

Official Certification Courses

Building Service Excellence

Description

Official ISACA course offered by the SIE CENTER (Software Industry Excellence Center). This course will teach you how to build capability in delivering and managing services.

CMMI is a collection of both government and industry best practices that provide guidance for product development, service delivery, vendor management, and personnel management. CMMI focuses on activities that provide value to the business, is used systematically to improve process capability, and supports doing, managing, facilitating, and improving the work of organizations.

The course is composed of lectures and class exercises with time allotted for participant questions and discussion. After attending this course, the participants will be able to understand the application of the CMMI model in their organizations and its influence on continuous improvement.

The course is a requirement to participate in the CMMI evaluation teams, and to be able to attend the CMMI Lead Appraiser and CMMI Instructor training.

For the successful approval of the course, requires that students actively participate throughout the duration of the course without missing any class time, and do class exercises.

What will I learn in this course?

- Service performance improvement
- CMMI SVC and context specific views
- Service delivery approaches
- Service Work Products
- Service planning and management
- Manage business resilience
- Habit of maintenance and persistence
- Analyzing performance

Who should take this course?

- Anyone interested in improving business performance.
- Service developers and process implementers.
- Members of evaluation teams.
- Anyone who is interested in learning more about CMMI.

What are the course prerequisites?

- Each student is required to have taken the Foundation of Capability course before taking this course.

Online agenda

- Day 1 and 2 of 4 hours.

What do I get form this course?

- An instructor certified by the CMMI Institute to teach this course.
- The course is taught in Spanish, although the material is in English.
- Course material.
- Certificate of completion.
- Prerequisite for serving on a CMMI Appraisal Team.
- Prerequisite for any advanced CMMI training course.
- Registration in the CMMI Institute database.