CMMI® V2.0

Driving
Performance
Through
Capability

MODEL

ADOPTION GUIDANCE

SYSTEMS & TOOLS

TRAINING & CERTIFICATION

APPRAISAL METHOD

CMMI® Institute
AN ISACA ENTERPRISE
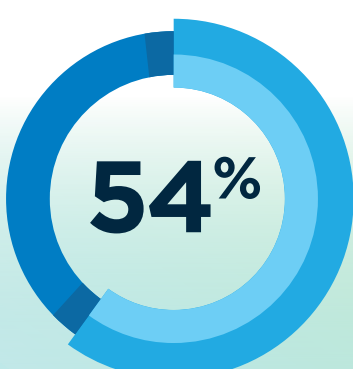
How Capable is your Organization?

According to McKinsey & Company, capability is: "**anything an organization does well that drives meaningful business results.**" All organizations have capabilities. What many don't have is a process by which they can measure their different capabilities against best practices and pinpoint which ones are driving higher performance.

50%
Don't have standard processes, process assets, and job aids.
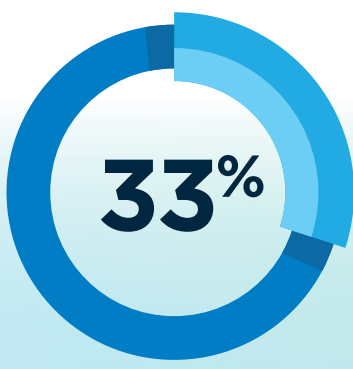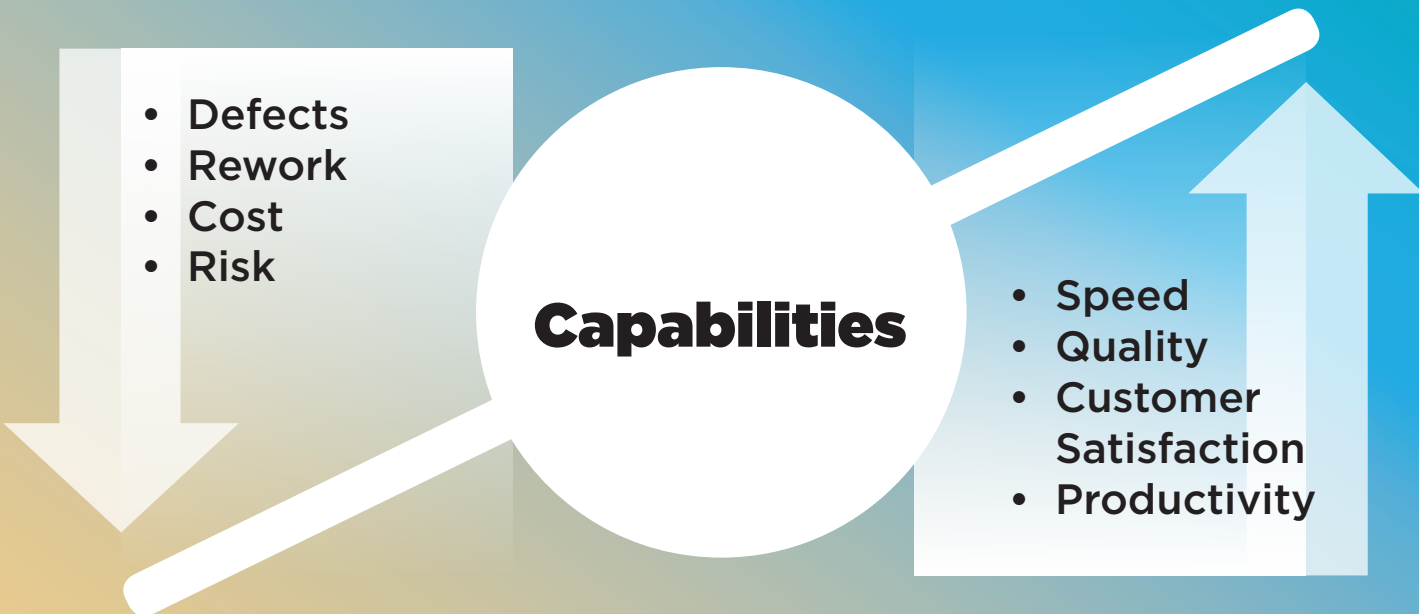
33%
Cite difficulties in monitoring plans and making adjustments when needed.

