



SEI AUTHORIZED INTRODUCTION TO CMMI® FOR SERVICES

www.unicom.co.uk/cmmiservices

2014 COURSE DATES:

- 28-30 April 2014, London

VENUE: London area, UK (this course is also available in-house on request).

COURSE DESCRIPTION:

"Introduction to CMMI for Services" is a 3-day, Software Engineering Institute (SEI) authorized course that is designed for service providing organizations that want to improve their ability to establish, manage and deliver effective and efficient services. With around 80% of the world economy being made up of service industries, the competitive edge that improvements in service development, provision and maintenance can give, can be the difference between success and failure especially as the world emerges from tough economic times and customers demand more from less. This course introduces attendees to practices in the CMMI for Services that they can take away and start to use for their benefit immediately.

COURSE OBJECTIVES:

- To provide an understanding of how CMMI-SVC, V1.3 can help a service organization to improve its processes
- To provide an understanding of the components and structure of CMMI-SVC V1.3
- For attendees to be able to describe the components of CMMI-SVC, V1.3 and locate information in the CMMI-SVC, V1.3 model
- To provide sufficient confidence in the use of the model to be able to begin to apply it in practice
- To prepare candidates for progression to more advanced SEI authorized CMMI training

BENEFITS OF ATTENDING:

- Good understanding of the background concepts of process improvement and CMMI
- Good understanding of the purpose and structure of the CMMI model
- Good understanding of the process areas covered by the CMMI for Services, and the similarities and differences of the Development, Acquisition and Service constellations
- Practice level understanding of all process areas in the CMMI for Services
- Knowledge of how to use the CMMI model for process improvement
- Practical exercises to relate the CMMI model to typical scenarios
- Opportunity to relate the CMMI model and its use to candidates' own circumstances

COURSE FORMAT:

This is an intensive three-day course comprising thirteen modules, exercises, Q&A sessions, appropriate group discussions and some personal reading. The course material includes all overheads, exercise handouts, and a copy of the CMMI book.

WHO SHOULD ATTEND:

- Service providers
- Process improvement group members
- Potential instructors
- CMMI-SVC appraisal team members, SCAMPI Lead Appraisers, and SCAMPISM B and C Team Leaders
- Anyone interested in learning about CMMI-SVC

PREREQUISITES:

There are no pre-requisites and no preparatory work is necessary. A little evening reading is expected during the course.

COURSE CONTENTS:

- Introduction to SEI and CMMI
- Process Excellence and CMMI-SVC
- Defining, Establishing and Delivering Service
- Monitoring and Controlling Service and Work Products
- Process Institutionalisation
- Ensuring Service Mission Success
- Making Work Processes Explicit and Measurable
- Creating a Culture to Sustain Service Excellence
- Managing Decisions, Suppliers and Standard Services
- Appraisals and Representations
- Organisational Culture and Change Mechanisms
- Summary

PRICE:

£795 +VAT (includes SEI registration fee and materials)

FOR FURTHER INFORMATION PLEASE CONTACT:

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ACKNOWLEDGEMENTS

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This is an official SEI authorized "Introduction to CMMI[®]" course. This training will be delivered by on behalf of UNICOM by SEI partners.