**Applicability of CMMI for Services**

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The CMMI for Services is last member of the CMMI family. Born in 2009, it comes 16 years after SW-CMM (1993) the parent of CMMI for Development (2006) and 7 years after Software Acquisition CMM (2002) the parent of CMMI for Acquisition (2007). Although it is five years old, it did not gain popularity worldwide and in Egypt. Less than 10% of the appraisals conducted in the last three years are CMMI for Services.
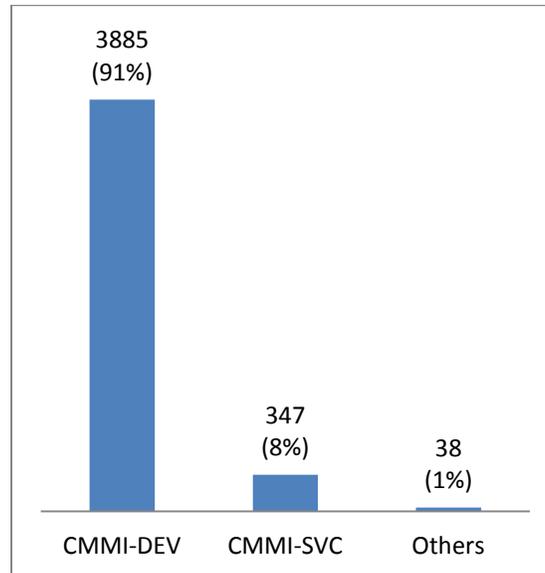
One of the possible reasons for this less popularity may be because it is not well known to the practitioners in the market. This article will highlight some business sectors that can benefit from implementing CMMI for Services. A next article will highlights the potential benefits from implementing the model.

Base of CMMI for Services

CMMI for Services is built over common CMMI principles (planning, monitoring, quality assurance, configuration management …) which are common between all CMMI models. It also considered some other service focused standards and models like ITIL, ISO/IEC 20000, CobiT, and ITSCMM. Familiarity or knowledge of these models is recommended, but it is not required for successful implementation of CMMI for Services. For example Information Technology Institute (ITI) successfully implemented CMMI for Services on the Professional Training program which has nothing to do with neither ITIL, CobiT, nor ITSCMM.

Target Business Sectors

CMMI for Services was successfully implemented in many business sectors where organizations provide IT related services inside and outside Egypt. Main sectors include maintenance and support, frequent and small development, call centers, implementation and training, and Educational.

Maintenance and Support

This sector actually has many sub-sectors like:

- An IT or maintenance department which provides the maintenance and the support service to employees inside the organization like installing OS, configuring the mail, upgrading HW, fixing HW problems … ITIL implementation will help a lot in such circumstances.
- A software development house which builds a system, delivers it to the customer, and commits to maintaining the system for sometime (usually from 1 to 3 years). The maintenance work includes fixing the defects discovered at the customer side and performing small enhancements required by the customer.
- A partner of a famous brand – like Dell, HP, Sony … – which fixes the hardware problems to customers during and after the warranty period.

Frequent and Small Development

Some software development houses develop some product, deliver and install it at the customer site, then continues to update and re-install newer version of the product to its customers. Some of these updates are required by the customers and some are internally suggested by the organization staff. The difference between such process and traditional software development is in the nature of the updates. In this case the updates are relatively small and quickly implemented (in matter of days) which makes it impossible to consider them as traditional software development projects. Considering them as ongoing service is more appropriate and feasible.

Call Centers

This is not a standalone service. It is usually part of other maintenance and support service. However call centers only can benefit from implementing CMMI for Service even if the rest of the service does not implement it.

Implementation and Training

Some organizations implement a software and/or a hardware system – like ERP, PMO … – either developed internally or externally (e.g. by a multinational organization like Oracle) then train the customer staff on processing the system. The implementation and training cycle is usually short and usually considered as an ongoing service.

Some other organizations have a training branch which offer courses to public or specific type of customers on some topic. Such organizations are good candidate to implement CMMI for Services too.

Educational

This one of the sectors where the service is not related to software development or traditional IT (unless teaching SW courses is considered related to software development!). The educational service is frequently delivered to many students on annual basis.

Conclusion

CMMI for Services can be implemented in a wide range of business sectors. There are a lot of success stories worldwide from implementing CMMI for Services in the maintenance, support, training, and other sectors of business mentioned above. In addition it can also fit with other – non technical – business sectors like transportation, insurance, hotels and accommodation, camping, catering and beverage … Benefits of implementing CMMI for Services is the scope of a next article.