

OFFERED BY Cepeda Systems & Software Analysis, Inc. (CSSA), an SEI Partner.

Successful completion of this course is required for any individual who:

- Is assigned as a team member for an SEI-authorized SCAMPISM appraisal for CMMI for Services
- Intends to become an SEI-certified SCAMPI Lead appraiser or Instructor for CMMI for Services

WHO SHOULD ATTEND THIS COURSE?

- Service providers and process implementers
- Candidate CMMI-SVC instructors and lead appraisers
- CMMI-SVC appraisal team members
- Anyone involved in preparing for a CMMI-SVC appraisal
- Anyone interested in learning about CMMI-SVC

COURSE DESCRIPTION

This one-day course introduces participants to CMMI fundamental concepts related to service delivery. The CMMI for Services (CMMI-SVC) model defines effective practices that ensure quality services are delivered to customers and end users. Domains that would benefit from using CMMI-SVC include operations, logistics, maintenance, IT, engineering, program management, and many other services in government and industry.

COURSE TOPICS

- Introduction
- Overview of CMMI for Services Model
- Relationship between CMMI for Services Model and other CMMI models
- Description of each Process Area unique to the CMMI for Services model and relationships among these process areas

COURSE OBJECTIVES

The course will help participants

- Understand the importance of having defined processes within a services delivery organization
- Gain a sufficient understanding of the PA components to function as a CMMI for Services appraisal team member.
- Be able to apply the CMMI principles to meet the needs of service delivery organizations.

PREREQUISITES

Introduction to CMMI version 1.2

SCHEDULE

This is a one-day course, 8:30 A.M. - 5:00 P.M.

COURSE MATERIALS

Participants receive the CMMI for Services model and a course notebook.

ABOUT CSSA

Based in Madison, AL, CSSA provides process improvement and software and systems engineering services to projects and organizations of all sizes in a wide variety of industries. Further information on our services can be obtained at:

www.cepedasystems.com

ABOUT THE INSTRUCTOR

Margaret Glover is the CEO of Engineering Measurement Technologies, and is an SEI-certified instructor for this course. Maggie has extensive background as a Member of the Technical Staff with the SEI for 7 years. She is a former Captain in the Air Force serving as a Satellite Officer at SPACECMD in Cheyenne Mt. Maggie has held positions such as the Anti-Satellite Test Program Manager as well as the Systems Test Manager for the Mission Planning Software for the F117A at the Lockheed Skunkworks. Maggie is not just a High Maturity SCAMPI Lead Appraiser, she is an engineer by trade. Maggie has a Master's Degree in Computer Resource Management and Information System and is a former Director at 3Com. She is an expert in ISO 9000, TL 9000 and CMMI. Maggie is also obtaining her Six Sigma Blackbelt and her Lean Manufacturing Certificate.