



Using CMMI for Services for IT Excellence

QUEST 2009 Conference Talk

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| QAI

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Journey of Excellence



Process Excellence

- Use of Optimized Processes
- Harmonizing the current best practices into unified framework
- Increased deployment of Common Process
- Practice Benchmarking with industry
- Communicating and building competency organizational standard

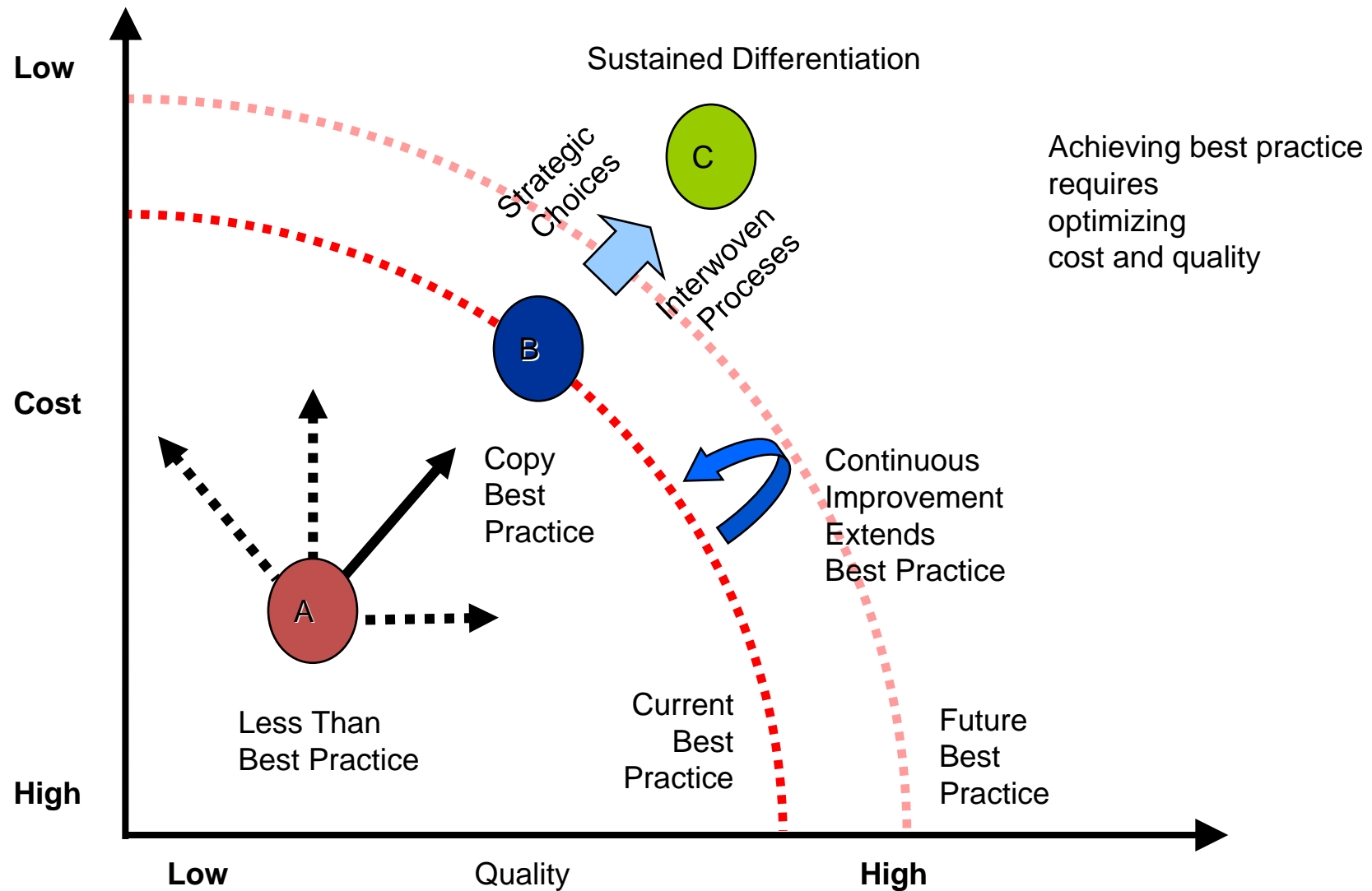
Operational Excellence

- Develop of metrics systems for monitoring process
- Development of Dashboards
- Deploy and support infrastructure, automation for Operational Excellence
- Quality Process Outsourcing
- Strategic Alignment to Business Goals

