

CMMI -SVC

Questions and Discussion

June 2007

Background

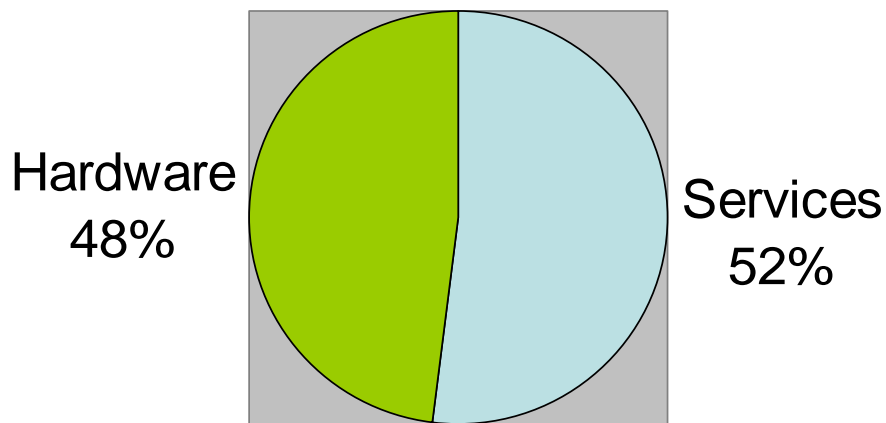
- The CMMI Steering Group agreed to allow investigation of a CMMI-SVC model
 - No Government need or support for this product was ever cited
 - No Government or SEI resources were to be expended
- A small industry team has been aggressive in CMMI-SVC development and marketing
 - This effort has proceeded too long without a validated requirement and business case
- The DoD Sponsor of the CMMI requested a “stop work” on CMMI-SVC
 - The OSD representative to the CMMI Steering Group requested the CMMI-SVC team prepare a technical argument and a case for the new proposed model.
 - An initial briefing was delivered to the CMMI SG in May
- This brief is an attempt to provide clarity to the discussion
 - Based upon the response provided by the SVC project team
 - Based upon some research of the Services Sector

OSD Questions

- What is the requirement/problem to be solved?
 - What distinguishes SVC from CMMI v1.2? Other models?
 - What are the characteristics of Service providers?
 - Is there known benefit from Service-specific process improvement?
 - Can the broad spectrum of Services be governed by a single model?
- Then we must assess the correct way forward for the CMMI Product Suite

Federal Professional Services Expenditures

	%	Value (\$B)
Services	52.07%	\$155,506,693,160
Hardware	47.93%	\$143,145,369,794
Total	100.00%	\$298,652,062,954



Source: FY06 Federal Procurement Data System

CMMI -SVC: Questions and Discussion

What is CMMI-SVC?

- 2-5 new PAs to cover delivery of services
- Amplifications/modifications to CMMI CMF

What is different than CMMI v1.2?

- Some engineering processes are not applicable to SVC
- 77% of CMMI DEV is reused
- DEV does not adequately address the following issues that are critical to SVC:
 - Repetitive delivery over time
 - Constant changes in customers and requirements
 - Low margin, competitive business environments, low overhead

**SVC is for the Development Environment - Delivery;
CMMI-ACQ will cover Acquisition of Services**

CMMI -SVC - Questions and Discussion

What about other Service models?

