

COURSE DESCRIPTION

This three-and-a-half-day course introduces those involved in process definition in an organization, including process action team (PAT) and/or engineering process group (e.g., EPG, SEPG) members, to processes, methods, and skills for working as a team to understand, model, and document current processes; analyze process deficiencies; and specify needed process improvements. Defining processes is a key step to achieving maturity level 2 of the Software CMM, Software Acquisition CMM, and CMMI as well as to becoming certified for ISO 9000 and 9001. This course emphasizes the basic skills and knowledge required to effectively document and define processes and to design improvements.

The course is composed of a series of hands-on learning experiences that simulate real-world situations and problems. Knowledgeable, experienced instructors observe and facilitate participant and team interaction during the exercises and provide first-hand feedback. Participants have ample opportunities to discuss how they might apply particular techniques and skills in their own organizations and to explore solutions to related problems. After attending the course, participants will have practiced and begun to develop the skills needed to work with others in their organization to effectively define their current processes and specify options for improvement.

AUDIENCE

- process action team (PAT) and/or engineering process group (e.g., EPG, SEPG) members
- anyone involved in process definition in an organization

TOPICS

- Establishing a process definition project and team
- Gathering process information through documents and interviews
- Modeling current ("as is") processes using different techniques
- Identifying weaknesses in the "as is" process and specifying needed Improvements
- Making a business case and obtaining sponsorship for the proposed Improvements

OBJECTIVES

This course will help participants to

- Conduct a process definition project
- Gather information and model processes effectively
- Identify weaknesses in current processes and find/develop alternatives
- Specify improvements and present them to management

COURSE WORK

Before the start of the course, participants are assigned reading they must complete prior to the first day of class.

For More Information : [HTTP://WWW.SEI.CMU.EDU/PRODUCTS/COURSES/DEFIN.SW.PROC.HTML](http://www.sei.cmu.edu/products/courses/defin.sw.proc.html)