

# **ITIL<sup>®</sup> V3.0 Compliance Benchmarking with CMMI-SVC SCAMPI A**

**CMMI<sup>®</sup> Technology Conference and User Group**

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# Administrivia

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  - ® CMMI is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University
  - SM SCAMPI is a Service mark of Carnegie Mellon University
- Who I am:
  - Chief Engineer, Jacobs Technology, Inc./ITSS
  - SCAMPI Lead Appraiser
  - (Lean) Six Sigma Black Belt
  - Certified Scrum Master
  - Member, NDIA Systems Engr Steering Committee
  - Member, NDIA CMMI Working Group
  - Member, CMMI-SVC Advisory Group
  - Visiting Scientist, SEI

# Outline

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- A little about ITIL V3.0
- Relationship between CMMI-SVC and ITIL 3.0
- The value proposition
- Appraisal strategy
- Progress to date

# ITIL Structure

- ITIL Life Cycle phases:
  - Service Strategy
  - Service Design
  - Service Transition
  - Service Operations
  - Continual Service Improvement
- ITIL Functions:
  - Service Desk
  - Application Management
  - Technical Management
  - Operations Management
- 26 ITIL Processes

# ITIL Certifications

- Individual Level (based on ITIL knowledge and experience)
  - Foundation
  - ITIL Expert
  - ITIL Master
- Organizational Level
  - ISO 20000 IT Service Management Standard (ITSM, not ITIL 3.0)

# ITIL Services

- IT Services are:
  - Not just processes (contextually like CMMI services)
  - Not defined or provided by ITIL framework
  - Based on organization's business case
  - Provide measureable value to customers
  - Exist as part of a portfolio of IT Services
- IT Service possibilities
  - Help Desk
  - System Administration
  - System Configuration Management
  - Security Management
  - Business Process Definition and Improvement

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# ITIL / CMMI-SVC Comparison

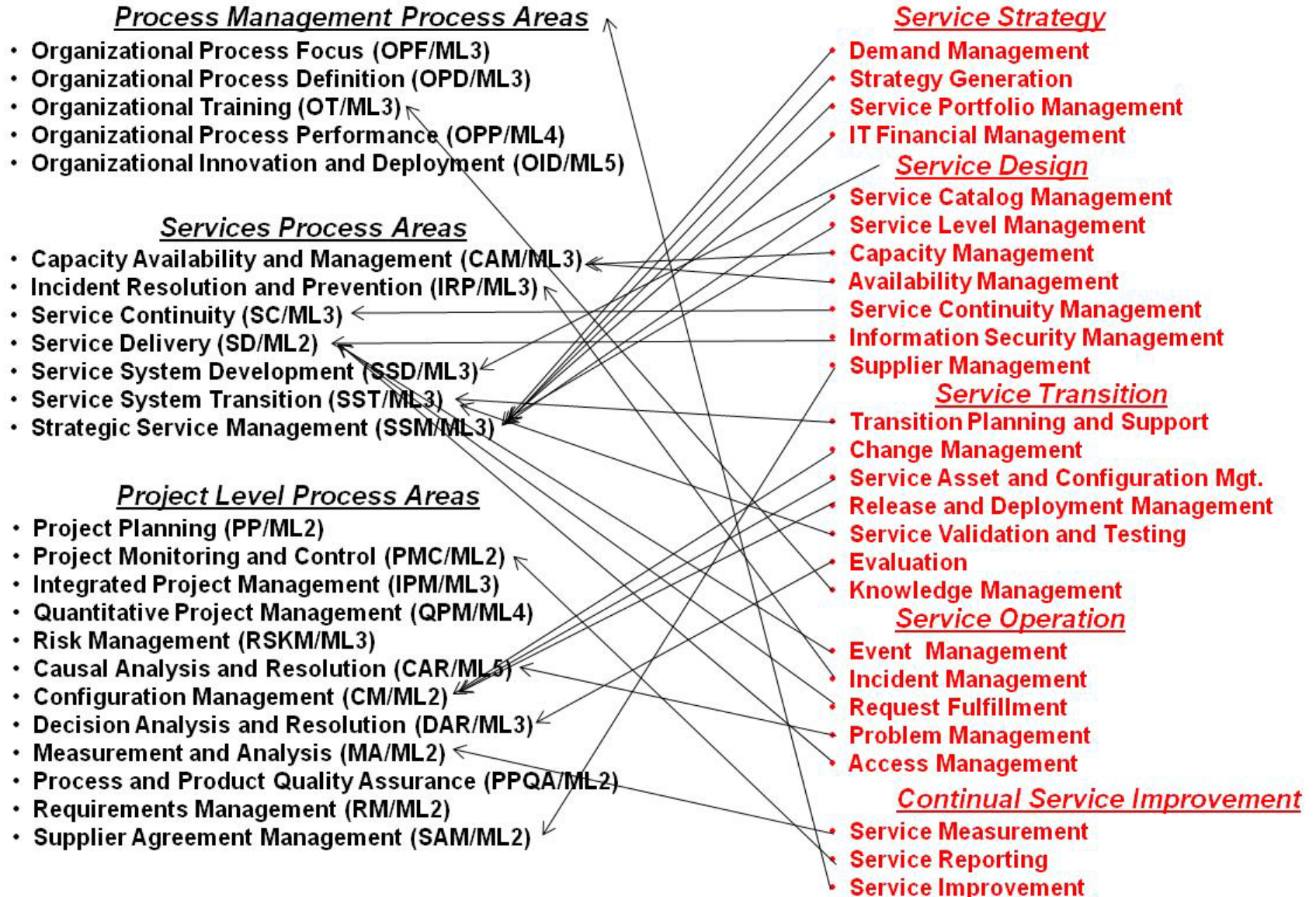
Attribute	ITIL	CMMI-SVC
ITSM best practice specificity	Yes	No
Framework for organizational improvement	Very thin	Robust
Individual Certification	Yes	(PSP)
Robust appraisal framework	No	Yes
Integrable with Lean and 6 Sigma	Yes	Yes

