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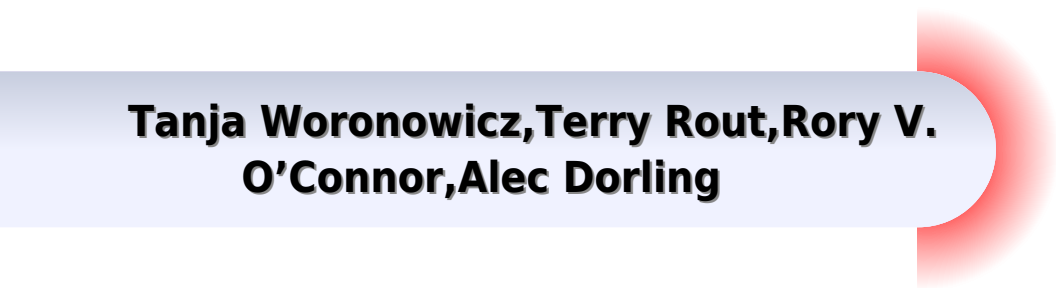
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Continual Service Improvement Office Of Government Commerce

**Tanja Woronowicz,Terry Rout,Rory V.
O'Connor,Alec Dorling**



Continual Service Improvement Office Of Government Commerce:

Continual service improvement, 2007-05-30 This publication focuses on continual service improvement CSI from both an IT service and IT service management perspective It introduces the concept of CSI at a high level and defines its value before describing common methods and techniques The guidance is written for managers and practitioners at all levels *CMMI for Services* Eileen Forrester, Brandon Buteau, Sandra Shrum, 2009-10-30 CMMI for Services CMMI SVC is a comprehensive set of guidelines to help organizations establish and improve processes for delivering services By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries CMMI SVC offers providers a practical and focused framework for achieving higher levels of service quality controlling costs improving schedules and ensuring user satisfaction This indispensable book comprises both an introduction to the CMMI SVC model and an authoritative reference for it The contents include the complete model itself formatted for quick lookup In addition the book's authors have refined the model's introductory chapters provided marginal notes to clarify the nature of particular process areas and show why their practices are valuable and inserted longer sidebars to explain important concepts Brief essays by people with experience in different application areas further illustrate how the model works in practice and what benefits it offers The book is divided into three parts Part One begins by thoroughly explaining CMMI SVC its concepts and its use The authors provide robust information about service concepts including a discussion of lifecycles in service environments outline how to start using CMMI explore how to achieve process improvements that last and offer insights into the relationships among process areas Part Two describes generic goals and generic practices then details the complete set of CMMI SVC process areas including specific goals specific practices and examples The process areas are organized alphabetically by acronym for easy reference Part Three contains several useful resources including CMMI SVC related references acronym definitions a glossary of terms and an index Whether you are new to CMMI models or are already familiar with one or more of them this book is an essential resource for service providers interested in learning about or implementing process improvement **Systems, Software and Services Process Improvement** Dietmar Winkler, Rory V. O'Connor, Richard Messnarz, 2012-06-12 This volume constitutes the refereed proceedings of the 19th EuroSPI conference held in Vienna Austria in June 2012 The 29 revised papers presented in this volume were carefully reviewed and selected They are organized in topical sections on SPI and business factors SPI lifecycle and models SPI assessment and quality SPI processes and standards SPI in SMEs SPI and implementation creating environments supporting innovation and improvement standards and experiences with the implementation of functional safety business process management SPI in SMEs a project management perspective CMMI for Services Version 1.3 CMMI Product Team, 2011 Enterprise IT Governance, Business Value and Performance Measurement Shi, Nan Si, Silvius, Gilbert, 2010-10-31 This book provides evidence based insights into the management and contribution of IT in organizations to offer practical advice solutions models and tools that