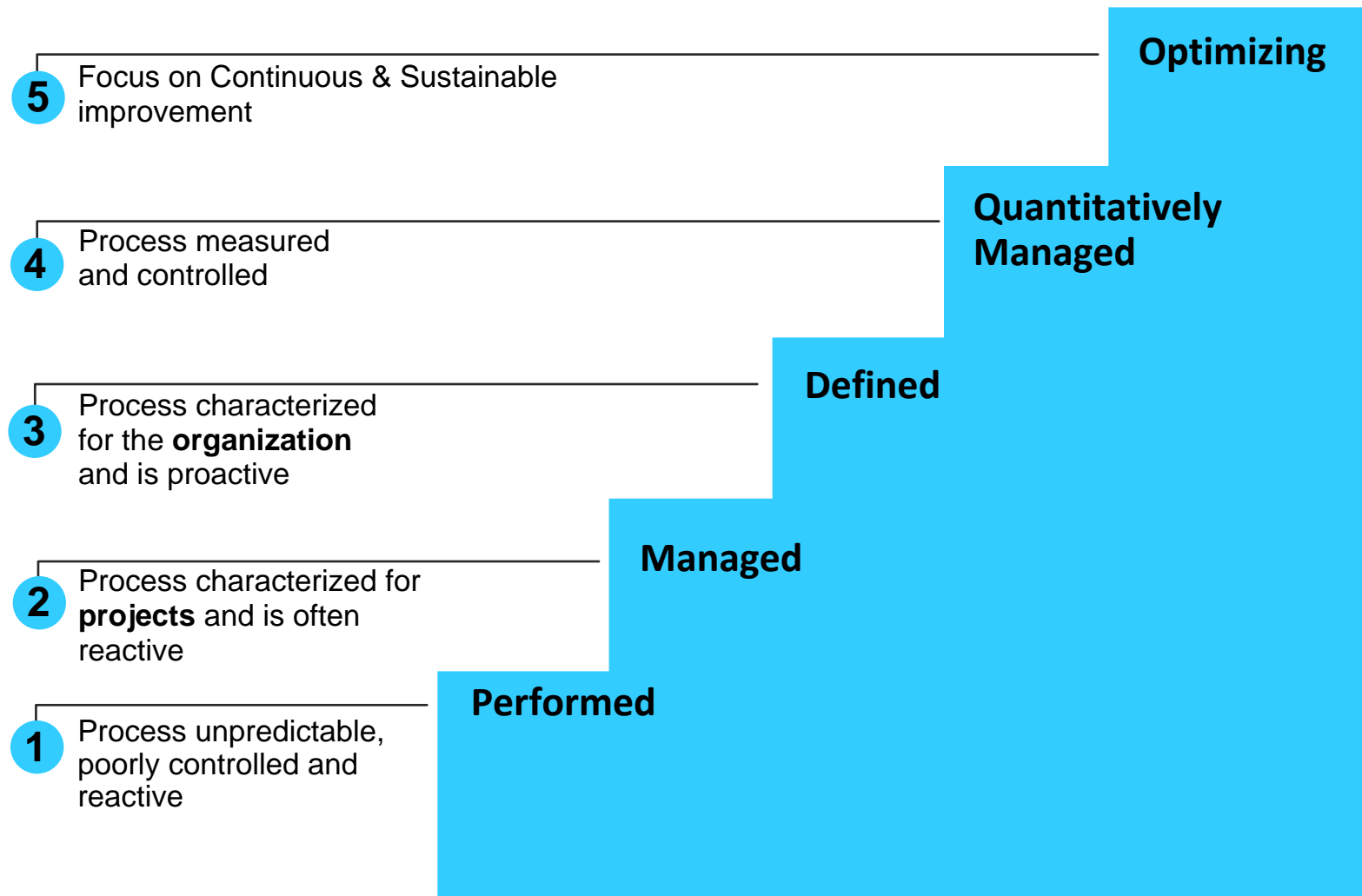
Business Excellence

- Development of business scorecards
- Enabling Organizational growth
- Creating a culture of Innovation
- Enabling Customer Satisfaction
- Development of leadership at all levels

