

Building Service Excellence

A CMMI 'Building' Level Course

The Building Service Excellence course follows on from the (pre-requisite) Foundations of Capability course and introduces students to the practices within CMMI V2.0 that cover service delivery. It will teach you how to understand the Services view of the CMMI and apply it to improve the performance and capability of your own service delivery processes.

Who should take the course?

This is a general course suitable for anyone interested in improving the performance of their business or organization.

Key Facts

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| Duration: | 1 Days |
| Delivery: | In-Person or Virtual/On-line |
| Cost: | POA |
| Provider: | Excellence in Measurement Technology |

Pre-requisites for this Course

Students looking to take this course must have first successfully completed the Foundations of Capability course. Often the two courses are bundled together.

Course Outline

This course is spread over 11 modules which are delivered over a 1 day period through a combination of lectures, group and individual exercises, and class discussions and activities.

The modules cover the Delivering & Managing Services content of the CMMI and encourage students to use the CMMI Model viewer throughout. The course revisits the material introduced in the Foundations of Capability course, but looks at how the practices can help inform processes specifically in the context of service development and delivery.

Some of the topics covered during this course include:

- Improving Service Performance
- CMMI SVC and Context Specific Views
- Service Delivery Approaches
- Service Work Products
- Planning & Managing Services
- Analyzing Performance

Course Outline: Building Service Excellence

Ref: CMMI-ISACA-SERV

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What will I get from the course?

As part of this course you will receive:

- 30 days access to the CMMI Online Model Viewer
- Electronic access to all standard CMMI Institute slides and exercise material

On successful completion of the course you will receive:

- Official CMMI Institute certificate in pdf form
- Entry into the CMMI Institute database which will open up the possibility of your participation as an appraisal team member and is a pre-requisite for more advanced CMMI courses

Related Courses

This course follows on from the Foundations of Capability Course. Students wishing to further their understanding of CMMI or wishing to participate in an appraisal team looking at views other than just services may be interested in taking further Building Excellence courses:

- Building Development Excellence
- Building Supplier Management Excellence

Related Links

ISACA Course Outline: <https://cmiiinstitute.com/store/building-service-excellence>