54%
Do not measure what matters.

Source: CMMI Institute, "Assess Your Organizational Capability Study," 2015.

The Benefits of Building Capability

- Defects
- Rework
- Cost
- Risk

Capabilities

- Speed
- Quality
- Customer Satisfaction
- Productivity

CMMI® V2.0

Transform your organization's performance by improving capabilities to drive meaningful business results.

Designed to optimize business performance in an ever-changing global landscape, the CMMI V2.0 model is a proven set of global best practices that enables organizations to build and benchmark the key capabilities that address the most common business challenges, including:

Capability	Code	Description
Ensuring Quality	ENQ	Develop and manage high-quality requirements and products
Engineering & Developing Products	EDP	Create products that meet or exceed customer expectations
Delivering & Managing Services	DMS	Develop and deliver superior services
Selecting & Managing Suppliers	SMS	Minimize supply chain risk
Planning & Managing Work	PMW	Optimize schedules to reduce time-to-market
Managing Business Resilience	MBR	Anticipate and adapt to disruptions and opportunities
Managing the Workforce	MWF	Maximize training effectiveness and staff productivity
Supporting Implementation	SI	Ensure solution integrity and stakeholder buy-in
Sustaining Habit & Persistence	SHP	Sustain process efficiency and performance
Improving Performance	IMP	Establish, track and measure performance goals aligned to your business needs

Benefits of CMMI® V2.0 Include:

01 Improve Business Performance
Business goals are tied directly to operations in order to drive measurable, improved performance against time, quality, budget, customer satisfaction and other key drivers.

02 Leverage Current Best Practices
CMMI V2.0 is a trusted source of proven best practices that are continuously updated to reflect changing business needs on the new online platform.

03 Build Agile Resiliency and Scale
Direct guidance on how to strengthen agile with Scrum project processes across the enterprise with a focus on performance.

04 Benchmark Capability and Performance
New performance-oriented appraisal method improves the reliability and consistency of benchmarking while reducing preparation time and life-cycle costs.

05 Accelerate Adoption
Online access and adoption guidance make the benefits of CMMI more rapidly achievable than ever.

One Model with Customized Views for Different Needs

CMMI V2.0 is one model with multiple customized views that apply to different business environments, enabling organizations to create a view of the model that meets their specific performance improvement needs.

CMMIV2.0 — Development View

For organizations that develop products, components, and services.

CMMI Development is an integrated set of best practices that improves an organization's capability to develop quality products and services that meet the needs of customers and end users. **Key benefits include:**

Increase Quality — Improve product development quality and consistency to reduce defects

Reduce Cost — Lower costs through improved planning, scheduling, and budgeting processes

Improve Time-to-Market — Ensure products and services are delivered quickly and efficiently with little to no re-work

Improve Product Lifecycle Management — Meet customer expectations across the entire product lifecycle from delivery to maintenance and operations
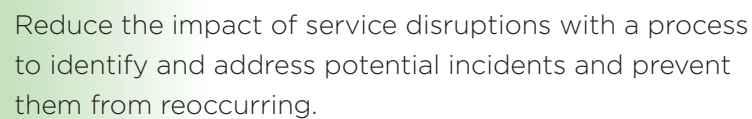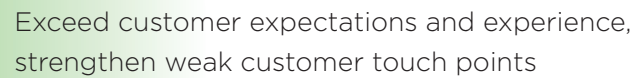
Gain Organizational Agility — Leverage revenue-enhancing and cost-cutting opportunities to deliver products and services quickly, effectively, and consistently

CMMI V2.0 — Services View

For organizations that provide services, including B2B, B2C, standalone services, and those that are part of a product offering.
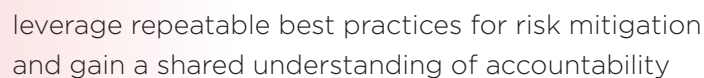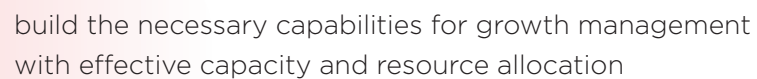
CMMI Services is an integrated set of best practices that improves an organization's capability to efficiently and effectively deliver quality service offerings that meet market and customer needs. **Key benefits include:**

Gain Customer Loyalty — Exceed customer expectations and experience, strengthen weak customer touch points

Develop Resiliency — Reduce the impact of service disruptions with a process to identify and address potential incidents and prevent them from reoccurring.