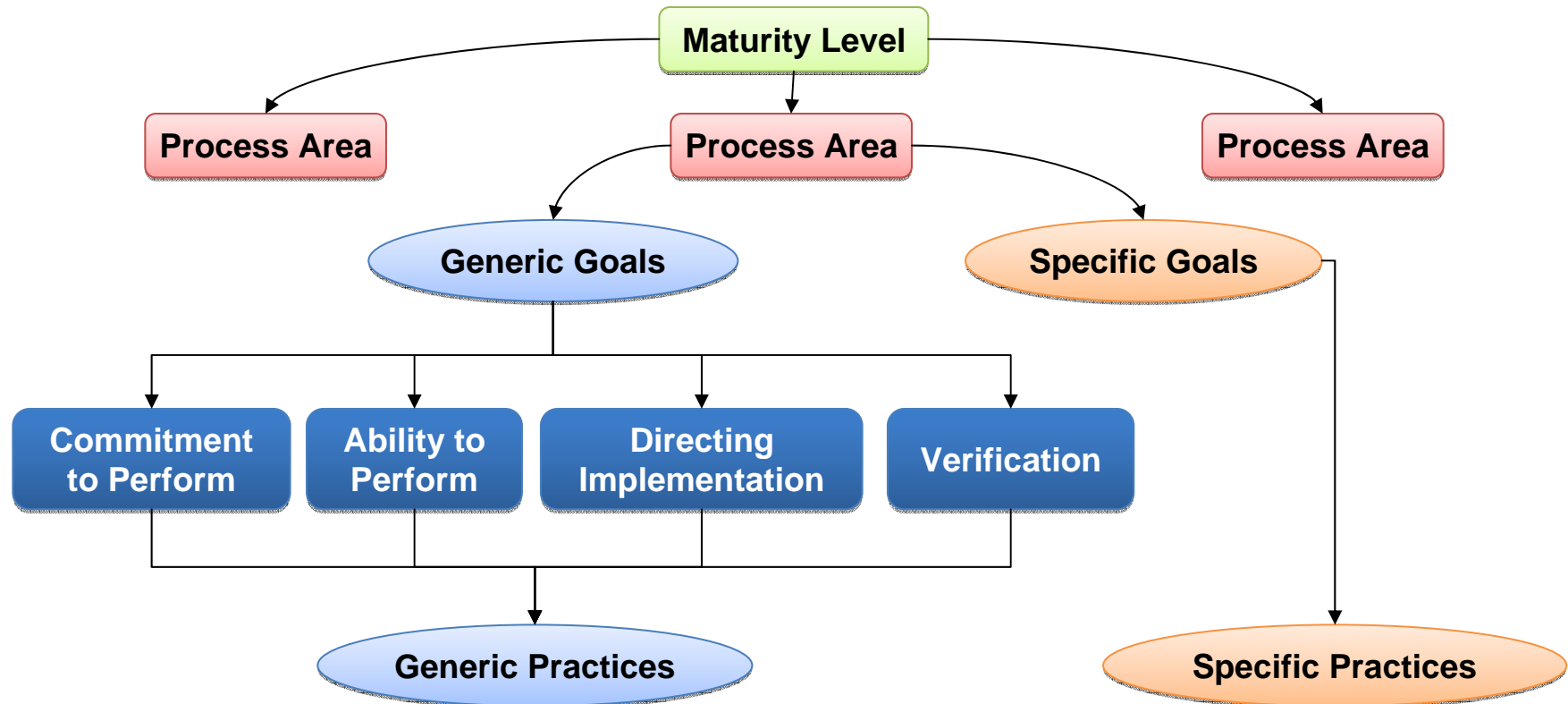
Rationale for using Frameworks



CMMI – Staged Focus...



