

Using CMMI for Services for IT Excellence

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Journey of 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

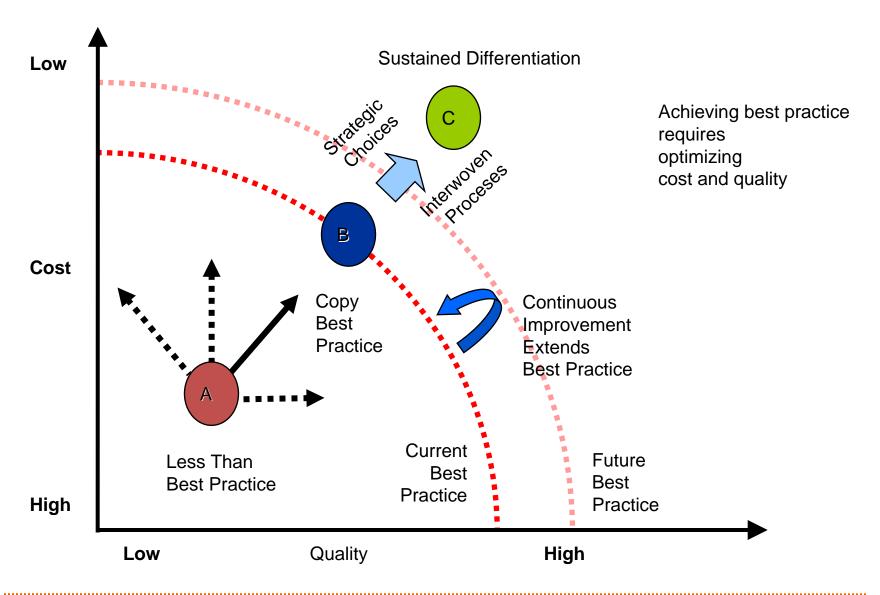
- Development of business scorecards
- Enabling Organizational growth
- Creating a culture of Innovation
- Enabling Customer Satisfaction
- · Development of leadership at all levels





Rationale for using Frameworks









CMMI – Staged Focus...



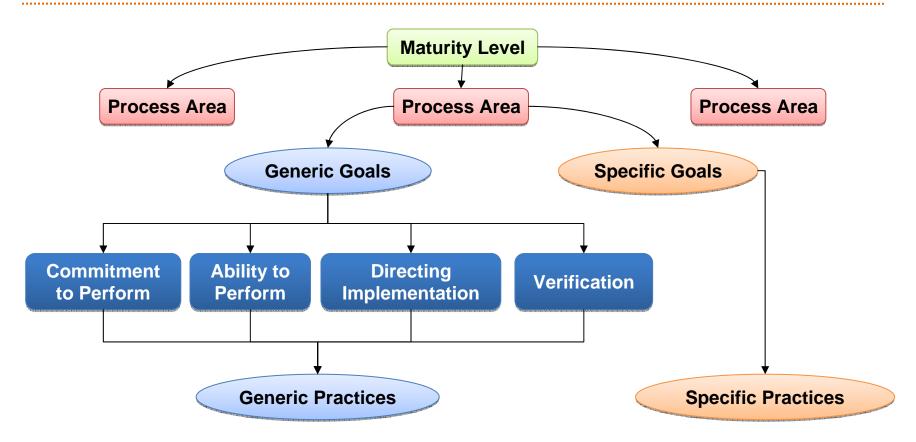
Optimizing Focus on Continuous & Sustainable improvement Quantitatively Process measured Managed and controlled **Defined** Process characterized for the organization and is proactive Managed Process characterized for projects and is often reactive **Performed** Process unpredictable, poorly controlled and reactive





Structure of CMMI





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

<u>Ability to Perform</u>: ensures that the project and/or organization has the resources it needs to pursue process improvement <u>Directing Implementation</u>: collects, measures, and analyzes data related to processes

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





Process Areas...



		Organization Innovation & Deploymen	Causal Analysis & Resolution	5
	Quantitative Project Management	Organizational Process Performance		4
Incident Resolution & Prevention Service System Development Service System Transition Strategic Service Management	Integrated Project Management <u>Capacity & Availability Management</u> Risk Management <u>Service Continuity</u>	Organizational Process Definition Organizational Process Focus Organizational Training	Decision Analysis & Resolution	3
Service Delivery	Requirement Management Project Monitoring & Control Project Planning Supplier Agreement Management		Configuration Management Measurement & Analysis Process & Product Quality Assurance	2
Service Establishment & Delivery	Project Management	Process Management	Support	





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):

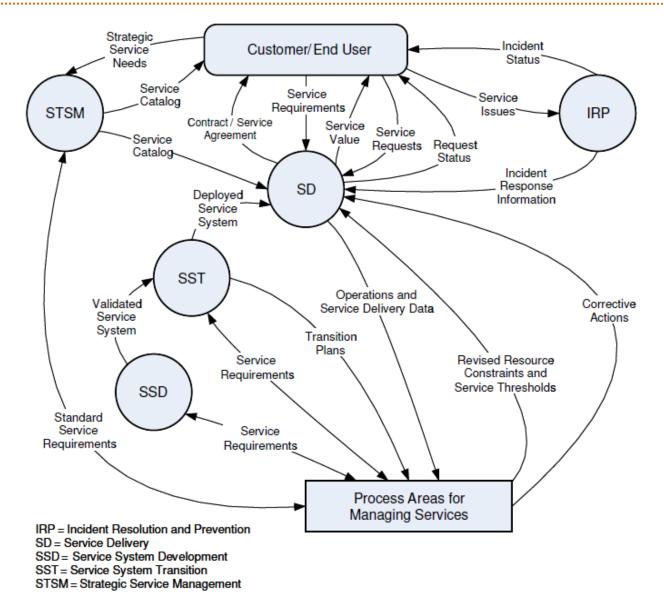
being ready to recover from a disaster and get back to delivering your service