**ITIL needs CMMI-SVC framework for improvement**

**CMMI-SVC needs ITIL ITSM-specific best practices**



# The Relationship



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# The Value Proposition

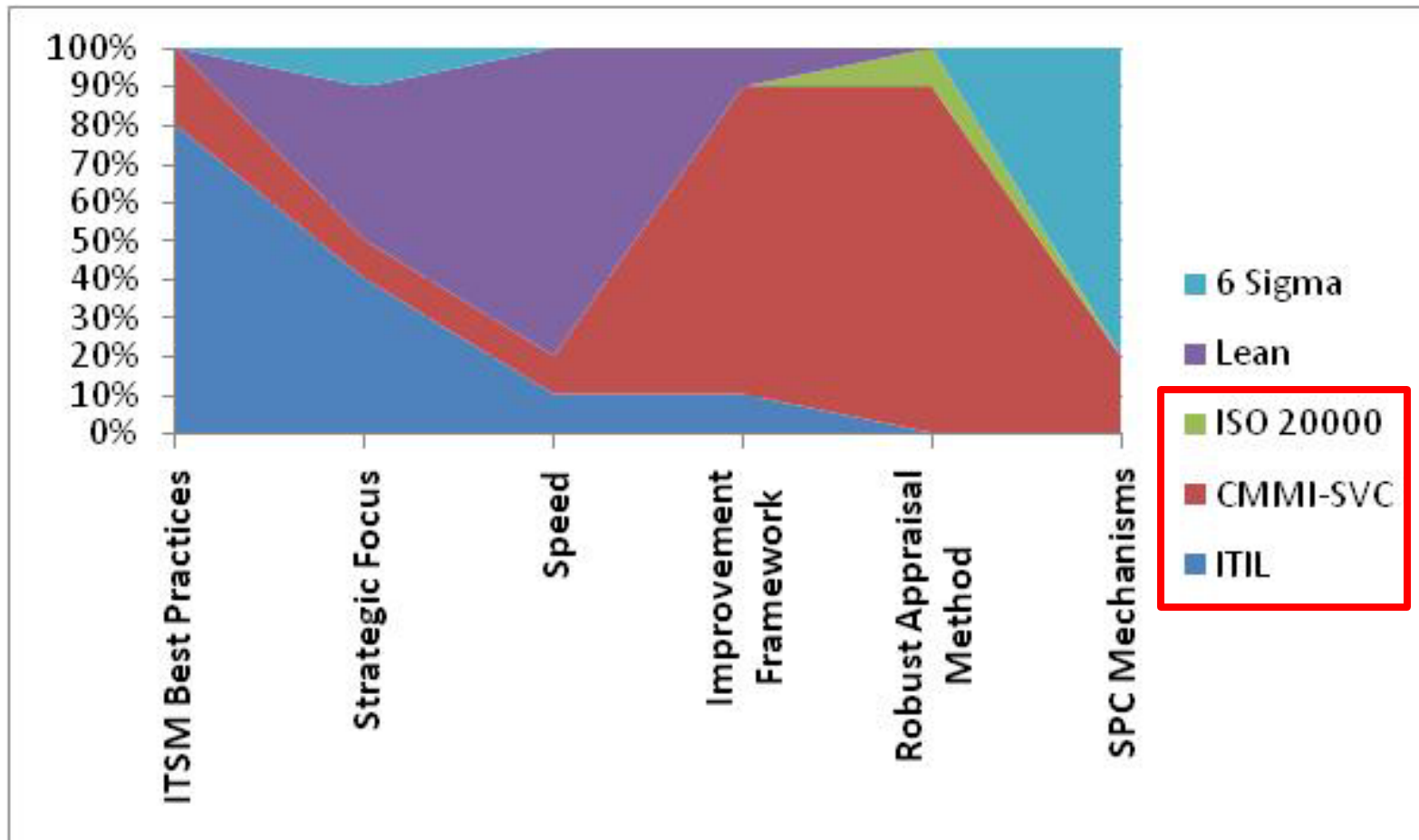
- ITIL V3.0 offers:
  - World-class practices and process for IT operations
  - Mature IT body of knowledge
  - Identified risks and mitigation approaches
  - Context-sensitive guidance in IT performance improvement
- CMMI-SVC V1.2 offers:
  - A rigorous framework for improvement and institutionalization
  - Support for increasing levels of capability or maturity
  - Integrated approaches to process control and service optimization
  - Robust, extensible appraisal framework, including a benchmarking capability

