



CMMI® for Executives

NDIA Systems Engineering Division

in partnership with:

**Software Engineering Institute
Carnegie Mellon University**

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Topics

Do You Need CMMI?

What Is CMMI?

How Can CMMI Benefit You?

Who Is Using CMMI?

How Can You Get Best Value from CMMI?



Do You Need CMMI?

Recognize these symptoms?

- **Missed commitments**
 - Late delivery
 - Last minute crunches
 - Spiraling costs
- **Inadequate management visibility**
 - Too many surprises
- **Quality problems**
 - Too much rework
 - Functions not working correctly
 - Customer complaints
- **Poor morale**
 - Crisis atmosphere
 - High turnover
 - Low productivity

Does the following occur?

- **Poor planning**
 - Plans not realistic or followed
 - Work is not tracked against the plan; plans are not adjusted.
- **Baselines not controlled**
 - Inconsistent requirements
 - Changes not managed
- **Ineffective organizational structure**
 - Functions not well integrated
 - Designs not producible
- **Unable to repeat successes**
 - Staff skills and knowledge not available when needed
 - Dependent on heroic individuals

CMMI Features Help Address Common Issues

| CMMI Feature | Description and Examples |
|---|---|
| Results Oriented | <ul style="list-style-type: none">• Industry best practices for project planning and execution• Performance-driven measures for consistent outcomes |
| Priorities Based on Business Value | <ul style="list-style-type: none">• Investments and maturity prioritized to align with business goals• Appraisals relative to model to set direction (“map and compass”) |
| Customer Focus | <ul style="list-style-type: none">• Validation of customer needs across the project life cycle• Manage product/service quality (verification, validation, reviews) |
| Proactive Management | <ul style="list-style-type: none">• Forward-looking measurement, monitoring, risks, corrective action• Management decisions based on plans, data, alternatives |
| Flexibility | <ul style="list-style-type: none">• Adaptable to a variety of businesses (domain, size, products)• Non-prescriptive (required, expected, informative components) |
| Business Process Integration | <ul style="list-style-type: none">• Cross-functional stakeholder involvement• Coordinate various improvement strategies and methods (Lean, Six Sigma, ISO, Agile, etc.) |
| Continuous Learning | <ul style="list-style-type: none">• Standardized assets tailored for project characteristics• Leverage experience and history across projects |

Why Focus on Process?

The quality of a system is highly influenced by the quality of the process used to acquire, develop, and maintain it.

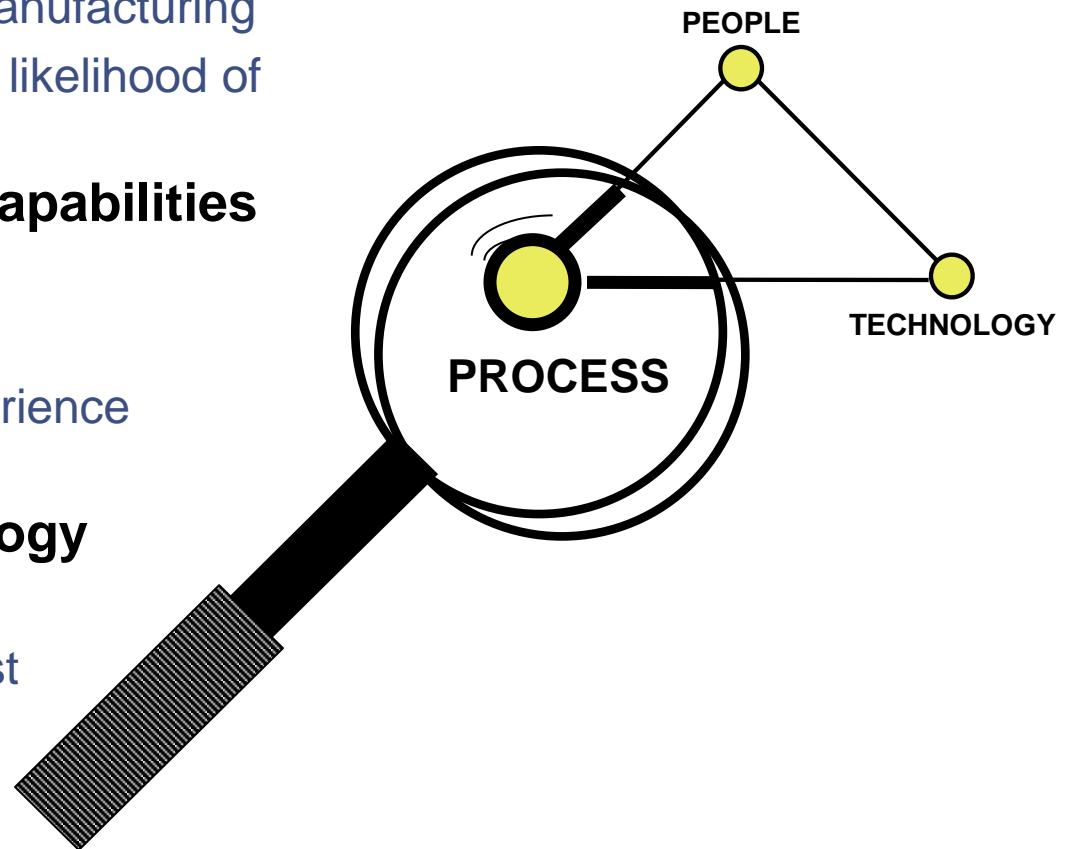
- A long-standing premise in manufacturing
- Good processes increase the likelihood of successful projects

