

GlenTalon Consulting, Inc.

Transitioning (pseudo) Knowledge from the CMM to the CMMI

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Agenda

- What is Pseudo-Knowledge?
- Pseudo-Knowledge of the CMM
- The CMMI
 - Description
 - The Challenge
 - The Process
 - The Results
- Summary

What is Pseudo-Knowledge?

- Metadata = meaningful information about information
- Pseudo-knowledge = useless information about information, but it sounds really good
 - Impress friends & family at cookouts or cocktail parties
 - Let your boss feel like he or she understands what you're doing without knowing enough to be dangerous

Pseudo-Knowledge Examples

- Why does asparagus have that “particular” effect?
 - Because of high tannic acid content!
 - You’re now an expert in biology and biochemistry...
- Why do military members use the TLA TDY to describe a business trip?
 - Because they used to go on “Temporary Duty Yonder!”
 - You’re now an expert in the military personnel system...
- Why are 75% of all cited statistics made up on the spot?
 - Because TV talking heads need work, too!
 - And now you can be one...
- What’s the plural of y’all?
 - All y’all
 - Now you’re an honorary Southerner!

Pseudo-Knowledge of the CMM*

- 5 Maturity Levels
 - So you can count them on one hand, boss
- 18 Key Process Areas
 - Just like the 18 holes on the golf course you're going to play this afternoon with that prospective client
- 52 Goals
 - For the 52 cards in the deck you'll use to play cards in the 19th hole after your round of golf
- 316 Key Practices
 - Which is almost 317, which, if presented as 3/17, or March 17th, would be recognized as St Patrick's Day, on which a great deal of beer is consumed, which is what you'll be doing as you play cards after the round of golf with your client, so we'll just think of St Patrick's Day Eve, which is 3/16, and there you are...

****Adapted with permission from a tale shared by Pat O'Toole of Process Assessment, Consulting, & Training, LLC***

The CMMI

	Staged	Continuous
Levels	5	4.7 x 10 ¹⁸ *
Process Areas	25	25
Generic Goals	2	5
Generic Practices	12	17
Specific Goals	55	55
Specific Practices	185	189
Disciplines	4	4
Bodies of Knowledge	4	4

**Actually, the number of possible capability profiles, as calculated by Pat O'Toole*

The Challenge

- How to represent this fascinating tool in all its glory and splendor without sharing anything of real value?
- How to entertain and amuse without compromising our positions as organizational leaders of process improvement?

The Process

- Solicited feedback from the community...
 - “Back Talk” article in October *CrossTalk*
 - Yahoo Software Process Improvement group
 - E-mails to SPINs nationwide

The Results₁

Tom Carroway

- CMMI is just a really cool upgrade for CMM—the “I” stands for “Integrated” —like when you paid those expensive stereophiles to hook up your home theatre system to really blow your kid’s friends away when watching Nemo or playing video games...but it also means “Improved” like “New and Improved” —like when they added flavor crystals to toothpaste

The Results₂

Kim Robbins

- Look at CMMI...through “What We Learned in Kindergarten”
 - Stick together = Create a working group
 - Learn some = Obtain training for CMMI levels 4 & 5
 - Think some = Create process schedule & plans
 - Laugh & play = Collect & report metrics
 - Be aware of wonder = Analyze QPM & CAR data
 - Share everything = Lessons learned, metrics, & CAR threads
 - Put everything back where you found it = Contribute data to the organization for baselines & models
 - Clean up your own mess = Create evidence (hard or soft copy)
 - Warm milk & cookies is good for you! = Celebrate your accomplishments

The Results₃

Bill Melvin

The CMMI has

- 2 representations, since you have 2 hands
- 5 maturity levels, so you can still count them on one hand
- 25 process areas, to remind you of your Silver Anniversary with your high school sweetheart, whose hand you are holding
- 55 specific goals, which is the speed Sammy Hagar can't drive, while you listen to him as you drive to supper on your 25th anniversary holding your spouse's hand
- 185 or 189 specific practices, which is about the top speed of the Aston Martin DB7 Vantage in which you and your spouse are driving to supper on your Silver wedding anniversary, holding hands and listening to Sammy Hagar
- 4.7 quintillion possible capability profiles across all 25 process areas, which is 4.7 times the 1 quintillion insects on the planet that the windshield of your Aston Martin DB7 vantage might squish as you drive your spouse to supper on your Silver wedding anniversary, holding hands and listening to Sammy Hagar sing that he can't drive 55...

Summary

- How would you characterize the pseudo-knowledge for the CMMI?
- Additional inputs gladly accepted
 - *CrossTalk* requested a follow-up article with the results
 - Feel free to submit suggestions to barry@glentalon.com
- Get on Pat's "Do's and Don'ts of Process Improvement" distribution!
 - pact.otoole@worldnet.att.net