# CMMI-SVC

Modelo de maturidade de capacidade – integração para serviços

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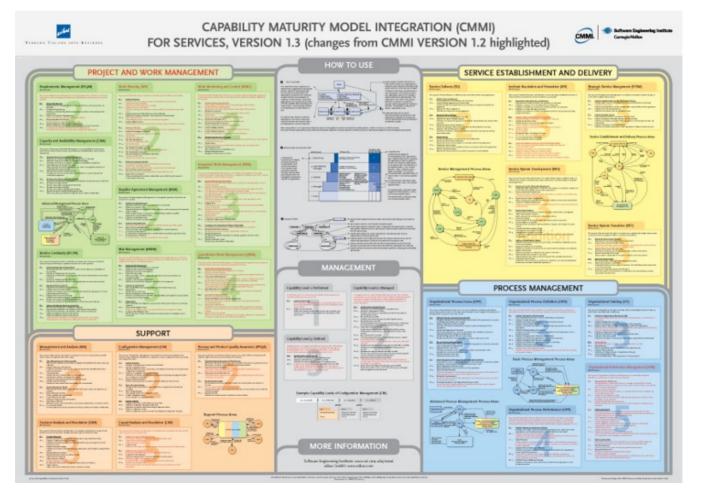
# O que é CMMI-SVC

- 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 maturalidade
- Atualidade 1.3 (2010)
  - CMMI-DEV
  - CMMI-ACQ
  - CMMI-SVC

### **FUNCIONAMENTO CMMI-SVC**



Level	Focus	Process Areas	Quality
5 Optimizing	Continuous Process Improvement	Organizational Performance Management (OPM) Causal Analysis and Resolution (CAR)	Risk
4 Quantitatively Managed	Quantitative Management	Organizational Process Performance (OPP) Quantitative Work Management (QWM)	
3 Defined	Process Standardization	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	Basic Project Management	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			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.

IATURITY LEVEL

**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

Defined

Proactive, rather than reactive.

Organization-wide standards provide guidance across projects, programs and portfolios.

MATURITY LEVEL

Managed

**Managed on the project level.**Projects are planned, performed,

Projects are planned, performed measured, and controlled.

MATURITY LEVEL

Initia

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

MATURITY LEVEL

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.