Relationships in Establishing & Delivery of Services



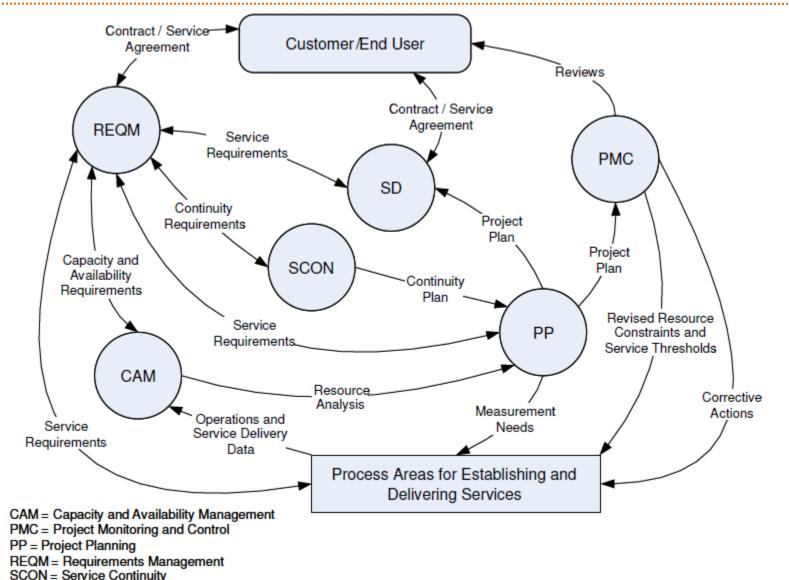






KPA Relations with Service Management



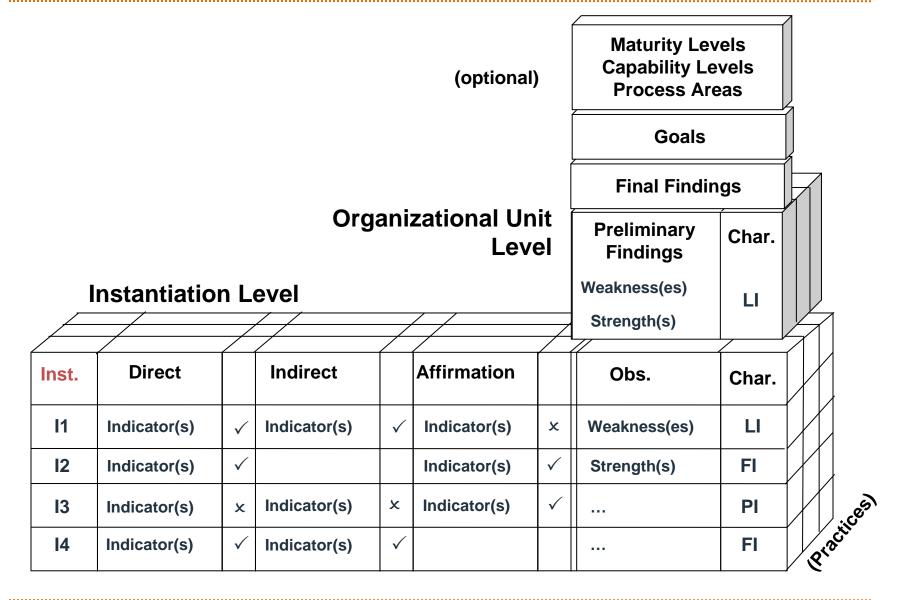






SCAMPISM Aggregation and Rating



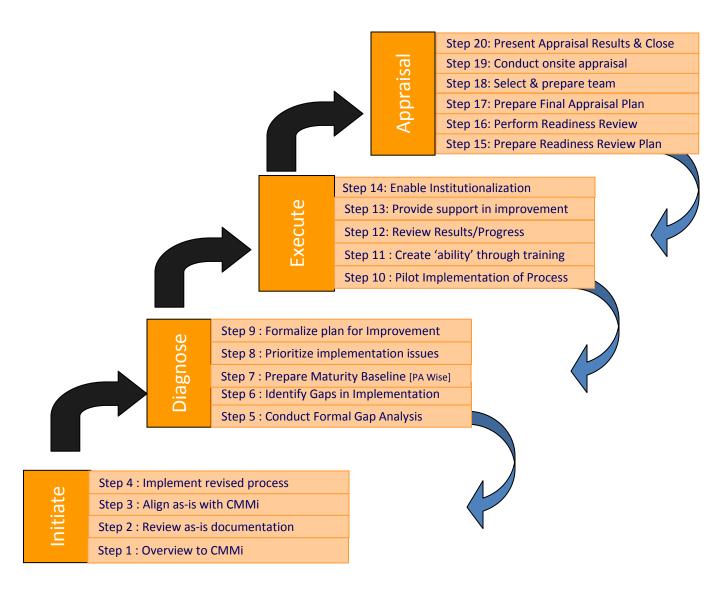






Roadmap...











Any Questions..!

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