

DONNA KNAPP – ITSM ACADEMY

Q: Can CMMI Level 5 (Dev or Services) equate to ITIL Process Maturity Optimizing?

A: Yes. (very simple answer!) CMMI is a process improvement approach, and used to measure maturity, and five is the highest level. It is absolutely comparable.

Q: How do we report and promote achievements - HOW?

A: Are people complying with the process - producing records/evidence/reports? Is it functioning efficiently? Is the cost appropriate? Is the cost worth it, and is it achieving its purpose? Base lining – start from the beginning, make some improvements, and then baseline again. Constantly be looking if we are going in the direction we want to go in. And, if you are going to fail, fail fast. Let's look at why the change failed and take corrective action to get us back on the right track. Be clear about what you expect to get out of your improvement efforts.

Compliance – Efficiency – Effectiveness – Value

Q: Can you provide an example of a "Wildly Important Goal"?

A: Whatever is wildly important to *your* business. It really just depends on what's wildly important to your company, what are your executives telling you is important?