Improve Time-to-Market — Ensure services are delivered quickly, efficiently, and in accordance with established agreements

Increase Quality — Provide the best possible level of service quality

Reduce Cost — Lower costs through improved planning and reduced re-work

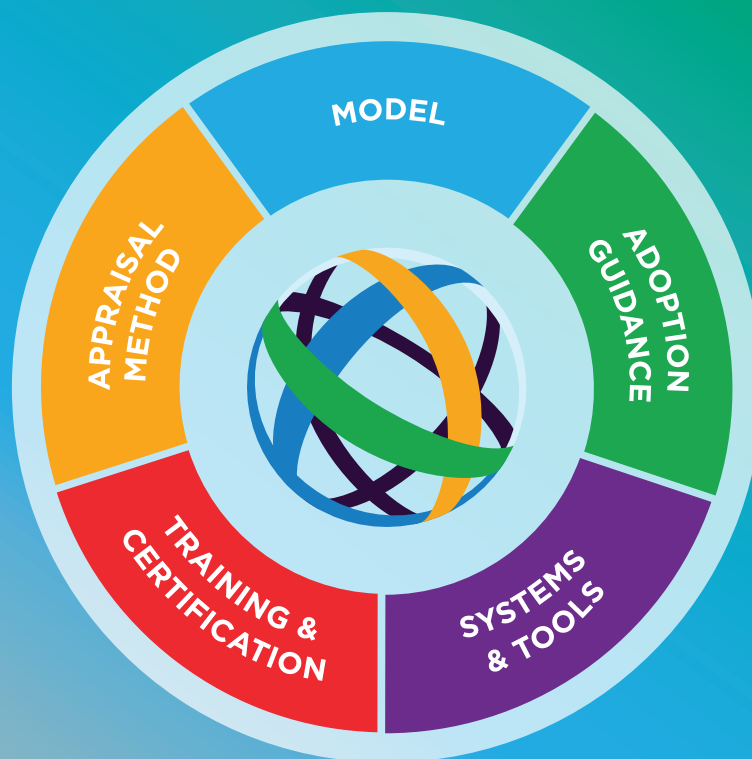# CMMI V2.0 — Supplier Management View

For organizations that acquire components, goods, or services from another company.

CMMI Supplier Management is an integrated set of best practices that improves an organization's capability to identify and manage suppliers and vendors in a way that maximizes supply chain efficiency and reduces risk. **Key benefits include:**

Meet Growth Demands — build the necessary capabilities for growth management with effective capacity and resource allocation

Keep Pace With Product Demands — rapidly and effectively assess and manage change and complexity across the supply chain

Reduce Supply Chain Risk — leverage repeatable best practices for risk mitigation and gain a shared understanding of accountability

The **CMMI**® V2.0 Product Suite

Get Started!

MODEL
cmmiinstitute.com/model-viewer

- Clear pathway to performance improvement
- Simplified for accelerated adoption

APPRAISAL METHOD
cmmiinstitute.com/learning/appraisals

- New appraisal method to increase reliability and reduce cost

TRAINING & CERTIFICATION
cmmiinstitute.com/learning/training

- Modular training components
- A focus on learner objectives
- Virtual and in-person options

SYSTEMS & TOOLS
cmmiinstitute.com/model-viewer

- Redesigned system to access online models and resources

ADOPTION GUIDANCE
cmmiinstitute.com/adoption-guide

- Guidance for new adopters to get started with CMMI V2.0
- Guidance for transition from CMMI V1.3 to CMMI V2.0

About CMMI® Institute

THE GLOBAL LEADER
in the advancement of best practices
in people, process, and technology

CMMI Institute enables organizations to elevate and benchmark performance across a range of critical business capabilities, including product development, service excellence, workforce management, data management, supplier management, and cybersecurity.

