

“Progressing”
CMM Levels 2 & 3

Presented to
Omaha SPIN

June 20, 2000

by
Jim Moudry

SOFTWARE ENGINEERING SERVICES
1508 J F Kennedy Drive, Suite 201
Bellevue NE 68005





Overview

- Seattle SEPG Emphasis
 - Level 2 Focus
 - Level 3 Focus
 - Process Capability vs. Maturity Level
 - Selling SPI
 - Roles and Integration of SQA and SEPG
 - Documenting Processes and Procedures



Level 2 Focus

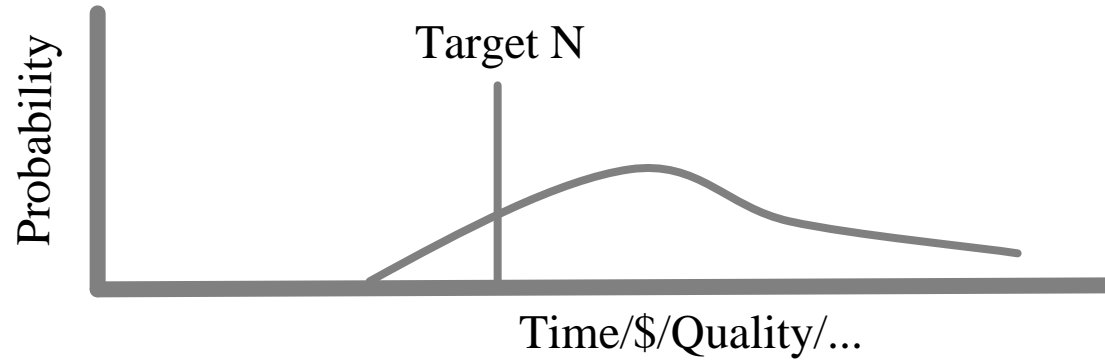
- Establishment of basic project management practices
- Processes and procedures on a project-by-project basis
- Improved estimating and consistency of project performance
- React to problems as they occur

Level 3 Focus

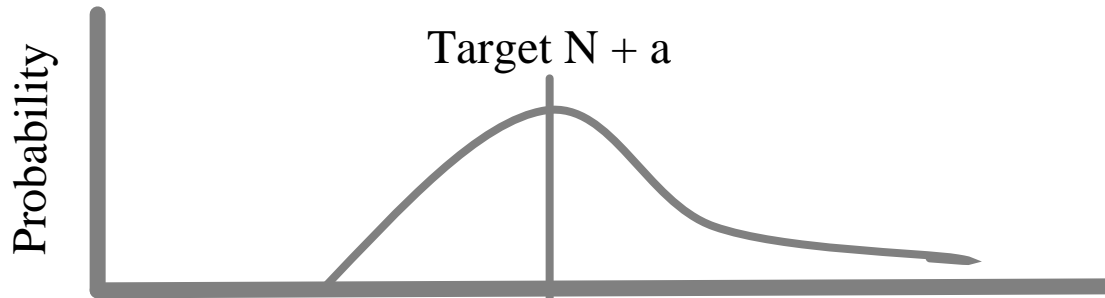
- Organizational process focus
- Coordinated and integrated activities
- Proactive preparation for risks

Process Capability vs. Maturity Level

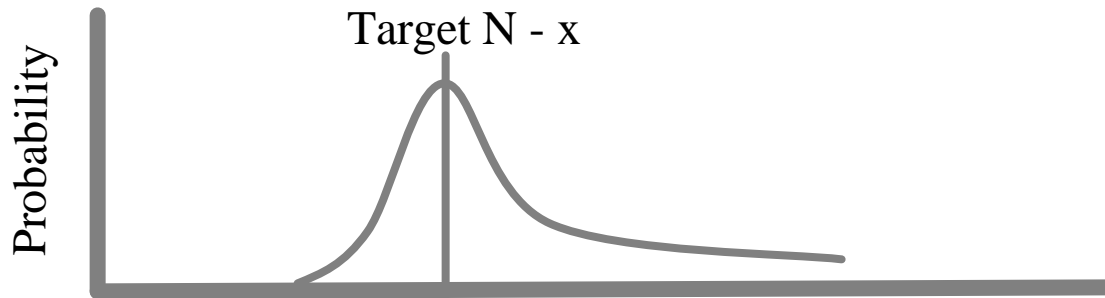
1



2



3



Selling Process Improvement

- Marketing process that involves:
 - Identifying the product and the customer
 - Understanding what motivates the customer to act
 - Communicating effectively
 - Checking that the message was received and understood

Roles & Integration of SQA & SEPG

- Role of SQA
 - More than process police
- Role of SEPG
- Concerns
 - Credibility
 - Isolation
 - Training and mentoring
 - Promoting value
- Integrating SQA and SEPG

Documenting Processes & Procedures

- Keep it short, simple, accessible, and easy to use
 - Avoid “Big Honking Binders”
- Use of a Process Asset Library
- Electronic Process Guides

Summary

- Level 2 and Level 3 have different focuses. Level 2 sets the foundation for Level 3
- Must use proven marketing concepts to sell Process Improvement
- SQA and SEPG are full time and complement each other
- Keep documentation short and simple