Structure of CMMI



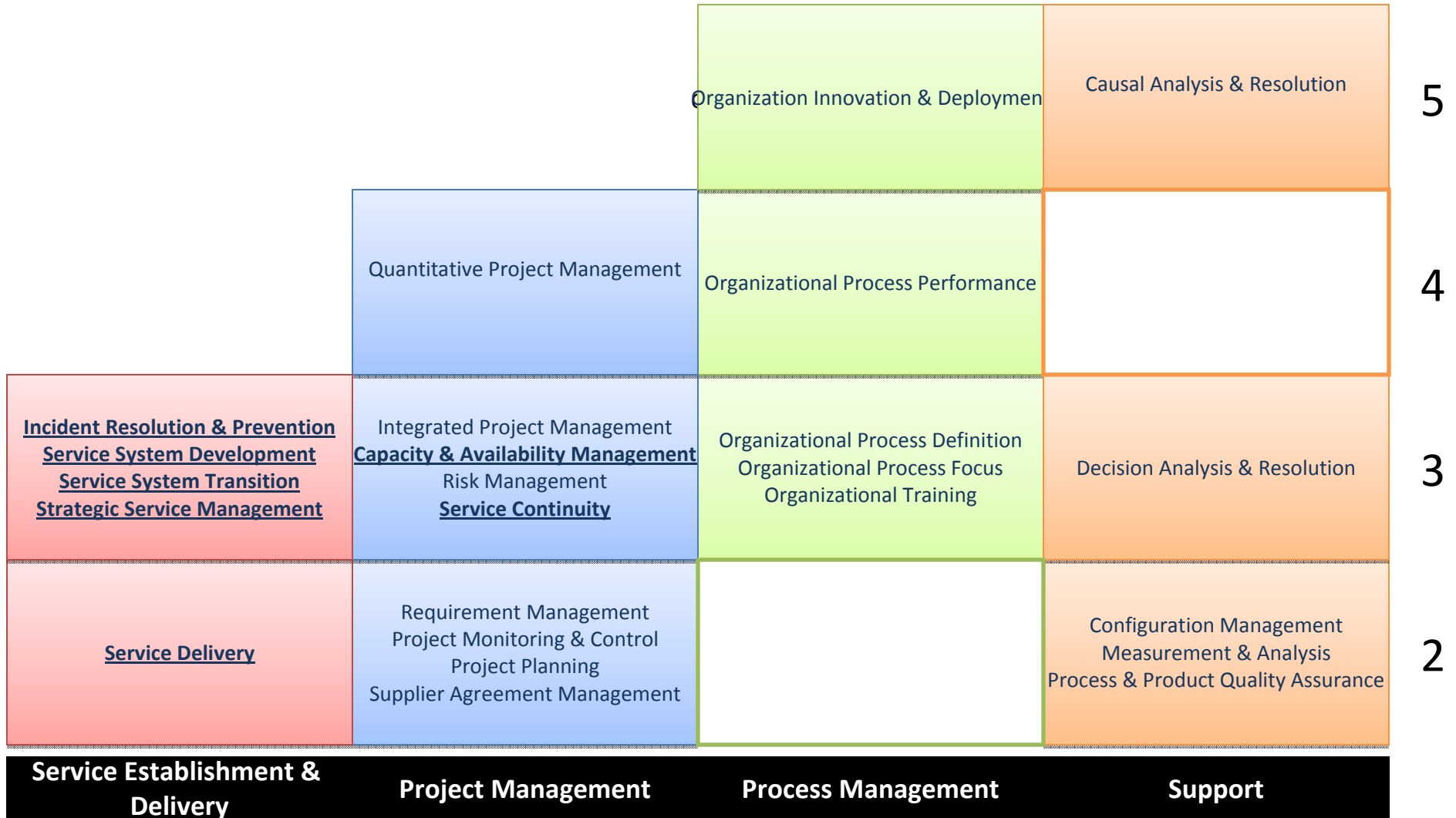
Commitment to Perform: creates policies and secures sponsorship for process improvement efforts

Ability to Perform: ensures that the project and/or organization has the resources it needs to pursue process improvement

Directing Implementation: collects, measures, and analyzes data related to processes

Verification: verifies that the projects and/or organization's activities conform to requirements, processes, and procedures

Process Areas...