For over 25 years, thousands of high-performing organizations in a variety of industries, including aerospace, finance, healthcare, information technology, software, defense, transportation, and telecommunications, have achieved sustainable business success through CMMI adoption and demonstrated their ability as capable business partners and suppliers.
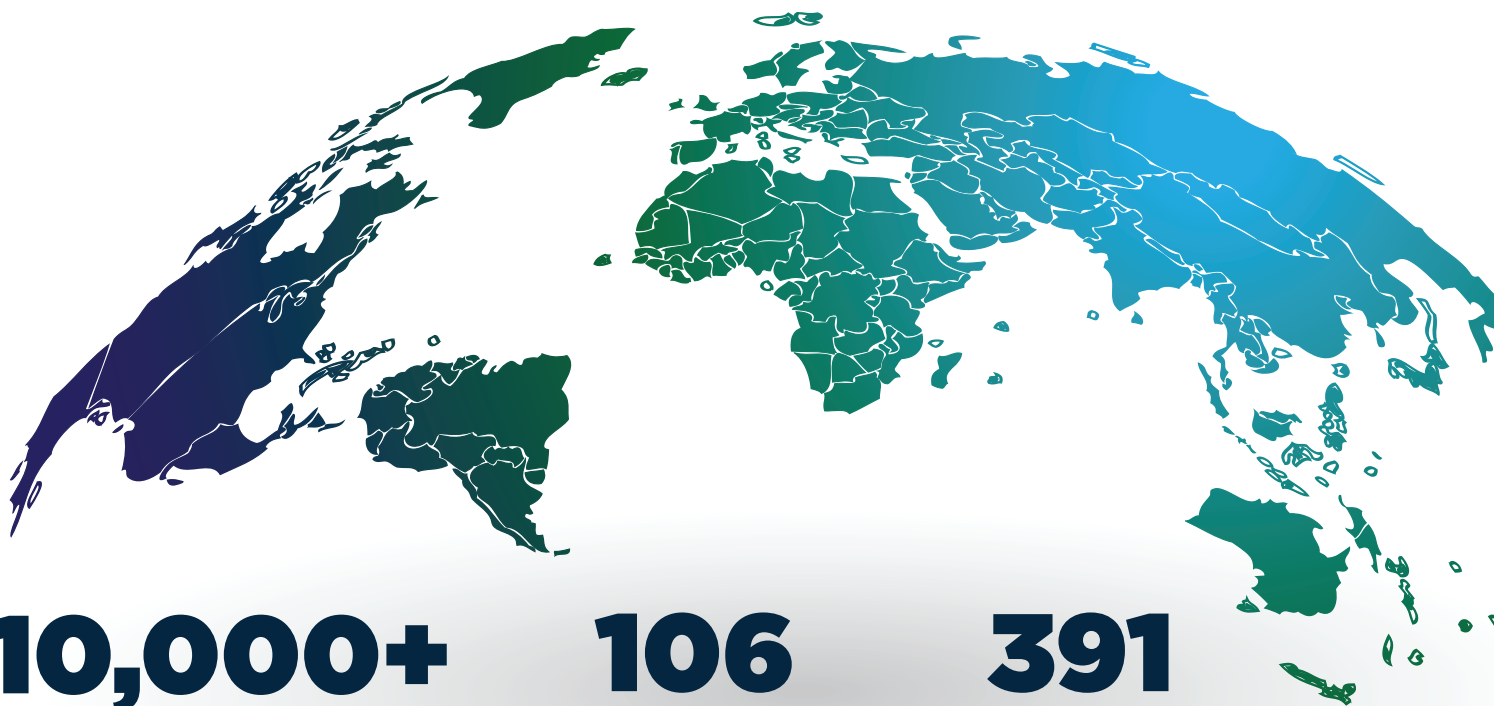
10,000+
organizations

106
countries

391
partners

To learn more about how CMMI can help your organization elevate performance,
visit cmmiinstitute.com

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