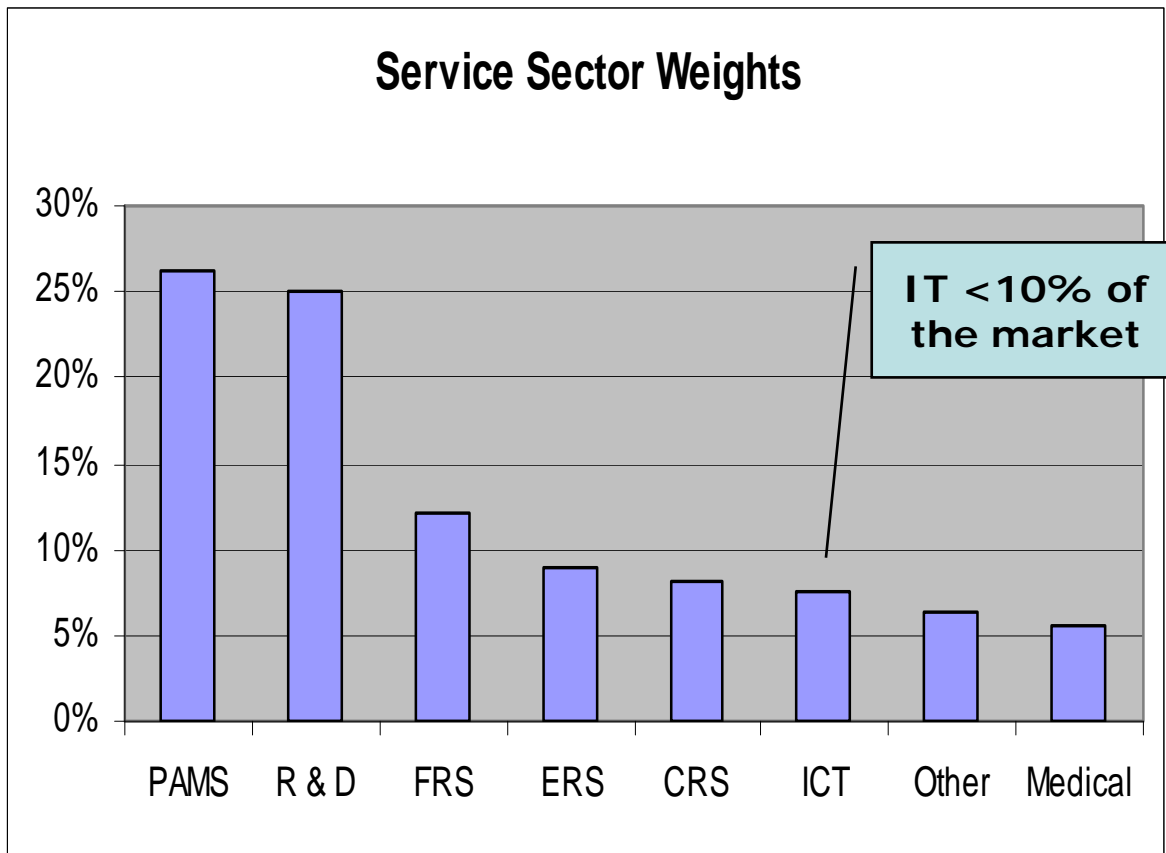
- They cover IT (ITIL and ITS CMM)
- They are more prescriptive
- They lack the full complement of CMMI suite of products (training, CCB, governance)
- ITS CMM promises to sunset with the release of CMMI-SVC

Can one model cover the breadth?

- IT models have been the primary example and have proven practices

Can we assure SVC is appropriate for more than IT?

What is the Breadth of Services?



PAMS – Professional, Administrative, Management Support

R & D – Research and Development

FRS – Facilities Related Services

ERS – Equipment Related Services

CRS – Construction Related Services

ICT – Information and Communications Technology

Other – Other

Medical – Medical

Source: FY06 Federal Procurement Data System

CMMI -SVC - Questions and Discussion

Who is the intended user for CMMI-SVC?

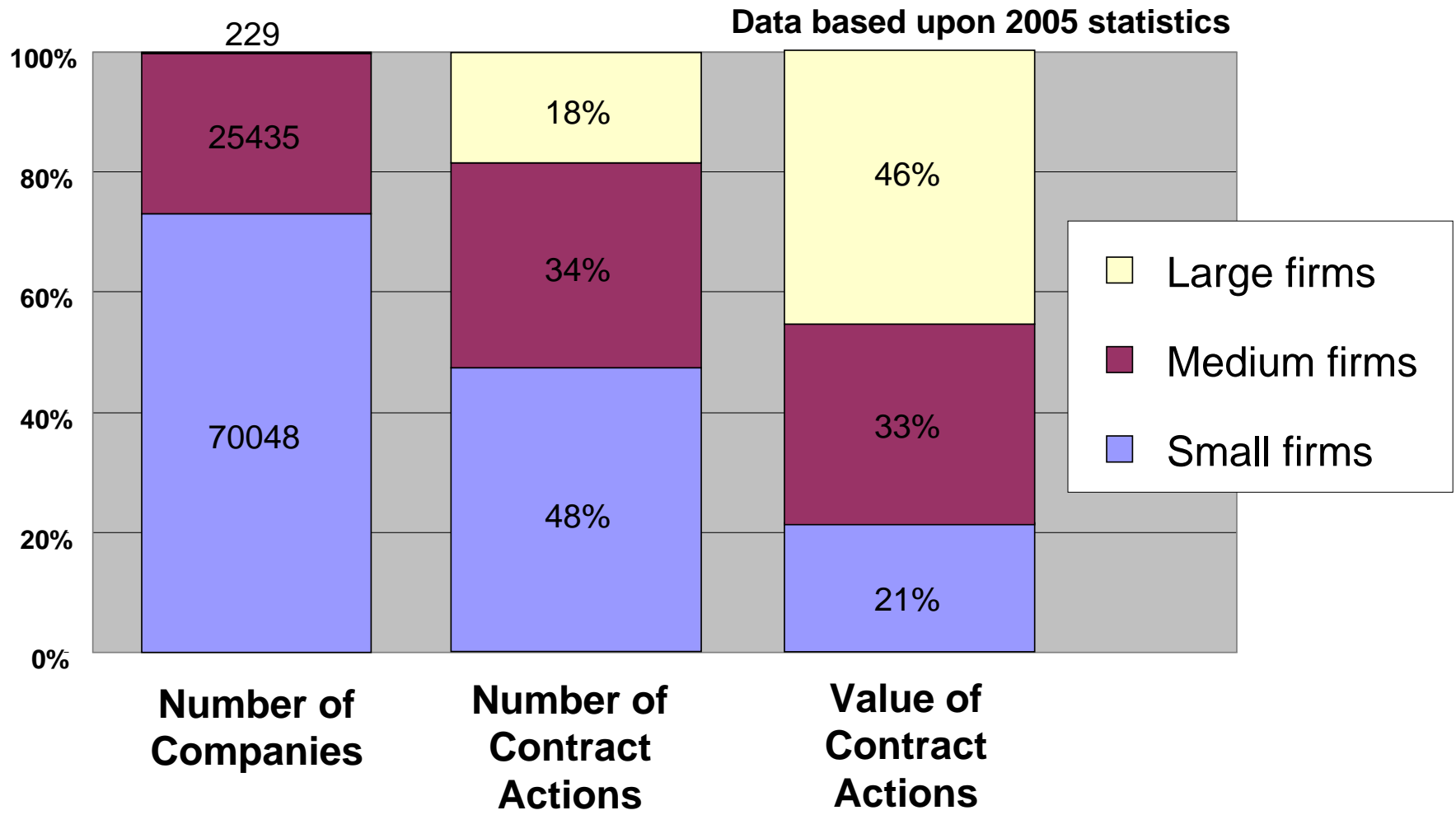
- SVC is focused on delivery. ACQ will cover Acquisition of Services
- SVC intended to cover breadth of Services Spectrum