Process can enhance the capabilities of your workforce

- Work smarter, not just harder
- Leverage organizational experience and best practices

Process integrates technology with resources

- Technology, by itself, will most likely not be used effectively



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What Is CMMI?

CMMI is a model representing a collection of best practices proven effective in industry

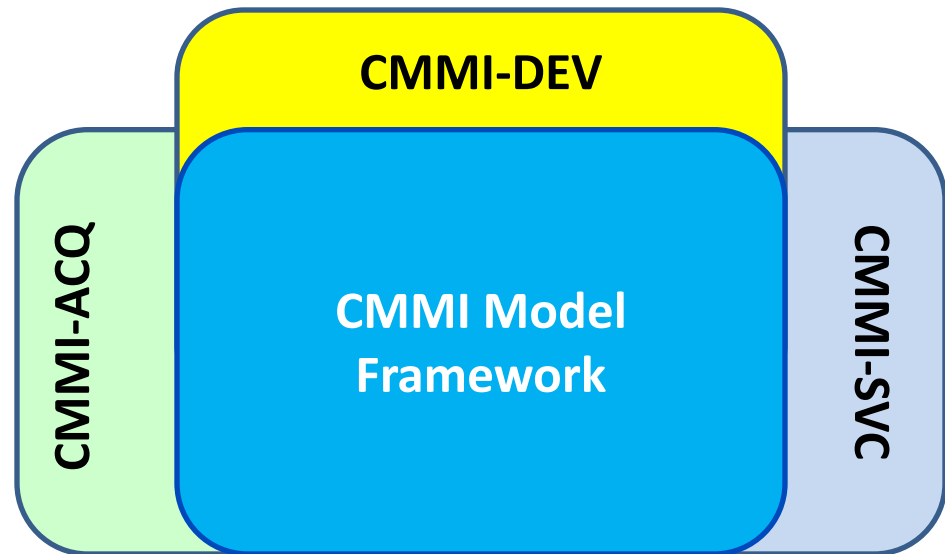
- A framework for developing, improving, and sustaining business performance
- Provides a process focus on work activities
- Developed by industry (commercial and defense), government, academia

CMMI targets three primary environments:

- Development -
Engineering a product or service
- Services –
Providing services
- Acquisition –
Acquiring products and services

The CMMI product suite consists of:

- Models and primers
- Appraisal methods
- Training courses



Capability Maturity Model Integration (CMMI®)

What CMMI Can Add to Your Organization

- Integration of business processes across functions based on industry best practices
- Visible project and organizational measures aligned with achievement of business objectives
- Commonly accepted process framework for inter-company coordination and competitor benchmarking
- Repeat project successes through standardization, tailoring, and capture of organizational process assets
- Avoid project performance issues through process discipline, proactive management, and early stakeholder engagement
- Predictable project performance, with fewer surprises

CMMI Model Overview

| | |
|--------------------------|--|
| Process Areas | Clusters of related practices, in several categories <ul style="list-style-type: none">• Project Management – planning, monitoring, suppliers, risk, ...• Support – CM, QA, measurement, decision analysis, ...• Process Management – organizational processes, training, ...• Engineering – requirements, development, integration, ...• Services – development, delivery, transition, ...• Acquisition – requirements, solicitation, agreements, ... |
| Generic Practices | Enable process management, deployment and improvement <ul style="list-style-type: none">• Plans, monitoring, CM, stakeholders, objective evaluation, ... |
| Goals | Describes characteristics for implemented processes |
| Capability Levels | Achievement of process improvement within an individual process area |
| Maturity Levels | Achievement of process improvement across a predefined set of process areas (stages) |

