



Course Topics

- Process areas of CMMI-SVC models
- Model-based process improvement
- Applying the model to different service environments
- Overview of CMMI components
- Institutionalization

MOSAIC's Instructor

- David Quinn
- 30+ years service delivery and management experience
- Provides insight that connects the model practices to relatable experience
- Humorous and insightful
- Actual student feedback on the best part of the course: "Instructor was very knowledgeable and related content to real world scenarios."

Introduction to Capability Maturity Model® Integration for Services (CMMI® - SVC), v1.3 Course

Gain insight into one of the industry's most successful process reference models

MOSAIC Technologies Group, a CMMI Institute Partner, is providing a public offering of the CMMI Institute's official Introduction to CMMI for Services (CMMI-SVC) course. This three-day course provides a high-level overview of the CMMI-SVC and gives attendees good information on how to use the model for process improvement and process appraising. Attendees receive 2.5 Continuing Education Units through Carnegie Mellon University (or 25 Professional Development Units for PMP certification).

"CMMI is a process improvement approach that provides organizations with the essential elements of effective processes"

Course Dates: December 15-17, 2015

Location: Information Internal Associates
104 Union Valley Rd
Oak Ridge, TN 37830

Cost: \$1000-\$1500 (depending on size of class)