

“We’re using both CMMI-DEV and
CMMI-SVC.
How do we scope an appraisal?”

Sam Fogle
SCAMPI High-Maturity Lead Appraiser
ACE Guides, LLC



Agenda

- I know one model. What's in the other?
- Can I use both DEV and SVC to improve my processes?
- Do I need to do two appraisals?
- Food for Thought

I know one model. What's in the other?



Process Areas Common to DEV & SVC

- ML2 CM Configuration Management
- PPQA Process and Product Quality Assurance
- MA Measurement and Analysis
- SAM Supplier Agreement Management
- REQM Requirements Management

- ML3 OPF Organizational Process Focus
- OPD Organizational Process Definition
- OT Organizational Training
- DAR Decision Analysis and Resolution
- RSKM Risk Management

Process Areas Common to DEV & SVC

ML4 OPP Organizational Process Performance

ML5 OPM Organizational Process Management
CAR Causal Analysis and Resolution

Process Areas Similar in DEV & SVC

ML2

DEV PP Project Planning

SVC WP Work Planning

DEV PMC Project Monitoring and Control

SVC WMC Work Monitoring and Control

ML3

DEV IPM Integrated Project Management

SVC IWM Integrated Work Management

ML4

DEV QPM Quantitative Project Management

SVC QWM Quantitative Work Management

Process Areas Unique to DEV & SVC

DEV Unique Process Areas (All Maturity Level 3)

RD Requirements Development

TS Technical Solution

PI Product Integration

VER Verification

VAL Validation

Process Areas Unique to DEV & SVC

SVC Unique Process Areas

ML2

SD Service Delivery

ML3

CAM Capacity and Availability Management

IRP Incident Resolution and Prevention

SCON Service Continuity

SSD Service System Development

SST Service System Transition

STSM Strategic Service Management

Where does my work fit?

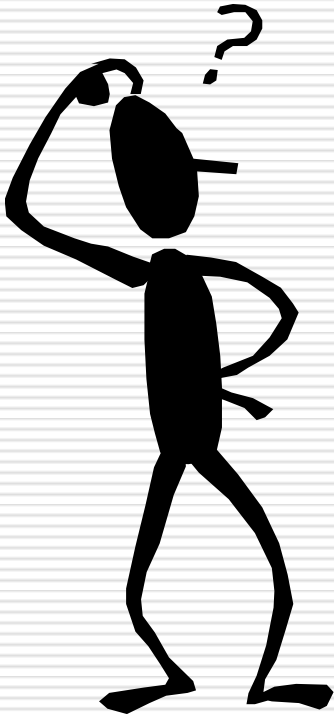
Can I use both DEV and SVC to improve my processes?



YES!!!!!!!

- Base process improvement objectives on organizational goals
 - External - Business requirements
 - Internal – Quality, Efficiency, ...
- If your organization has projects that fall into both categories, then it is difficult to justify NOT using both models.
- Your experience?

Do I need to do two appraisals?



Background

- Prior to SCAMPI V1.3, combined appraisals were not permitted.
- SCAMPI V1.3 opened this possibility
- Options
 - One model
 - Separate
 - Combined
- Again, look at your objectives
 - It may make a lot of sense to use two models in your PI activities, but you may need only one rating

Why Use a Multi-Model Appraisal?

- Less Time/Cost/Effort
 - If ratings using multiple models are desired, a multi-model appraisal can provide the opportunity to reuse a portion of the work performed during the appraisal.
 - The amount of reuse is dependant on the amount of common work.

Opportunity for Efficiency

- Preparation
 - It is considered a single appraisal
 - There is a single plan
 - A single appraisal team is used
 - Data to support common process areas only need to be collected once
- Conduct
 - For common process areas, artifacts only need to reviewed once, and
 - Interviews only need to be conducted once

Complexities

- Team experience requirements are more expansive and team may need to be larger
- The Organizational Unit will be determined independently for each model.
- Scoping will be performed for each model
 - Determination of Sampling Factors
 - Identification of Subgroups
 - Choice of projects/basic units and support functions to be sampled
 - Selections of Process Areas to be examined for each project/basic unit*

*Even "Common" process areas may need to be examined twice if not performed the same way

Published Results

- PARS shows 17 multi-model SCAMPIs
 - Fifteen: DEV SVC
 - One: SVC ACQ
 - One: DEV SVC ACQ
- Any experience in the room?

Food for Thought



Why use both Models?

You may have customer or corporate requirements that involve both models

You may have a diverse range of work that does not fit well in one model

Other?

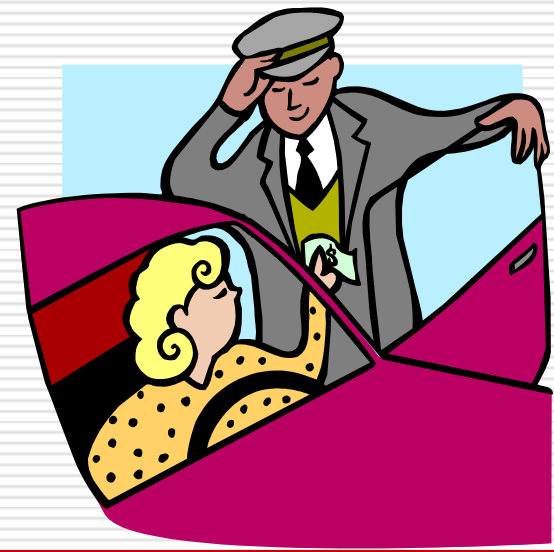
Options and Benefits

1. Use multiple models for PI but only appraise one.
2. Have multiple separate appraisals.
3. Do a multi-model appraisal.

If option 1 meets your needs, it requires the least time/cost/effort.

If not, option 2 allows you to spread out the time/effort/cost and tackle one thing at a time, but option 3 probably allows you to complete all of the work with less total impact.

Tips



or

Questions ?

Contact Info

- Sam Fogle, Chief Guide, SEI-Certified SCAMPI High-Maturity Lead Appraiser for DEV and SVC
- ACE Guides, LLC
- www.ACEguides.com
- sam@ACEguides.com
- 240-308-0767

®CMMI is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.

SMSCAMPI is a service mark of Carnegie Mellon University.