are instrumental in getting business value from IT Provided by publisher **Implementing Metrics for IT Service Management** David Smith, Jan van Bon, Peter Brooks, 2008-08-08 This book Implementing Metrics for IT Service Management provides a measurement framework which is based on a continuous improvement lifecycle The measurement framework is aligned with the IT Infrastructure Library ITIL set of best practices The framework is compatible with the Control Objectives for IT CobiT framework and supports ISO IEC 20000 standards for IT Service Management This book also provides the basic concepts around measurements for business IT alignment achieving compliance and driving operation excellence Where possible examples case studies and check lists have been included along with a scorecard accelerator software tool to further improve the learning experience and accelerate the adoption of measurements The goal of this book is to provide the reader with a measurement framework to align IT with the business objectives to create value through continuous improvements This book is complimentary to the book Metrics for IT Service Management also published by Van Haren Publishing **CMMI for Development** Mary Beth Chrissis, Mike Konrad, Sandra Shrum, 2011-03-08 CMMI for Development CMMI DEV describes best practices for the development and maintenance of products and services across their lifecycle By integrating essential bodies of knowledge CMMI DEV provides a single comprehensive framework for organizations to assess their development and maintenance processes and improve performance Already widely adopted throughout the world for disciplined high quality engineering CMMI DEV Version 1.3 now accommodates other modern approaches as well including the use of Agile methods Lean Six Sigma and architecture centric development CMMI for Development Third Edition is the definitive reference for CMMI DEV Version 1.3 The authors have revised their tips hints and cross references which appear in the margins of the book to help you better understand apply and find information about the content of each process area The book includes new and updated perspectives on CMMI DEV in which people influential in the model's creation development and transition share brief but valuable insights It also features four new case studies and five contributed essays with practical advice for adopting and using CMMI DEV This book is an essential resource whether you are new to CMMI DEV or are familiar with an earlier version if you need to know about evaluate or put the latest version of the model into practice The book is divided into three parts Part One offers the broad view of CMMI DEV beginning with basic concepts of process improvement It introduces the process areas their components and their relationships to each other It describes effective paths to the adoption and use of CMMI DEV for process improvement and benchmarking all illuminated with fresh case studies and helpful essays Part Two the bulk of the book details the generic goals and practices and the twenty two process areas now comprising CMMI DEV The process areas are organized alphabetically by acronym for easy reference Each process area includes goals best practices and examples Part Three contains several useful resources including CMMI DEV related references acronym definitions a glossary of terms and an index **The Official Introduction to the ITIL Service Lifecycle** OGC - Office of Government Commerce, 2007-05-30

ITIL was created by the UK government in the 1980s as an efficiency improving initiative This text gives an essential guide to the overall structure of ITIL and an outline of its principles Software Process Improvement and Capability Determination Tanja Woronowicz,Terry Rout,Rory V. O'Connor,Alec Dorling,2013-05-21 This book constitutes the refereed proceedings of the 13th International Conference on Software Process Improvement and Capability Determination SPICE 2013 held in Bremen Germany in June 2013 The 21 revised full papers presented and 7 short papers were carefully reviewed and selected from numerous submissions The papers are organized in topical sections on process quality medical device software processes design and use of process models studies of software development agile development IT service management assessment for diagnosis *eSourcing Capability Model for Service Providers eSCM-SP* Bill Hefley,Elaine B. HyderKeith Heston,Mark Paulk,2015-01-01 The eSourcing Capability Model for Service Providers eSCM SP is the best practices model that supports sourcing organizations successfully manage and reduce their risks and improve their capabilities across the entire sourcing life cycle It addresses the critical issues related to IT enabled sourcing eSourcing for both outsourced and in sourced shared services agreements Each of the Model s 84 Practice is distributed along three easy to follow dimensions Sourcing Life cycle Capability Area and Capability Level and have been applied in IT BPO and KPO settings The eSCM SP has been designed to complement existing quality models so that service providers can capitalize on their previous improvement efforts ITIL V3 suggests that ITIL be supplemented with eSCM when service management is performed in the context of a sourcing arrangement A series of documents comparing the eSCM SP with other models and standards has been developed Developed by The IT Services Qualification Center ITSqc and endorsed by a number of organizations including IAOP International Association of Outsourcing Professionals this title represents a major step forward for professionals looking to implement Best Practice within the Industry

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