CMMI Appraisals

Appraisals compare organization and project processes against CMMI models to determine improvement priorities

Senior management's role in appraisals:

- Provide sponsorship and resources
- Set appraisal scope and objectives
- Ensure follow-through on appraisal findings and prioritized improvement actions

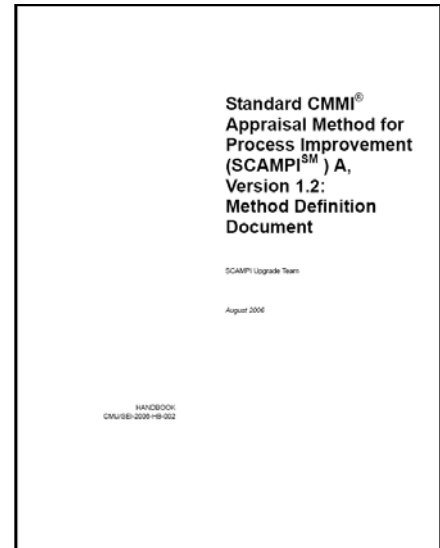
CMMI provides a family of appraisal methods, with varying intent, confidence levels, data collection, resources needed

- Flexible focus: approach, deployment, institutionalization
- Rigorous benchmark rating method (for maturity levels)
- “Quick look” diagnosis of process weaknesses

Licensed SEI partners deliver SCAMPISM appraisal services

- <http://www.sei.cmu.edu/collaborating/partners/cmmiv1.2/>

Note that for internal process improvement, company-developed and other methods can be effective



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Reasons You Should Adopt CMMI

1. Increase customer satisfaction

- Deliver products and services that satisfy user needs
- Deliver products and services on time and within budget

2. Increase probability of capturing new and repeat business

- Improved ability to meet commitments
- Reduces customer-perceived risk of award to your organization
- Can be a discriminator relative to your competition

3. Increase profit through improved quality and less rework

- Better predict actual costs through repeatable processes
- Better visibility into projects due to established measures and analysis techniques
- Significantly reduce the probability of problem programs
- Reduce costs by capitalizing on organizational infrastructure, processes, training, tools and early/often stakeholder involvement

4. Increase productivity

- More efficiency through implementation of common processes, tools and training
- Improved productivity by implementing process improvement that are directly aligned key organizational goals and objectives.
- Higher employee morale and less turnover

Benefits of CMMI-Based Process Improvement

Many companies cite performance benefits from CMMI

- Published in conferences, articles, papers, studies, surveys, reports

SEI collects quantitative measures of CMMI performance improvement

- Technical reports, including:
 - “Performance Results of CMMI-Based Process Improvement” (<http://www.sei.cmu.edu/pub/documents/06.reports/pdf/06tr004.pdf>)

| Performance Category | Median Improvement |
|---|--------------------|
| Cost | 34% |
| Schedule | 50% |
| Productivity | 61% |
| Quality | 48% |
| Customer Satisfaction | 14% |
| ROI | 4.0 : 1 |
| CMU/SEI-2006-TR-004. Data from 35 organizations. | |

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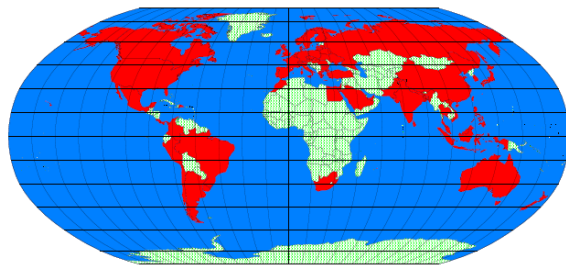
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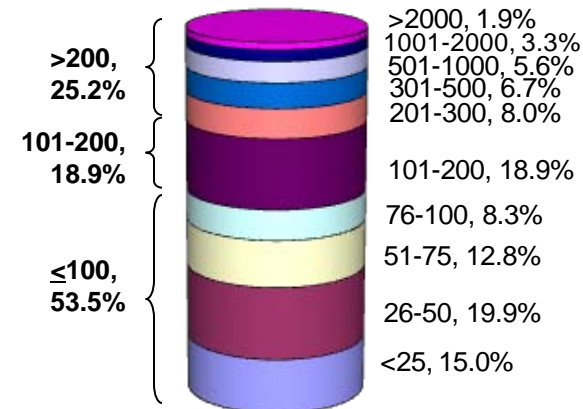
CMMI Adoption

