

Examples of work products reviewed include the following:

- Service system transition plan
- Installation records
- Post-deployment review report

#### STSM Elaboration

Establishing organizational standard services is an example of an activity to be reviewed.

Examples of work products reviewed include the following:

- Organization's set of standard services
- Descriptions of standard services
- Descriptions of service levels
- Tailoring guidelines for the organization's set of standard services

#### WMC Elaboration

Examples of activities reviewed include the following:

- Monitoring work progress and performance against the work plan
- Managing corrective actions to closure

Examples of work products reviewed include the following:

- Records of work progress and performance
- Project review results

#### WP Elaboration

Examples of activities reviewed include the following:

- Establishing estimates
- Developing the work plan
- Obtaining commitments to the work plan

Examples of work products reviewed include the following:

- Work breakdown structure
- Work plan
- Data management plan
- Stakeholder involvement plan

### **GP 2.10 Review Status with Higher Level Management**

***Review the activities, status, and results of the process with higher level management and resolve issues.***

The purpose of this generic practice is to provide higher level management with the appropriate visibility into the process.

Higher level management includes those levels of management in the organization above the immediate level of management responsible for the process. In particular, higher level management can include senior management. These reviews are for managers who provide the policy and overall guidance for the process and not for those who perform the direct day-to-day monitoring and controlling of the process.

Different managers have different needs for information about the process. These reviews help ensure that informed decisions on the planning and performing of the process can be made. Therefore, these reviews are expected to be both periodic and event driven.

#### IRP Elaboration

Higher level management is kept informed of the status of significant service incidents, including results of workarounds and prevention activities.

#### OPF Elaboration

These reviews are typically in the form of a briefing presented to the management steering committee by the process group and the process action teams.

Examples of presentation topics include the following:

- Status of improvements being developed by process action teams
- Results of pilots
- Results of deployments
- Schedule status for achieving significant milestones (e.g., readiness for an appraisal, progress toward achieving a targeted organizational maturity level or capability level profile)

#### OPM Elaboration

These reviews are typically in the form of a briefing presented to higher level management by those responsible for performance improvement.

Examples of presentation topics include the following:

- Improvement areas identified from analysis of current performance compared to business objectives
- Results of process improvement elicitation and analysis activities
- Results from validation activities (e.g., pilots) compared to expected benefits
- Performance data after deployment of improvements
- Deployment cost, schedule, and risk
- Risks of not achieving business objectives

## REQM Elaboration

Proposed changes to commitments to be made external to the organization are reviewed with higher level management to ensure that all commitments can be accomplished.

## RSKM Elaboration

Reviews of work risk status are held on a periodic and event-driven basis, with appropriate levels of management, to provide visibility into the potential for work risk exposure and appropriate corrective action.

Typically, these reviews include a summary of the most critical risks, key risk parameters (such as likelihood and consequence of the risks), and the status of risk mitigation efforts.

## SCON Elaboration

These reviews are typically in the form of a briefing presented to higher level management.

Examples of presentation topics include the following:

- Identification of significant changes in the business functions and resources essential to service delivery
- Status of preparations for service continuity including training activities
- Verification and validation issues and results

## SST Elaboration

Higher level management is kept informed of the status of transitions, including successful and unsuccessful transition attempts and deployment results.

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**GG 3 Institutionalize a Defined Process**

***The process is institutionalized as a defined process.***

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**GP 3.1 Establish a Defined Process**

***Establish and maintain the description of a defined process.***

The purpose of this generic practice is to establish and maintain a description of the process that is tailored from the organization's set of standard processes to address the needs of a specific instantiation. The organization should have standard processes that cover the process area, as well as have guidelines for tailoring these standard processes to meet the needs of a work group or organizational function. With a defined process, variability in how the processes are performed across the organization is reduced and process assets, data, and learning can be effectively shared.

*Refer to the Integrated Work Management process area for more information about establishing the defined process for the work.*