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

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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 be 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
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