

CMMI for Services
V1.2
Quick Reference
Pocket Handbook

Mark Amaya



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Synchro PP&T

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This handbook is derived from the technical report produced by the Software Engineering Institute (SEI) at Carnegie Mellon University, namely, CMMI for Services, Version 1.2 - CMU/SEI-2009-TR-001. The SEI has been leading the process improvement field in the areas of engineering development for many years. Although there has been much effort given to service areas in the past such as with ITIL and COBIT, the user community thought there would be much value-added if the SEI approach to process improvement could be brought to the services arena.

The technical report mentioned above has the full descriptions needed to help practitioners in services process improvement to start or continue their efforts. This handbook was written to help as a quick reference for some of the information you might need in your everyday activities. It should not be thought of as a substitute for the technical report and is only a "companion."

The full CMMI-SVC model gives lengthy explanations in some places. Abbreviated explanations are given here to help clarify the meanings (e.g., for specific practices). If the explanation is lengthy, it is noted with the notation "[more]" to refer to the model for the additional words.



CAPACITY AND AVAILABILITY MANAGEMENT (CAM)

CAPACITY AND AVAILABILITY MANAGEMENT

A Project Management Process Area at Maturity Level 3

The purpose of Capacity and Availability Management (CAM) is to ensure effective service system performance and ensure that resources are provided and used effectively to support service requirements.

The Capacity and Availability Management process area involves establishing and maintaining capacity and availability at a justifiable cost and with an efficient use of resources. Capacity and availability management activities may be performed at different levels of the organization, including across different services.

“Capacity” is the degree to which one thing may support, hold, process, or produce another thing. In the context of services, capacity may refer to the maximum amount of service delivery or maximum number of service requests that a service system can handle successfully within a fixed period of time.

“Availability” is the degree to which something is accessible and usable when needed. In the context of services, availability may refer to the set of times, places, and other circumstances in which services are to be delivered, service requests are to be honored, or other aspects of a service agreement are to be valid.

CAPACITY AND AVAILABILITY MANAGEMENT (CAM)

Specific Goal and Practice Summary

SG 1 Prepare for Capacity and Availability Management

SP 1.1 Establish a Capacity and Availability Management Strategy

SP 1.2 Select Measures and Analytic Techniques

SP 1.3 Establish Service System Representations

SG 2 Monitor and Analyze Capacity and Availability

SP 2.1 Monitor and Analyze Capacity

SP 2.2 Monitor and Analyze Availability

SP 2.3 Report Capacity and Availability Management Data

SG 1 Prepare for Capacity and Availability Management

Preparation for capacity and availability management is conducted.

Preparation for capacity and availability management includes the following activities:

- Establishing and maintaining a strategy for managing capacity and availability to meet service requirements
- Selecting measures and analytic techniques to support availability and capacity management objectives
- Establishing and maintaining service system representations to understand current capacity, availability, and service system performance (i.e., describe what the normal capacity, availability, and service levels are)

CAPACITY AND AVAILABILITY MANAGEMENT (CAM)

Thresholds are established and maintained to define exception conditions in the service system, recognize breaches or near breaches of service requirements, and identify service incidents. In addition to understanding the capacity and availability of the current service system, capacity, availability, and service levels are estimated based on trends in service resource use, service system performance, and expected service requirements.

SP 1.1 Establish a Capacity and Availability Management Strategy

Establish and maintain a strategy for capacity and availability management.

A strategy for capacity and availability management is based on service requirements, failure and change request trend analysis, current resource use, and service system performance. Service system representations can help to develop a strategy for capacity and availability management. A strategy may address the minimum, maximum, and average use of services (i.e., service resources) over the short, medium, and long term as appropriate for the duration of the service.
[more]

SP 1.2 Select Measures and Analytic Techniques

Select measures and analytic techniques to be used in managing the capacity and availability of the service system.

CMMI-SVC Process Areas V1.2

