

- **LMCO IS&GS Process Management Organization**
  - Review RFPs for CMMI specific requirements
    - Proposal Criteria associated with Maturity level
  - Review Contract – after award for CMMI Specific Requirements
    - Review Contract Criteria for continued process monitoring
  
- **LMCO IS&GS Process Management Organization**
  - Participate in Start up Activity to assure schedule/ resources accommodates the CMMI specific requirements
  - Participate in a combined Baseline Review and SCAMPI C activity for intent
  - Assist in Customer Visit – “it depends”
    - Brief Customer on specifics of process terminology and program process architecture
    - Lead Activity
      - SCAMPI B – part of normal business rhythm (program threshold), customers allow these for process monitoring and often join the team

- **Customer Focus**

- Sometimes customers come into the “SCAMPI B” process monitoring activity with their own agenda
  - Takes effort to focus on model
  - Want to go down threads in performance/ risks/ technical issues that are not within the scope of a SCAMPI
- Educate team on the method and the model
  - Often open a “parking lot” for above and beyond

- **Risk Management**

- Focus on specific risks versus the risk process
- Take extra time to understand or set up an “offline” meeting

- **Team Concept**

- Join customer with program externals to give a “non advocate” review