

# CMMI for Services

CMMI for Services (CMMI-SVC) is a model that provides guidance to service provider organizations for establishing, managing, and delivering services.

The purpose is to extend the CMMI framework to cover the provision of services.

The model focuses on service provider processes and integrates bodies of knowledge that are essential for successful service delivery. CMMI-SVC provides best practices that service providers can use when they decide what services they should be providing, define standard services, and let people know about them. One should be sure that they have everything they need to deliver a service, including people, processes, consumables, and equipment. Set up agreements, take care of service requests, and operate service systems. Make sure they have the resources needed to deliver services and that services are available when needed—at an appropriate cost. Handle what goes wrong—and prevent it from going wrong in the first place if possible.

In lean economic times, service organizations, which make up 80% of the world economy, can benefit by using process improvement to make the most of their resources to achieve desired business results. CMMI for Services (CMMI-SVC) is a guide to help service provider organizations reduce costs, improve quality, and improve the predictability of schedules.

Customers are requesting that their service providers demonstrate a CMMI rating or capability profile, but attempts to use CMMI-DEV in a service setting can distort the integrity of appraisal results. Service providers deserve the same opportunity that the development community has enjoyed for years. They deserve the opportunity to improve their processes based on community models of practice that specifically address the interests and concerns of service providers. CMMI-SVC is the model of practice that service organizations have been waiting for.

CMMI-SVC provides best practices that service providers can use when they

- Decide what services they should be providing, define standard services, and let people know about them
- Make sure they have everything they need to deliver a service, including people, processes, consumables, and equipment
- Get new systems in place, change existing systems, retire obsolete systems, all while making sure nothing goes terribly wrong with the service
- Set up agreements, take care of service requests, and operate service systems
- Make sure they have the resources needed to deliver services and that services are available when needed—at an appropriate cost
- Handle what goes wrong—and prevent it from going wrong in the first place if possible
- Ensure they are ready to recover from potential disasters and get back to delivering services if the disaster occurs.

## **Why do we need a CMMI for Services?**

- Applying the CMMI to services requires significant interpretation of appraisers and organizations, but there is no guidance.
- Current IT services models do not completely address service development and initiation.
- A CMMI for Services would re-use a familiar vocabulary and common model components.
- A CMMI for Services would summarize essential elements from current IT service models.
- “Implementation models” for development differ from those for services.
- A CMMI for Services includes additional process areas necessary for full process institutionalization and innovation.
- CMMI for Services maturity levels divide improvements into incremental efforts.
- An extensive CMMI user community can leverage the CMMI framework to extend current maturity into service domains.
- A CMMI for Services would summarize essential principles from and provide maps to current IT service models, allowing for integrated improvement efforts and coordinated best practices.