Who have been participants and contributors for SVC?

- NDIA
- Major Defense Companies
- SEI
- Systems and Software Consortium
- Reviewers have included
 - 50 additional companies
 - 14 DoD organizations
 - 7 Research Centers
 - 4 Academic Centers

Do the participants and expertise cover the breadth of Service providers?

Federal Service Sector Demographics



Critical Questions

- Can a single model cover the breadth of Services?
- Have we engaged the Services Sector?
- Have we considered the impacts?
 - On the Sector: Medium and small businesses
 - On the CMMI Product Suite: Governance, maintenance and implementation integrity of another CMMI product
- Have we fully considered all the options?
 - The key distinguishing factors for Services are: low margin, competitive environments, low overhead, agile practices...

Complete List of FSC Groups

Product-Service Code	Name	Super-group	Super-group Name
A*6	RDTE/*-Mgmt Support	PAMS	Professional, Administrative, Management Support
B	Special Studies and Analyses - Not R&D	PAMS	Professional, Administrative, Management Support
C	Architect and Engineering - Construction	PAMS	Professional, Administrative, Management Support
H	Quality Control, Testing, and Inspection	PAMS	Professional, Administrative, Management Support
L	Technical Representative	PAMS	Professional, Administrative, Management Support
R	Professional, Administrative and Management Support	PAMS	Professional, Administrative, Management Support
A*1	Research and Development	R&D	Research and Development
A*2	Research and Development	R&D	Research and Development
A*3	Research and Development	R&D	Research and Development
A*4	Research and Development	R&D	Research and Development
A*5	Research and Development	R&D	Research and Development
A*7	Research and Development	R&D	Research and Development
E	Purchase of Structures and Facilities	FRS	Facilities-Related Services
M	Operation of Government Owned Facilities	FRS	Facilities-Related Services
S	Utilities and Housekeeping Services	FRS	Facilities-Related Services
X	Lease or Rental of Facilities	FRS	Facilities-Related Services
Z	Maintenance, Repair or Alteration of Real Property	FRS	Facilities-Related Services
J	Maintenance, Repair, and Rebuilding of Equipment	ERS	Equipment related Services
K	Modification of Equipment	ERS	Equipment related Services
N	Installation of Equipment	ERS	Equipment related Services
W	Lease or Rental of Equipment	ESR	Equipment related Services
Y	Construction of Structures and Facilities	CRS	CRS
D	Automatic Data Processing and Telecommunication	ICT	Information and Communication Technology Services
F	Natural Resources and Conservation	Other	Other
G	Social Services	Other	Other
P	Salvage Services	Other	Other
T	Photographic, Mapping, Printing, and Publications	Other	Other
U	Education and Training	Other	Other
V	Transportation, Travel and Relocation	Other	Other
Q	Medical Services	Medical	Medical

See http://siadapp.dmdc.osd.mil/procurement/historical_reports/services/fy1997/p07tab2.htm for complete list of 2778 4-character codes