

## SEI-Authorized Introduction to CMMI® for Services V1.2

CMMI® for Services is a comprehensive set of guidelines that helps organizations to establish and improve processes for delivering service. By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries, CMMI-SVC offers service providers a practical framework for achieving higher levels of service quality, controlling costs, improving schedule performance, and ensuring customer satisfaction. Some types of services that would benefit from using CMMI-SVC include operations, logistics, maintenance, IT, and many other services in government and industry.

This three-day course introduces service providers, appraisal team members, and process group members to CMMI® fundamental concepts related to service delivery. After attending the course, participants will be able to describe the CMMI-SVC model, discuss the model's process areas, and locate relevant information in the model.

### Objectives

This course will help participants to

- determine whether CMMI-SVC applies to your business context
- learn effective practices for defining, establishing, managing service
- sustain your improvement
- prepare for next steps, such as an appraisal or certification

### Course Content

- Introduction and Overview of the CMMI® for Services
- Process Excellence
- Defining, establishing, delivering and managing service
- Monitoring and Controlling Service and Work Products
- Ensuring Service Mission Success
- Managing Decisions, Suppliers, and Standard Services
- Creating a Culture to Sustain Service Excellence
- Institutionalization of practices in an organization
- Structure of a staged and continuous representation
- Organizational Culture and Change

### Attendees and Prerequisites

The course is limited to max. 12 attendees

Target group: Service providers and customers, Process improvement practitioners and champions, Appraisal team members, Professionals interested in service management concepts

### Participants receive

Handouts will be

- paper copies of the original SEI CMMI course material
- the official CMMI-Text (SEI Technical Report CMU/SEI-2009-TR-001)
- Kugler Maag Cie Pocket Guide CMMI-SVC

This is the official course licensed by the SEI. Attendees will be provided

a certificate and will be registered at the SEI. Certificate and registration are mandatory for any further SEI CMMI® courses or for serving as a team member on a SCAMPI Appraisal using the CMMI-SVC model.

### Trainers

This course will be held by very experienced and skilled trainers. Their qualification is SEI authorized SCAMPI Lead Appraiser and SEI authorized CMMI Instructor.

### Dates and Times

- Duration: 3 days
- For the actual course dates and times please refer to our web page [www.kuglermaag.com](http://www.kuglermaag.com)

### Course Fee

Course fee: 1.490 € per person, plus VAT, plus SEI-Registration  
If two or more people from the same company register together, we grant a 20% discount from the second participant onwards.

Our trainers are ...

... **qualified and very experienced SEI-authorized CMMI® Instructors and SCAMPI Lead Appraisers.**

... **recognized experts with many years of experience in the conceptual design, planning, and implementation of improvements.**

### Contact

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Kugler Maag Cie is partner of the SEI, founding member of intacs™ and training partner of the VDA-QMC.

