

# Tangram Training

## Supplement to the CMMI® for Service Version 1.3



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Tangram Hi-tech Solutions is arranging the Software Engineering Institute's (SEI) Supplement to Capability Maturity Model Integration (CMMI)® for Services Course. The course introduces the CMMI for Services Model to those who are familiar with the CMMI for Development model. The CMMI for Services model is used by organizations around the world to improve their business results by improving their ability to develop and deliver services by focusing on ensuring service mission success and creating a culture to sustain service excellence.

This interactive delivery of the workshop presents the latest version (v1.3) of the CMMI® for services.

### **The Course**

**This is one-day workshop composed of lectures and interactive exercises performed as a class or in small groups. It provides a friendly and stimulating environment which encourages group investigation of the ideas discussed. It helps prepare participants to make valid judgments regarding an organization's processes and clarifies issues that arise during improvement programs.**

### **The Tutor**

Dr. Zemel founded Tangram, an SEI Partner, after a successful career in the industry.. She consults to start-up and established global hi-tech companies, coaches process improvement programs, performs diagnosis, and conducts training programs to improve organizational management and engineering capabilities.

Dr. Zemel received a Ph.D. from New Jersey Institute of Technology in software engineering, specializing in mega-system development processes, domain analysis and software architectures.

Dr. Zemel is a SEI-Certified SCAMPI High Maturity Lead Appraiser and a SEI-Certified Instructor for the Introduction to the CMMI for Development version 1.3 and the Supplement for the CMMI for Service version 1.3.

### **Course Materials**

Each participant will receive a copy of:

- ❖ The Capability Maturity Model Integration for Services version 1.3
- ❖ The SEI's Participant's Guide (Student Notebook) and exercises available only from SEI-certified instructors

**Course Schedule**  
Will be published soon

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### Who Should Attend

- ❖ Senior Managers seeking to improve performance of their organization
- ❖ Service Managers wishing to improve the performance and predictability of service delivery and service quality
- ❖ Staff assigned as Appraisal Team Members and Staff selected for appraisal
- ❖ Anyone leading or participating in an improvement team, process quality group or process action team
- ❖ Staff from departments such as Sales & Marketing, Human Resources, Training, etc who contribute to service success

### Prerequisites

- Participation in CMMI for Development
- Participants should have some knowledge of service delivery or service development in service-oriented environment.
- Exposure to Quality Assurance, Process Improvement and basic management will prove useful.

### Certification

Participants who attend every session will receive a certificate of completion for the course.

To qualify for certification the SEI requires that participants attend "classroom discussions and exercises on all three days, not missing any classroom time".

The course fulfils one of the SEI's prerequisites for those intending to participate in appraisals as Appraisal Team Members using the SCAMPI Method

### Course Outline

CMMI Services Model Overview

Model Specific Content

- Service Delivery
- Service System Transition
- Incident Resolution and Prevention
- Capacity and Availability Management
- Service Continuity
- Strategic Service Management

Service System development

Service Specific material in the core process areas

### Course Fees

1,400 Shekels + VAT per participant

For details contact:

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To register send the registration form to:

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