

## CMMI-SVC Scenario

**Purpose:** Describe how CMMI for Service could be applied within a specific organizational context

**Instructions:** Send your completed written exercise to the CMMI Institute (certification-info@cmmiinstitute.com) for evaluation. Those whose exercise evaluation is not satisfactory will receive directions with their next steps.

The CMMI-SVC scenario essay should accomplish two goals. The first is that you are able to demonstrate and express CMMI-SVC practices “at work” in a real-world situation that you may use as another illustration for learners. Second, you demonstrate accurate understanding of the service content. Reviewers may uncover CMMI-SVC model knowledge gaps, misinterpretations, misconceptions, etc. If so, this would serve as an opportunity to improve understanding of the model, and may be provided as constructive feedback to make sure candidates understand and express the model properly when instructing.

Many people have found it helpful to fully describe a specific service, and then go back to identify the appropriate CMMI-SVC goals that are demonstrated in those parts of the description. Others start with the model PAs and goals and develop examples of the CMMI-SVC PAs and SGs into a fuller scenario of a single service.

Here are some guidelines for the scenario essay:

- Write about a service not covered in the two services courses; in other words, not a resort and not a taxi service. **Additionally, we will not accept scenarios written about IT services or CMMI consulting services.**
- Keep the scenario to 10 pages or fewer in Microsoft Word (using 10 to 14 point font).
- Write about all seven service PAs and two core PAs of your choosing.
- Cover *all the specific goals in the nine PAs*. Write lower level and generic goal detail only as you see fit, given the page constraints.
- It will not be possible to cover all the SPs within the page limit, for example, so select only additional details that especially illuminate the scenario.
- Include a short introduction describing the service.
- Provide inline citations confirming the particular PA & SG that you are discussing.
- The service need not be one you delivered or worked with yourself; however, you need to be familiar with it and accurately explain how the CMMI-SVC content can be applied to it.

Note some other possible future uses of these essays:

- We may publish further (with permission from, and credit to, the author, as an CMMI Institute white paper for example).
- You may wish to use some examples from your essay when you practice some of the learner-centered delivery techniques at the orientation session.