖ www.agilemanagement.net/Articles/MSF/CMMIandtheDeclarationofIn.html
  ❖ www.agilecmmi.com
  ❖ SEI Webinar Series: CMMI-Agile by Mike Konrad
    www.sei.cmu.edu/library/abstracts/webinars/13nov200802.cfm

✓ PCMM
  ❖ https://seir.sei.cmu.edu/seir (free registration required)

✓ Product Lines
  ❖ www.sei.cmu.edu/library/abstracts/reports/05tn028.cfm
CMMI with Other Standards, Approaches, Models - 4

CMMI with: - 4

✓ Cobit
  ❖ [URL] www.isaca.org/Template.cfm?Section=Downloads3&Template=/TaggedPage/TaggedPageDisplay.cfm&TPLID=63&ContentID=13742

✓ ITIL
  ❖ [URL] www.itil.co.uk
  ❖ [URL] https://bscw.sei.cmu.edu/pub/bscw.cgi/d426144/ITIL%20Comparison

✓ PMBOK
  ❖ [URL] https://bscw.sei.cmu.edu/pub/bscw.cgi/0/417678

✓ RUP
  ❖ [URL] https://bscw.sei.cmu.edu/pub/bscw.cgi/d426144/ITIL%20Comparison
CMMI with/and:

- Interpreting Capability Maturity Model Integration (CMMI) for Business Development Organizations in the Government and Industrial Business Sector
  - www.sei.cmu.edu/library/abstracts/reports/07tn004.cfm
- +SAFE, V1.2: A Safety Extension to CMMI-DEV, V1.2
- Multi-model comparison tool developed by ISD:
  - www.isd-inc.com/tools.modelWizard
- Several other models: www.computerworld.com/printthis/2004/0.4814.90797.00.html
Introduction to CMMI Version 1.2*  
www.sei.cmu.edu/training/p44b.cfm

Intermediate Concepts of CMMI  
www.sei.cmu.edu/training/a02b.cfm

CMMI Instructor Training  
www.sei.cmu.edu/training/p37b.cfm

Lead Appraiser Training  
www.sei.cmu.edu/training/a04.cfm

CMMI and Six Sigma  
www.sei.cmu.edu/training/p71.cfm

Understanding CMMI High Maturity Practices  
www.sei.cmu.edu/training/p14b.cfm

B and C Team Leader Training  
www.sei.cmu.edu/training/p53.cfm

CMMI-Based Overview  
www.sei.cmu.edu/training/p40.cfm

CMMI Version 1.2 Upgrade Training*  
www.sei.cmu.edu/training/p57.cfm

CMMI for Acquisition Supplement for Introduction to CMMI Version 1.2  
www.sei.cmu.edu/training/p62b.cfm

CMMI for Services Supplement for Introduction to CMMI Version 1.2  
www.sei.cmu.edu/training/p69.cfm

*CMMI Level 2 and 3 for Practitioners  
www.sei.cmu.edu/training/p74.cfm

*Available from SEI Partner Network
Paths to Individual Authorization:

SCAMPI v1.2 Lead Appraiser (LA) Course:
www.sei.cmu.edu/training/a04.cfm
Prerequisites and Certification Procedure:
www.sei.cmu.edu/certification/process/scampi/index.cfm

CMMI v1.2 Instructor Course:
www.sei.cmu.edu/training/p37b.cfm
Prerequisites:
www.sei.cmu.edu/partners/become/cmmi/

SCAMPI High Maturity LA
Prerequisites and Certification Procedure:
www.sei.cmu.edu/certification/process/scampi/scampihmla.cfm

SCAMPI B & C Team Lead Course:
www.sei.cmu.edu/training/p53.cfm
Prerequisites:
www.sei.cmu.edu/partners/become/scampi/

Core Courses:

1.) * Introduction to CMMI v1.2:
www.sei.cmu.edu/training/p44b.cfm

2.) Intermediate Concepts of CMMI v1.2:
www.sei.cmu.edu/training/a02b.cfm

* CMMI for Acquisition or Services Supplement
CMMI Related Conferences

- SEPG Asia Pacific 2009: September 16-18, Osaka, Japan
- SEPG North America 2010: March 22-25, Savannah, GA
- SEPG Europe 2010: TBD

  - [www.ndia.org/events/0110/Pages/0110_CMMI9thAnnualTechnologyConferenceandUserGroup.aspx](http://www.ndia.org/events/0110/Pages/0110_CMMI9thAnnualTechnologyConferenceandUserGroup.aspx)
To request a change to the CMMI and Appraisal Requirements for CMMI (ARC): www.sei.cmu.edu/cmmi/tools/cr/index.cfm
CMMI Brand and Identity

The SEI does not grant permission for the use of the CMMI logo in conjunction with CMMI level achievements because the SEI does not certify the results of the appraisal.

The correct terminology, if an organization wishes to announce that it has had an appraisal, is: "X organization has been appraised on xx/xx/xxxx at Maturity Level Y of CMMI(R) (version Z) by an SEI-authorized Lead Appraiser."

www.sei.cmu.edu/legal/permission/index.cfm
How to Recognize an SEI-Authorized Service Provider

When looking for organizations authorized to offer SEI course or services look for the *SEI Partner logo*:
Tools – 1

Pocket CMMI® SVC, Kugler Maag

www.kuglermaaq.com/webshop_treasure_chest.html

CMMIFAQ.INFO, Entinex, Inc.

www.cmmifaq.info

MINI CMMI for Development (v1.2), Cooliemon, LLC

www.cooliemon.com/products.asp

CMMI v1.2 Glossary (Christophe Guibert)

Tools - 2

Online CMMI Tool, *Borland*


Multi-Dimensional Maturity:


CMMI v1.2 Goal & Practice Search Engine, *Abridge Technology*

[www.abridge-tech.com](http://www.abridge-tech.com) (click on “tools”)

*The Process Group’s* newsletter

[www.processgroup.com](http://www.processgroup.com)
Tools - 3

CMMI v1.2 Browser, Wibas GmbH’s
www.cmmi.de/cmmi_v1.2/browser.html

CMMI Starter Cards, KAMO Consultancy
www.kamoconsultancy.com/products.asp

Crosstalk, STSC
www.stsc.hill.af.mil/crosstalk/subscribe.html
Books: [www.awprofessional.com/seiseries]
Forums

✓ Software Engineering Information Repository (SEIR) is used to contribute and exchange information about software engineering improvement activities, including CMMI.

https://seir.sei.cmu.edu/seir

✓ The BSCW Shared Workspace is a forum used to contribute and exchange CMMI-related materials:

  • CMMI for Development: https://bscw.sei.cmu.edu/pub/bscw.cgi/0/79783
  • CMMI for Acquisition: https://bscw.sei.cmu.edu/pub/bscw.cgi/0/507426
  • CMMI for Services: https://bscw.sei.cmu.edu/pub/bscw.cgi/0/424939

✓ CMMI Yahoo! discussion groups

http://groups.yahoo.com/group/cmmi_process Improvement

✓ Wikipedia CMMI Page

http://en.wikipedia.org/wiki/CMMI
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Questions???

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