

# Services Supplement for CMMI® For Development Version 1.3



## OFFERED BY

Cepeda Systems & Software Analysis, Inc. (CSSA), a CMMI Institute Partner and a CMMI-DEV Level 3 and CMMI-SVC Level 2-rated company

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

- Is assigned as a team member for a SCAMPI<sup>SM</sup> appraisal for CMMI for Services
- Intends to become a CMMI Institute-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 how to achieve excellence in service delivery

## COURSE DESCRIPTION

This half-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

Topics covered in this course include:

- 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 Process Area 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 for Development version 1.3

## SCHEDULE

This is a half-day course, 1:00PM to 5:00PM.

## COURSE MATERIALS

Participants receive the CMMI for Services model, a course notebook, and a CSSA-developed CMMI-SVC quick reference guide.

## ABOUT CSSA

Based in Huntsville, 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](http://www.cepedasystems.com).

## ABOUT THE INSTRUCTOR

**Sandra Cepeda**, President and CEO of CSSA, is a certified instructor for this course. As a contributing author of both the CMMI model and the SCAMPI appraisal method, a SCAMPI High Maturity Lead Appraiser, and a CMMI Institute Consultant, Lead Appraiser, Instructor, and Observer, Sandra brings unique and invaluable insights into the background and interpretation of CMMI models. Her 31 years of hands-on service delivery and product development, as well as process improvement background, provide students with a practical approach to applying the model in their organizations. Sandra holds a B.S and M.S in Computer Engineering from Auburn University.