Service PAs (in English)



▣ **Strategic Service Management (STSM):**

- ▣ deciding what services you should be providing, making them standard, and letting people know about them

▣ **Service System Development (SSD):**

- ▣ making sure you have everything you need to deliver the service, including people, processes, consumables, and equipment

▣ **Service System Transition (SST):**

- ▣ getting new systems in place, changing existing systems, retiring obsolete systems, all while making sure nothing goes terribly wrong with service

▣ **Service Delivery (SD):**

- ▣ setting up agreements, taking care of service requests, and operating the service system

▣ **Capacity and Availability Management (CAM):**

- ▣ making sure you have the resources you need to deliver services and that they are available when needed—at an appropriate cost

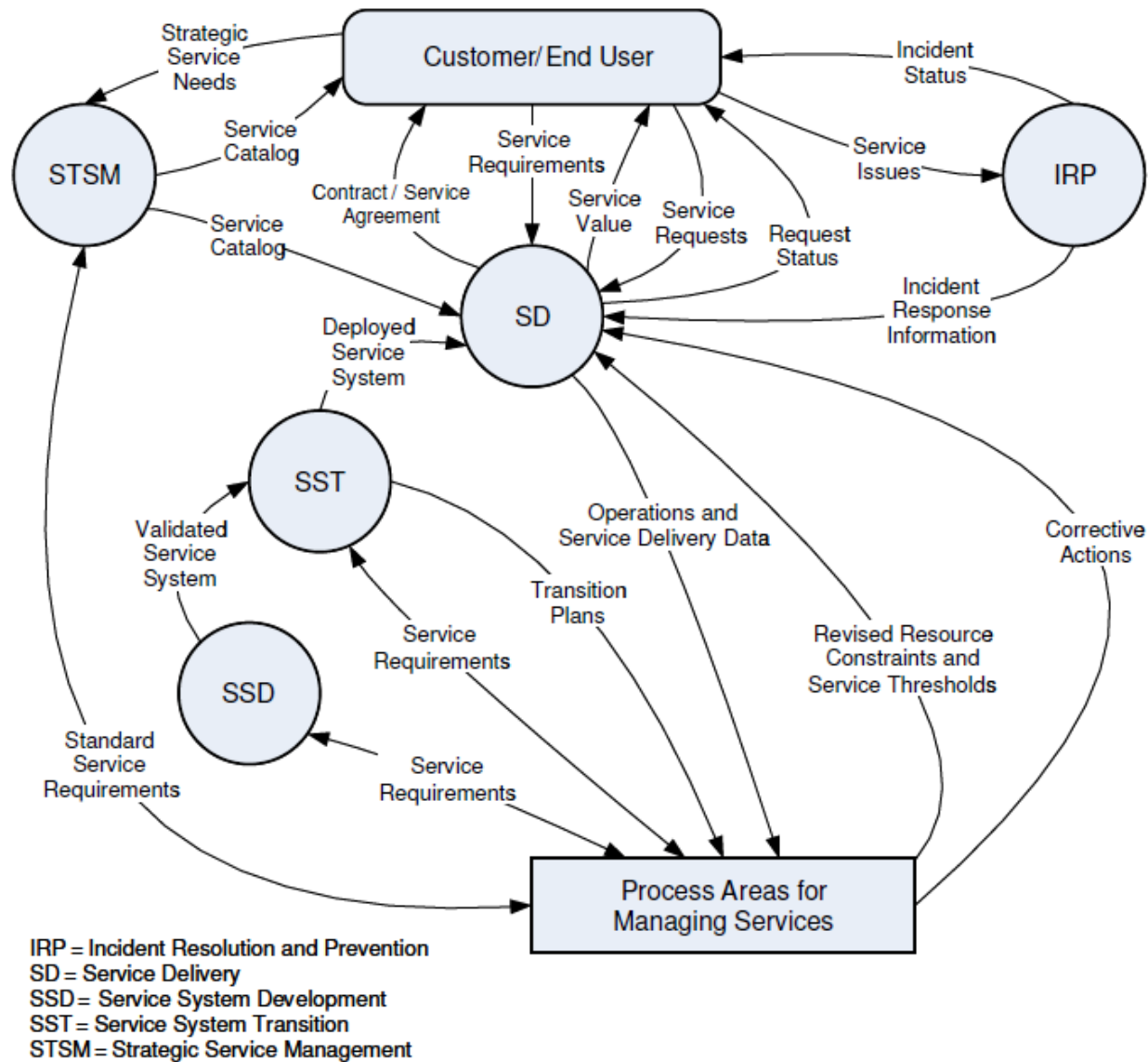
▣ **Incident Resolution and Prevention (IRP):**