# ISO 20000 vs CMMI-SVC SCAMPI A

<b>Attribute</b>	<b>ISO 20000</b>	<b>CMMI-SVC</b>
<b>Focus</b>	<b>IT Service Mgt (not necessarily ITIL)</b>	<b>All services (50% of initial users are IT organizations)</b>
<b>Internationally recognized “certification”</b>	<b>Yes – external Registrar</b>	<b>Yes – external Lead Appraiser</b>
<b>Recognizes increasingly higher levels of process performance</b>	<b>No</b>	<b>Yes</b>
<b>Extendible to other types of Services</b>	<b>No</b>	<b>Yes</b>

# ITIL and CMMI-SVC in a Fully Integrated Framework

## Normalized Contributions



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# Appraisal Strategy

- Add ITIL elements to appraisal considerations:
  - Option 1: Characterize ITIL compliance separate from practice characterization (currently authorized)
  - Option 2: Include ITIL elements as additional informative components, and use to directly judge “reasonableness” at practice characterization level (not currently authorized)
- Additional Appraisal Team Member qualifications
  - Add ITIL Foundation certification to ATM training
  - Add an ITIL Expert or Master to appraisal team

# Some Options

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- Evaluating ITIL Service Operation compliance at ML2 (with Incident Resolution Planning and Causal Analysis and Resolution added)
- Evaluating compliance of Service Strategy, Service Design, Service Transition, and Continual Improvement at ML3



# Progress to Date

- All ITIL V1.3 elements mapped to Specific Goals
- Initial SCAMPI C for an Army customer :
  - The approach makes sense to a CMMI-DEV ML3 customer
  - Customer adopted CMMI-SVC/ITIL approach as a “high value” implementation of ITIL in a CMMI-DEV ML3 compliant organization
- SCAMPI B at ML2 being planning for winter 2010
- SCAMPI A at ML2 being planned for spring 2010
- Initial reaction within CMMI-SVC Advisory Group and from SEI has been very positive
- SEI is forming a working group

# To Inquire about CMMI-SVC/ITIL Working Group

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# Questions?