

SERVICE OVERVIEW

SOFTWARE PROCESS IMPROVEMENT SERVICE

Overview

Micro Focus' Software Process Improvement Service is designed to help organizations achieve a variety of IT process improvement goals. Our service ranges from global benchmarks and certification to instigating process models like the Capability Maturity Model Integrated (CMMI®) and the Standard CMMI Appraisal Method for Process Improvement (SCAMPI).

Whether you are looking to achieve a particular CMMI maturity level or for ways to improve project or process performance, Micro Focus can help.

Providing Process Excellence – CMMI Appraisals, Training and Consulting.

Service Offerings

The comprehensive range of services makes Micro Focus your 'one-stop-shop' for improving software engineering performance using CMMI, drawing on intellectual capital accumulated over years of management consulting, training, engineering, project management, and process improvement experience.

The customized, integrated solutions comprise:

- Appraisal Services – SEI authorized to conduct CMMI based appraisals worldwide
- CMMI Training Services
- Process Improvement Consulting

Each component has multiple offerings that can be selected, combined or customized depending on your particular business goals and objectives.

Experienced staff help by establishing, implementing and/or reviewing your:

- Process Improvement Plans
- Process Definitions
- Process Training
- Organizational Change Management Plans
- Integrating CMMI with other standards and methods such as ITIL, ISO, Six Sigma and CobiT
- Software Development Outsourcing arrangements with organizations with high CMMI maturity levels

Alongside the Certified High Maturity Lead Appraiser role, a variety of roles associated with process improvement are available to you:

- Engineering Process Group (EPG) Manager
- Process Developer
- Process Champion
- Quality Assurance Lead
- EPG Coach for other EPG Managers

Approach and Scope

APPRAISAL SERVICES

Micro Focus offers a full range of ARC-compliance CMMI-based appraisal services, including both high-maturity and standard SCAMPI class A, B, and C appraisals, as well as non-SCAMPI alternatives that may better fit your organization's particular needs. For example, Micro Focus class B and class C methods provide lower cost alternatives, giving you the same value for a significantly lower cost.

In addition to the standard set of appraisal methods, Micro Focus can tailor appraisal techniques to best meet your specific needs. For example, we can provide remote documentation review services, where documentation is sent to Micro Focus for evaluation by email. Feedback is more timely and focused than standard appraisal events.

CMMI TRAINING SERVICES

Micro Focus provides a full range of CMMI-based training offerings from an executive overview to the official 'Intro to CMMI-Dev' course to an action planning workshop to help initiate your process improvement activities.

As a SEI Partner, Micro Focus is certified to deliver the three-day Intro to CMMI-Dev course which gives an overview of the model's architecture and content and covers every practice in each of the 22 process areas.

SOFTWARE PROCESS IMPROVEMENT CONSULTING

Micro Focus consultants have extensive software process improvement experience which can be targeted to help you understand how to focus on real improvement, real implementation, real institutionalization, and ultimately, real business value beyond simply achieving the CMMI level.

More Details

To learn more about the Micro Focus CMMI service offerings, please contact your Micro Focus representative.



SEIPartner

Licensed to deliver CMMI SCAMPI and Introduction to CMMI –DEV

For additional information please visit: www.microfocus.com

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