- ▣ handling what goes wrong—and preventing it from going wrong in the first place if you can

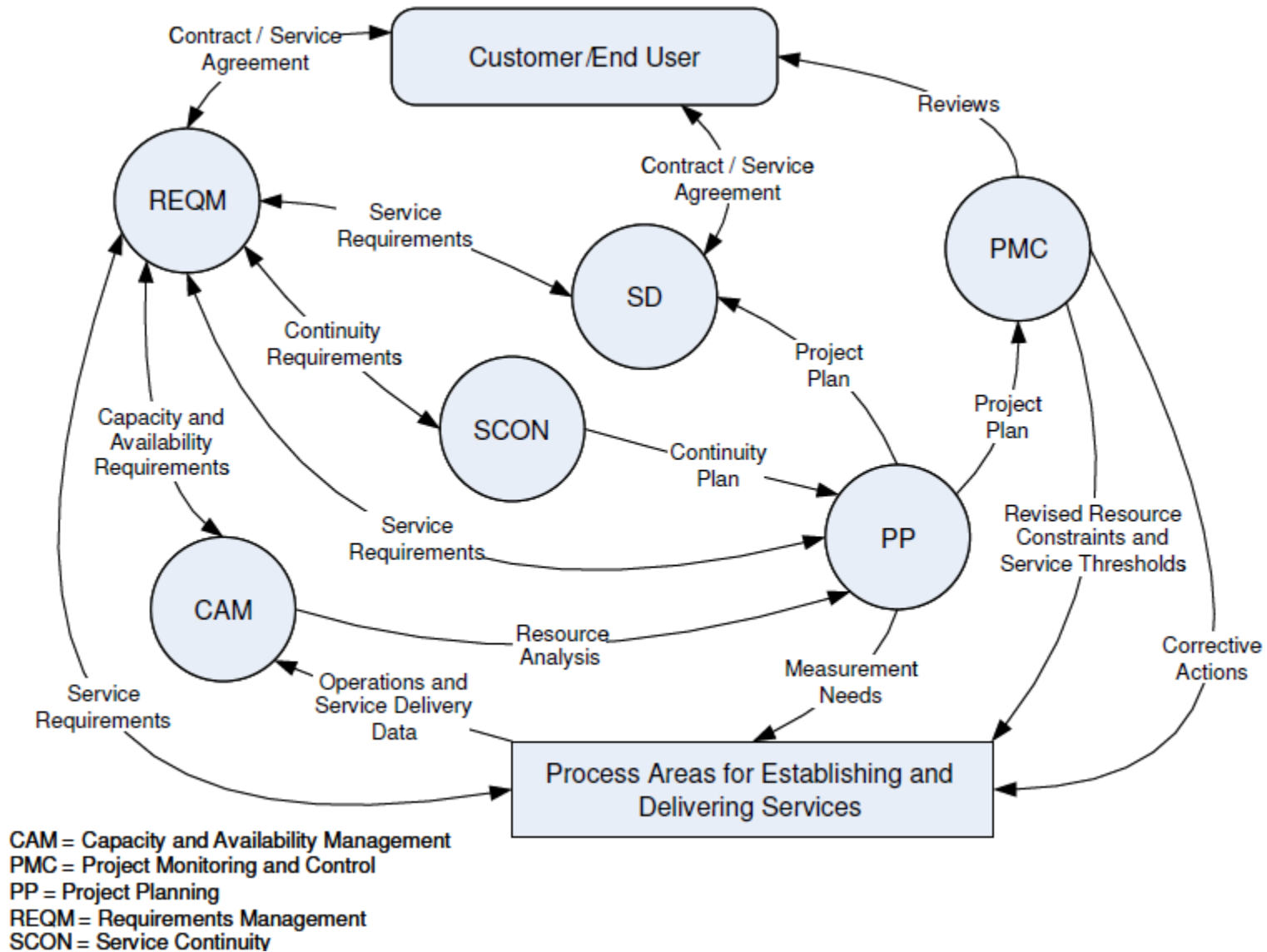
▣ **Service Continuity Management (SCON):**

