

Services Supplement for CMMI for Development

Course description

This course introduces service providers, appraisal team members, and process group members to CMMI fundamental concepts related to service delivery. The CMMI for Services (CMMI-SVC) model defines effective practices that ensure quality services are delivered to customers and end users. Some types of services that would benefit from using CMMI-SVC include operations, logistics, maintenance, IT, and many other services in government and industry.

The course is composed of lectures and class exercises with ample opportunity for participant questions and discussions.

Course objective

Successful completion of this course enables participants to do the following:

1. understand how CMMI-SVC can help a services organization improve their performance
2. describe the unique elements of CMMI-SVC
3. locate information in the CMMI-SVC model

Who should attend

Before registering for this course, participants must have successfully completed the Introduction to CMMI for Development course. service providers and process implementers , candidate CMMI-SVC instructors and lead appraisers , CMMI-SVC appraisal team members , anyone interested in learning about CMMI-SVC

Instructor

Stephen Fletcher

Language

English

Course fee

11,000 Baht (Excluded VAT 7%)

Duration

1 days (approximately about 6 - 8 hrs).

Date & Time

1-Nov-2017 : 09:30 - 16:30

Venue

Elite Meeting Room1-2,10th Floor Amarin Tower

Course outline

1. Introduction
2. Services Overview
3. CMMI-SVC Unique Process Areas and Service-Related Specific Practices
 - Capacity and Availability Management (CAM)
 - Incident Resolution and Prevention (IRP)
 - Service Continuity (SCON)
 - Service Delivery (SD)
 - Service System Development (SSD)
 - Service System Transition (SST)
 - Strategic Service Management (STSM)
4. Next Steps
5. Summary

Payment Condition

All fee must be paid in full at least 7 days prior to the start of the class

- Cheque should be made payable to "Global Process Innovations(GPI) Asia, Co.,Ltd."
- For the account transfer, deposit the amount to "Global Process Innovations(GPI) Asia,Co.,Ltd.", saving account number: 216-204667-7, Siam Commercial Bank, Pleonchit Center Sub Branch (Please fax the pay-in slip to +66-2-305-6866)

Remarks

1. The cancellation of the attendance shall be made in written form before the class starts. Or a charge of 40% of the fee shall be imposed for the notice of the cancellation less than 7 working days before the commencement date.
2. GPI Asia reserves the right to cancel courses due to unforeseen circumstances.