

*led a Benchmark appraisal using CMMI Institute's CMMI-DEV® and CMMI-SVC® V3.0
as the reference models, and determined that*

IBM Globally Integrated Capabilities (GIC)

covering all managed services projects of application development, enhancement, maintenance and testing
with project management responsibility executed from Client Innovation Centers (CICs) in India, China,
Philippines, Mexico, Brazil, Argentina, Chile, Colombia, France, Morocco, Peru, Uruguay, Egypt,
Romania, and Slovakia

fully satisfies the goals of the

Optimizing Level

of Process Maturity, and is therefore appraised as

CMMI-DEV® Maturity Level 5
CMMI-SVC® Maturity Level 5



Patrick O'Toole
CMMI Institute HMLA #0100057-00

29 May, 2025 – 28 May, 2028

Validity Period