

CMMI-SVC

Modelo de maturidade de capacidade – integração para
serviços

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O que é CMMI-SVC

- são coleções de melhores práticas que ajudam as organizações a melhorar seus processos.
- Os modelos são desenvolvidos por equipes de produtos com membros da indústria, governo e Software Engineering Institute
- Modelo criado na década de 1930 e vem sendo evoluído constantemente.

Histórico

- Origem do modelo CCM (1987 até 1997)
 - Watts Humphrey
 - DOD
- O sucessor do modelo CMM (2002)
 - CMMI
 - Modelos de maturidade
- Atualidade 1.3 (2010)
 - CMMI-DEV
 - CMMI-ACQ
 - CMMI-SVC

**CAPABILITY MATURITY MODEL INTEGRATION (CMMI)
FOR SERVICES, VERSION 1.3 (changes from CMMI VERSION 1.2 highlighted)**

SEI
Software Engineering Institute
Carnegie Mellon

PROJECT AND WORK MANAGEMENT

Requirements Management (PM-REQ)

2

Capacity and Availability Management (CAM)

3

Resource Management Process Model

4

Service Continuity (SC-CON)

5

HOW TO USE

1. Introduction

2. Process Model

3. Process Model

4. Process Model

5. Process Model

MANAGEMENT

1. Capability Level 1 (Initial)

2. Capability Level 2 (Managed)

3. Capability Level 3 (Defined)

4. Capability Level 4 (Optimizing)

5. Capability Level 5 (Optimizing)

SUPPORT

1. Management and Analysis (MA)

2. Evaluation and Analysis (EA)

3. Evaluation and Analysis (EA)

4. Evaluation and Analysis (EA)

5. Evaluation and Analysis (EA)

SERVICE ESTABLISHMENT AND DELIVERY

Service Delivery (SD)

2

Service Establishment and Delivery Process Model

3

Service Establishment and Delivery Process Model


4

Service Establishment and Delivery Process Model

5

MORE INFORMATION

Software Engineering Institute www.sei.cmu.edu/cmmi

Level	Focus	Process Areas	Quality Productivity
5 Optimizing	<i>Continuous Process Improvement</i>	Organizational Performance Management (OPM) Causal Analysis and Resolution (CAR)	
4 Quantitatively Managed	<i>Quantitative Management</i>	Organizational Process Performance (OPP) Quantitative Work Management (QWM)	
3 Defined	<i>Process Standardization</i>	Capacity and Availability Management (CAM) (svc) Incident Resolution and Prevention (IRP) (svc) Service System Transition (SST) (svc) Service Continuity (SCON) (svc) Service System Development (SSD) (svc, optional) Strategic Service Management (STSM) (svc) Organizational Process Focus (OPF) Organizational Process Definition (OPD) Organizational Training (OT) Integrated Work Management (IPM) Risk Management (RSKM) Decision Analysis and Resolution (DAR)	
2 Managed	<i>Basic Project Management</i>	Service Delivery (SD) (svc) Requirements Management (REQM) Work Planning (WP) Work Monitoring and Control (WMC) Supplier Agreement Management (SAM) Measurement and Analysis (MA) Process and Product Quality Assurance (PPQA) Configuration Management (CM)	
1 Initial			
			Risk Rework

**MATURITY
LEVEL
5**

Optimizing

Stable and flexible. Organization is focused on continuous improvement and is built to pivot and respond to opportunity and change. The organization's stability provides a platform for agility and innovation.

**MATURITY
LEVEL
4**

**Quantitatively
Managed**

Measured and controlled. Organization is data-driven with quantitative performance improvement objectives that are predictable and align to meet the needs of internal and external stakeholders.

**MATURITY
LEVEL
3**

Defined

Proactive, rather than reactive.
Organization-wide standards provide guidance across projects, programs and portfolios.

**MATURITY
LEVEL
2**

Managed

Managed on the project level.
Projects are planned, performed, measured, and controlled.

**MATURITY
LEVEL
1**

Initial

Unpredictable and reactive. Work gets completed but is often delayed and over budget.

**MATURITY
LEVEL
0**

Incomplete

Ad hoc and unknown. Work may or may not get completed.

STRATEGIC SERVICE MANAGEMENT STSM

- O objetivo do Strategic Service Management (STSM) é estabelecer e manter serviços padrão de acordo com as necessidades e planos estratégicos.
- Envolve as seguintes atividades:
 - Analisar recursos e necessidades de serviços que abrangem vários clientes e acordos;
 - Estabelecer e manter serviços padrão, níveis de serviço e descrições que refletem esses recursos e necessidades

Service Delivery (SD)

- O objetivo da Entrega de Serviço (SD) é entregar serviços de acordo com os contratos de serviço.
- Concentra-se no seguinte:
 - Estabelecer e manter acordos de serviço;
 - Preparar e manter uma abordagem de entrega de serviço;
 - Receber e processar solicitações de serviço;
 - Manter sistemas de serviço.