- ▣ being ready to recover from a disaster and get back to delivering your service

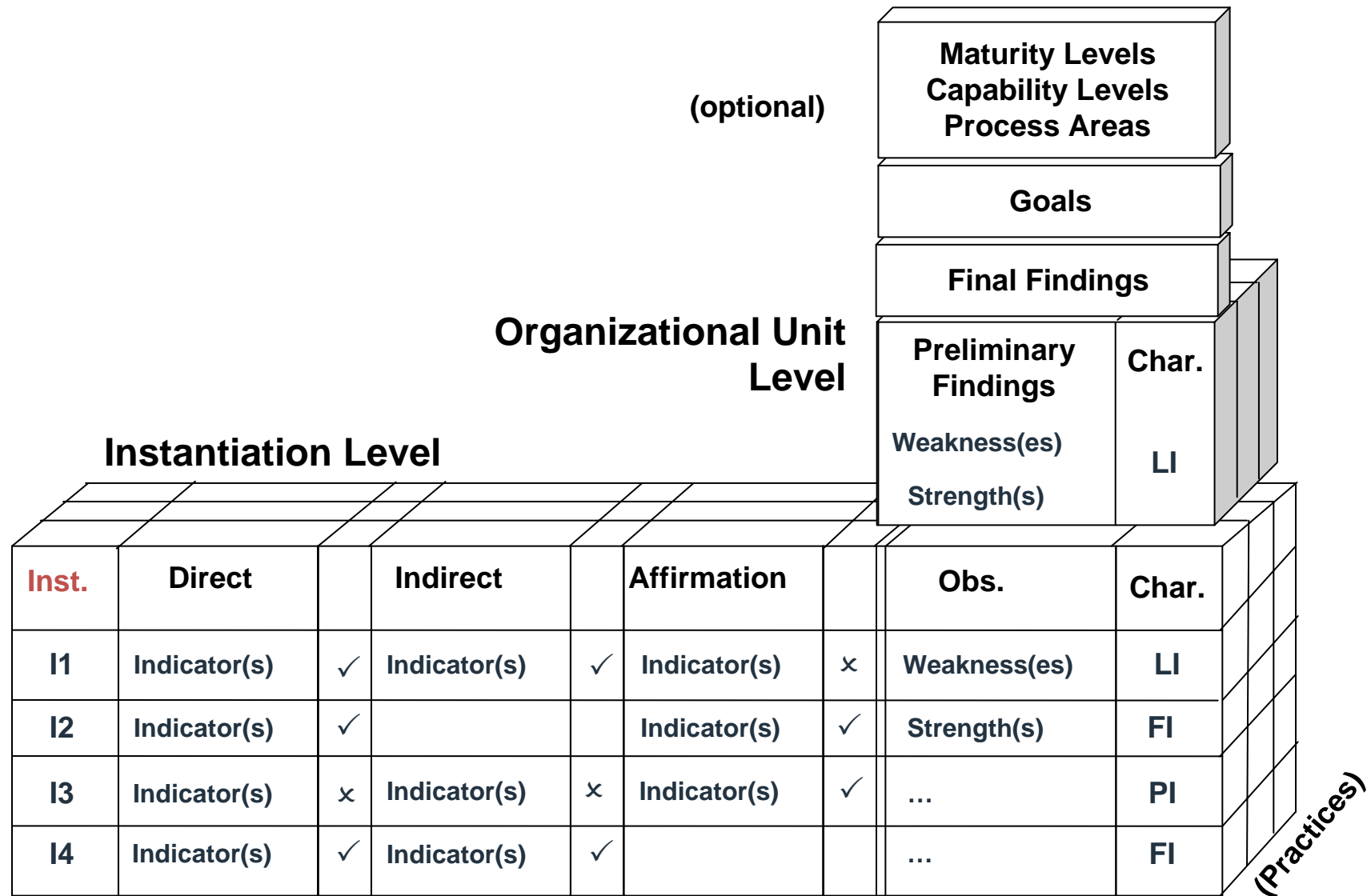
Relationships in Establishing & Delivery of Services