CMMI appraisals are conducted worldwide...



| | USA | | Non-USA | |
|------------------------------------|------|--------|---------|--------|
| | Qty | % | Qty | % |
| Commercial In-House | 354 | 33.6% | 2566 | 91.3% |
| Contractor for Military/Government | 586 | 55.7% | 183 | 6.5% |
| Military/Government Agency | 113 | 10.7% | 63 | 2.2% |
| | 1053 | 100.0% | 2812 | 100.0% |

...in small and large organizations and projects



Organization Size (Employees)
(3863 organizations reporting)

...in a wide range of businesses

Services (70.1%)

- Business Services
- Engineering and Management Services
- Health Services
- Other Services

Manufacturing (16.8%)

- Electronic and Electric Equip
- Transportation Equipment
- Instruments & Related Products
- Industrial Machinery
- Other Mfg Industries

Other (13.1%)

- Finance, Insurance, Real Estate
- Public Administration/Defense
- Transportation, Communication, Utilities

...at all levels of process maturity

| | Commercial In-House | Contractor for Military/Government | Military/Government Agency |
|------------------------------|---------------------|------------------------------------|----------------------------|
| No Rating Given | 5.7% | 8.5% | 22.7% |
| Initial (ML1) | 0.8% | 1.6% | 1.7% |
| Managed (ML2) | 28.0% | 31.7% | 44.3% |
| Defined (ML3) | 53.6% | 46.7% | 26.7% |
| Quantitatively Managed (ML4) | 3.1% | 1.4% | 1.1% |
| Optimizing (ML5) | 8.7% | 10.1% | 3.4% |
| | (2920 orgs) | (769 orgs) | (176 orgs) |

Source: SEI Process Maturity Profile, Sept 2009.
<http://www.sei.cmu.edu/appraisal-program/profile/>

Based on primary Standard Industrial Classification (SIC) codes reported in CMMI-based appraisals.

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Getting Value from CMMI

Your Role as an Executive

Set the vision and direction for CMMI-based improvement

- Establish measurable objectives
- Be a visible sponsor – set expectations for involvement
- Manage process improvement like a project

Provide resources and support

- Funding, staffing, tools
- Choose the best people to lead - respected opinion leaders

Keep it real

- Maintain relentless focus on business value and program performance
- Involve projects and practitioners for the best ideas
- Hold people accountable
- Track and communicate progress
- Recognize and reward achievement

Summary of NDIA industry position statements for obtaining best value from CMMI investments*:

1. **Good processes** increase the likelihood of achieving successful project performance
2. **CMMI is a model, not a standard** – adapt CMMI to your business environment, resources, and objectives
3. **Focus on business improvement objectives** – a primary emphasis on achieving levels may not achieve significant benefits and may increase rather than decrease costs
4. **High maturity is a business case** – justify the investment; many organizations find business value in improving processes even at lower CMMI maturity levels
5. **Maturity level ratings are not alone a predictor of project performance** – many other factors can be significant contributors
6. **Don't specify maturity levels in acquisitions** – use CMMI to probe supplier capability and process execution risks
7. **Greatest benefits of appraisals are from improvements, not evidence or ratings** - disproportionate effort on appraisal preparation risk can diminish business returns

*The Effective Use of CMMI®, NDIA Systems Engineering Division, June 2009.
http://www.ndia.org/Divisions/Divisions/SystemsEngineering/Pages/CMMI_Working_Group.aspx

Want to Learn More about CMMI?

SEI CMMI web pages:

What is CMMI?

Conferences

FAQs

Models

Performance Results

Background Information

Adoption

Appraisals

Contacts



CMMI focus topics, guidance, technical reports:

CMMI and Agile

CMMI in Small Settings

Earned Value Management

CMMI and Six Sigma

CMMI in Acquisition

SW-Only Organizations

Product Line Practices

Interpretive Guidance

Operations Organizations

Training:

Process Improvement

CMMI Level 2-3 for Practitioners

Introduction to CMMI

Understanding High Maturity

Intermediate Concepts of CMMI

SCAMPI Appraiser training

User Networks

SEI Partner Network

Consultants

Newsgroups, Blogs, Wikis

Conferences

Books, Periodicals, Articles

Asset Repositories

Questions? Comments?

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