



CMMI Process Improvement Course: Appraising and Raising Development and Services Maturity

17 – 21 May 2027

Amsterdam - Zuidas business district hotel



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Ref: 1775_27305 **Date:** 17 – 21 May 2027 **Location:** Amsterdam - Zuidas business district hotel **Fees:** 23500 SAR

Introduction:

CMMI Process Improvement for appraising and raising development and services maturity is a 5-day course for IT, software engineering and process improvement teams, ending with a CMMI Gap Analysis and Appraisal Readiness Plan. Organisations bidding for contracts that require a CMMI maturity rating often prepare late, gather evidence that misses practice area intent and stall at the same weaknesses. Nominees already lead software delivery, IT services or process assets, and work through case studies built on real artefacts and interview notes. CoreConcept Training Center delivers this CMMI process improvement course.

Course Objectives:

- Explain the CMMI model architecture, its Development, Services and Suppliers views and how maturity and capability levels are rated
- Interpret practice areas and their practices against the organisation's engineering, service delivery and supplier work
- Conduct a practice area gap analysis that maps existing artefacts and interview evidence to practice intent
- Establish an engineering process group, process action teams and an organisational process asset library to close prioritised gaps
- Prepare the organisation for a benchmark appraisal, covering evidence readiness, appraisal team logistics and sustainment
- Produce a CMMI Gap Analysis and Appraisal Readiness Plan for sponsor approval

Target Audience:

- Managers responsible for software engineering and delivery units seeking a CMMI maturity rating
 - Heads of IT service operations responsible for service catalogues, incident handling and service levels
 - Process and quality leads responsible for process definitions, process assets and internal reviews
 - Engineering process group members responsible for planning and coordinating improvement work
 - Bid and contract managers responsible for tenders that require a maturity rating
 - Supplier and vendor managers responsible for outsourced development and service agreements
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Course Outline:

Day 1: CMMI Foundations, Contract Drivers and Current-State Baseline

- CMMI Model Architecture of Domains, Views and Practices
- Tender Clauses Requesting CMMI Maturity Ratings From Bidders
- Staged and Continuous Representations From Earlier CMMI Releases
- Five Maturity Levels From Initial to Optimizing
- Current-State Process Inventory for a Software Organisation

Day 2: Development, Services and Suppliers Practice Areas

- CMMI Development View Practice Areas for Engineering Work
- CMMI Services View Practice Areas for Service Delivery
- CMMI Suppliers View Practice Areas for Supplier Agreements
- Capability Areas Grouping Practice Areas by Business Purpose
- Capability Level Ratings Applied to Individual Practice Areas

Day 3: Gap Analysis and the Process Improvement Programme

- Practice Area Gap Analysis Using Evidence Mapping Spreadsheets
- Engineering Process Group Charter and Sponsorship Arrangements
- Process Action Teams Assigned to Prioritised Practice Gaps
- Organisational Process Asset Library and Tailoring Guidelines
- Measurement Repository for Process Performance and Quality Data

Day 4: Appraisal Method, Objective Evidence and Readiness Risks

- Appraisal Requirements for CMMI and Appraisal Class Differences
- Benchmark Appraisal Planning With the Lead Appraiser
- Objective Evidence From Artefacts and Affirmation Interviews
- Sustainment Appraisals and Maturity Rating Validity Periods
- Paper Process Pitfalls and Other Appraisal Readiness Risks

Day 5: Case Study and the Appraisal Readiness Plan

- Case Software House Evidence Review Against Practice Areas
 - Case Government IT Department Services Gap Scoring
 - Case System Integrator Supplier Practice Gap Prioritisation
 - Improvement Roadmap Sequencing Towards the Target Maturity Level
 - CMMI Gap Analysis and Appraisal Readiness Plan Completion
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Skills You Will Gain:

- CMMI Model Interpretation
- Practice Area Evidence Mapping
- Maturity Gap Scoring
- Process Asset Design
- Improvement Programme Governance
- Appraisal Evidence Preparation
- Supplier Practice Evaluation
- Process Performance Measurement

Why Attend This Course:

- Deliver a CMMI Gap Analysis and Appraisal Readiness Plan to the IT director and the appraisal sponsor for approval
- Decide which practice areas, model view and target maturity level the organisation should pursue before booking a benchmark appraisal
- Avoid a failed or postponed appraisal caused by thin evidence, untailored processes or practices that exist only on paper
- Brief project teams, service staff and supplier managers on the practice expectations and evidence an appraisal team will examine

Conclusion:

Back at work, the participant presents the CMMI Gap Analysis and Appraisal Readiness Plan to the IT director, the appraisal sponsor and the engineering process group. Management uses it to confirm the target maturity level and model view, fund process action teams, decide whether a benchmark appraisal can be booked or an earlier evaluation is needed, and advise bid teams on realistic rating claims. After the first internal evidence review, the organisation should compare the remaining practice gaps with the plan and reset priorities where progress slipped.

Frequently Asked Questions FAQ:

What should participants know before a CMMI process improvement course?

Participants should already manage or support software delivery, IT services or process documentation and know their unit's delivery lifecycle. Sample process documents, project artefacts or a previous internal review are useful during the case study day.

How does a CMMI process improvement course differ from a project management maturity course?

A project management maturity course assesses portfolio, programme and project office capability. This course concentrates on the CMMI model, its development, services and supplier practice areas, evidence of practice intent and the appraisal method used to rate engineering and service organisations.

Why do tenders ask bidders for a CMMI maturity rating as proof of process improvement?

A rating gives the buyer independent evidence that a supplier plans, builds and delivers work through defined, managed practices rather than individual effort. Organisations are appraised rather than certified, and a rating is valid for a set period, so maturity has to be sustained.

What does a participant take back from a CMMI process improvement course?

Participants take back a CMMI Gap Analysis and Appraisal Readiness Plan built on case evidence, showing practice gaps, process action team assignments, the improvement sequence and readiness checkpoints that can be adapted to their own organisation.