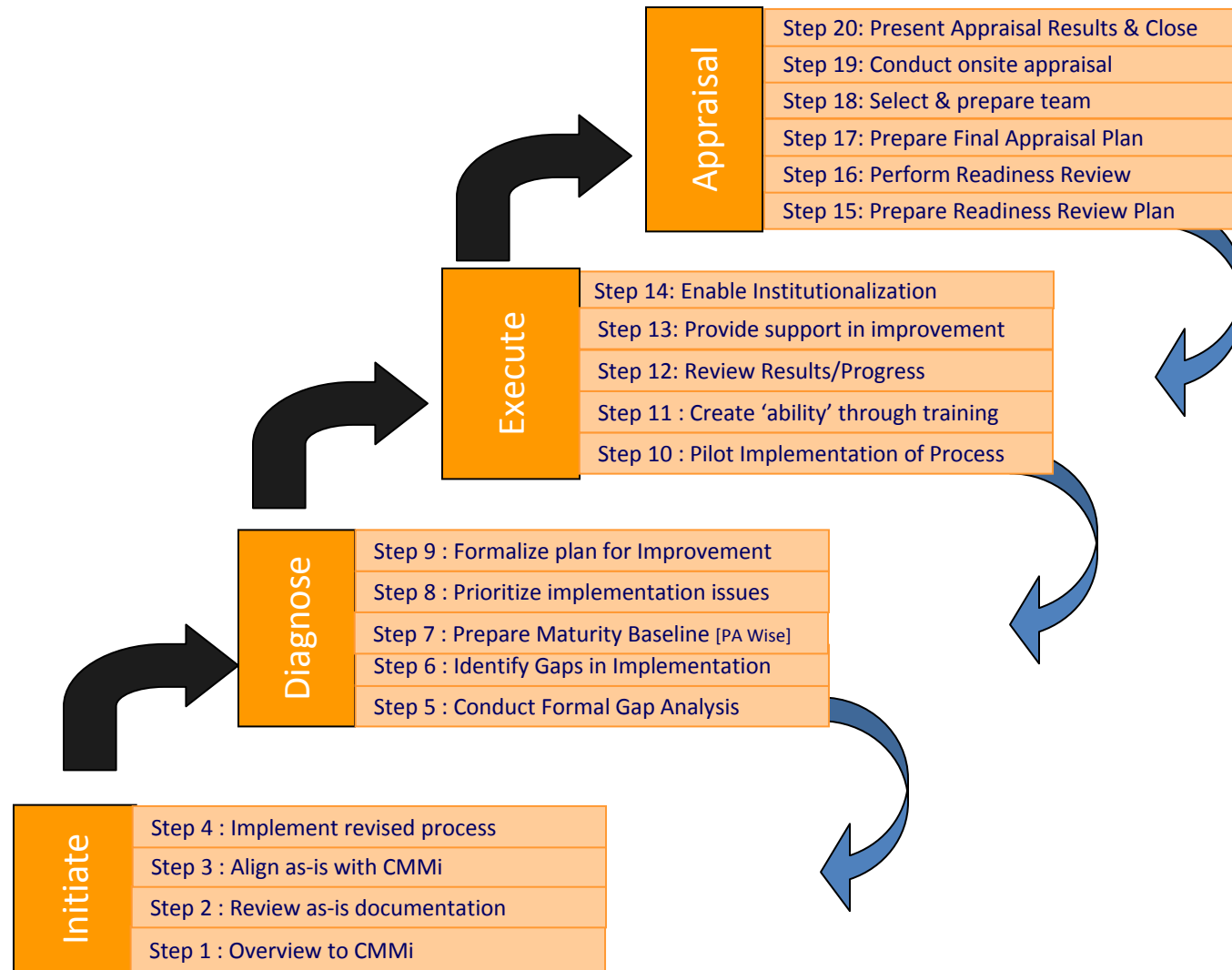
KPA Relations with Service Management



SCAMPISM Aggregation and Rating



Roadmap...





Any Questions..!

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