

# CMM: An Overview

## **Duration**

2 days

## **Instructor**

SPC Staff

## **Class Limit**

20 students

## **Prerequisite**

None

## **Price**

On-site:

Please contact SPC for pricing (contact information on page 2)

Public Training:

\$995 (2 days)

\*Discount available for early registration

## **Materials Provided**

- Student manual containing the course slides
- Student handouts with class exercises and class studies

The Capability Maturity Model for Software (also known as the CMM and SW-CMM) is a model used by many organizations to identify best practices useful in helping them increase the maturity of their processes.

This seminar is intended to provide the participant, and their software organization, with an understanding of Level 2 and 3, with a brief introduction to higher levels of the Capability Maturity Model (CMM).

## **Intended Audience**

Development Managers, Improvement Teams, Quality Assurance staff, Development Leads—anyone interested in understanding how the Capability Maturity Model impacts a development organization.

## **Instructors**

Geoff Hewson is a Senior Product Strategist at Software Productivity Centre Inc. and is responsible for SPC's process tools. Before joining SPC, Geoff held senior positions at Burtsand and Microsoft, working in their consulting groups across Canada. He was also the Manager of Technology Architecture and Standards for the federal Department of Justice and has worked on a number of high-profile assignments for Ford Motor Company at both its European and world headquarters. Geoff has a Ph.D. in Physical Chemistry and is a Microsoft Certified Systems Engineer.

SPC Software Productivity Center's, Douglas Muir, is one of the leading instructors in North America of the *In Search of Excellent Requirements course*. Doug's expertise has given countless software developers the skills and techniques needed to successfully bring a project to market. Before joining SPC, Doug held product development positions in large-scale and multi-country telecommunications projects at Libraxus and Nortel, as well as project management positions in government, military and commercial enterprises in both Canada and the U.K. Doug holds a Project Management Certification from PMI.



TRAINING

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## Outline

### Part 1: Introduction

- The motivation
- Software Process Maturity
- Model-based Improvement
- The Standards Quagmire
- Industry acceptance and trends
- Key Process Areas by level

### Part 2: Structure of the CMM

- 5 Levels of Software Process Maturity
- Behaviours characteristic of each level
- Visibility into the software process
- Structure of the model
- Components of the structure
- How the pieces fit together
- Benefits to be expected at each level

### Part 3: Level 2 of the CMM

- Structure of a key practice area
- Level 2 The Key Practice Areas
- Level 2 Key Process Area Interdependencies
- Work Life at CMM Level 2
- Requirements Management
- Software Project Planning
- Software Project Tracking and Oversight
- Software Subcontract Management
- Software Quality Assurance
- Software Configuration Management

### Part 4: Level 3 of the CMM

- Structure of a Key Practice Area
- Level 3 Key Practice Areas

- Level 3 Key Process Interdependencies
- Work Life at Level 3
- Software Product Engineering
- Peer Reviews
- Integrated Software Management
- Inter-group Coordination
- Organization Process Focus
- Organization Process Definition
- Training Program

### Part 5: High Level Overviews of Levels 4 and 5 KPAs

- Brief Introduction to Levels 4 and 5
- Explanation of Levels 4 and 5 KPAs

### Part 6: Misconceptions of the CMM

- Common Misconceptions
- Good and Bad CMM Interpretations
- Process is Not a Goal in Itself

### Part 7: Using the CMM -- The CMM in Context

- Above the CMM - Strategic Goals
- Above the CMM - Organizational Culture
- Beyond the CMM
- The Middle Ground
- Structure Improvement Projects to Succeed
- Improvement Projects Lifecycle
- Scaling the Weight of the Process
- Criteria for Good Process
- Focus on Goals
- Know Your Environment
- Make Scaling Choices
- Document and Support
- Staying on Track

### Part 8: Case Studies

For more information on this or other SPC Springboard courses, please visit [www.spcspringboard.com](http://www.spcspringboard.com) or e-mail SPC at [info@spc.ca](mailto:info@spc.ca)

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