

# The Measured Value of CMMI



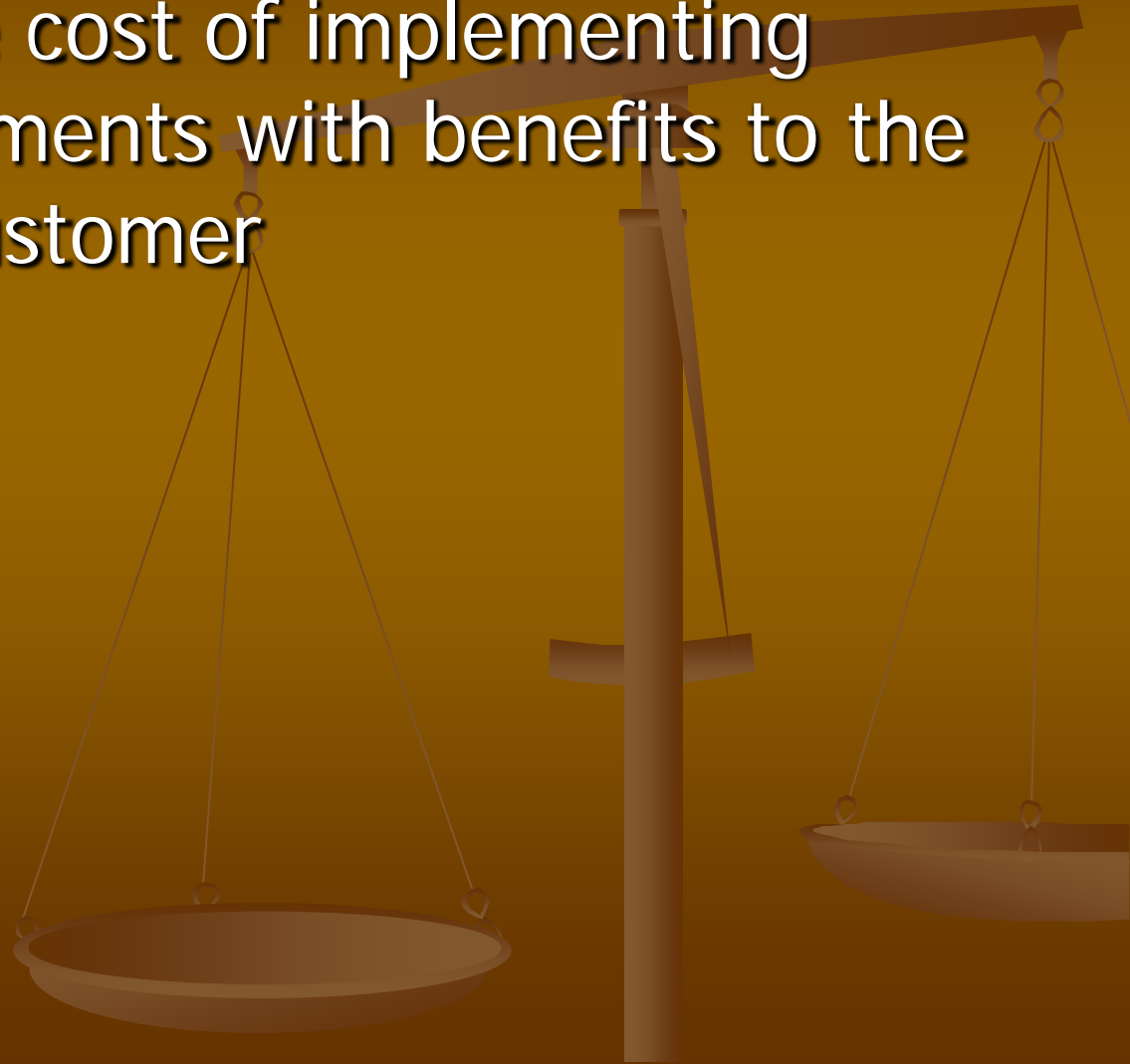
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Information Systems & Global Services

NDIA – November 2009

# Challenge

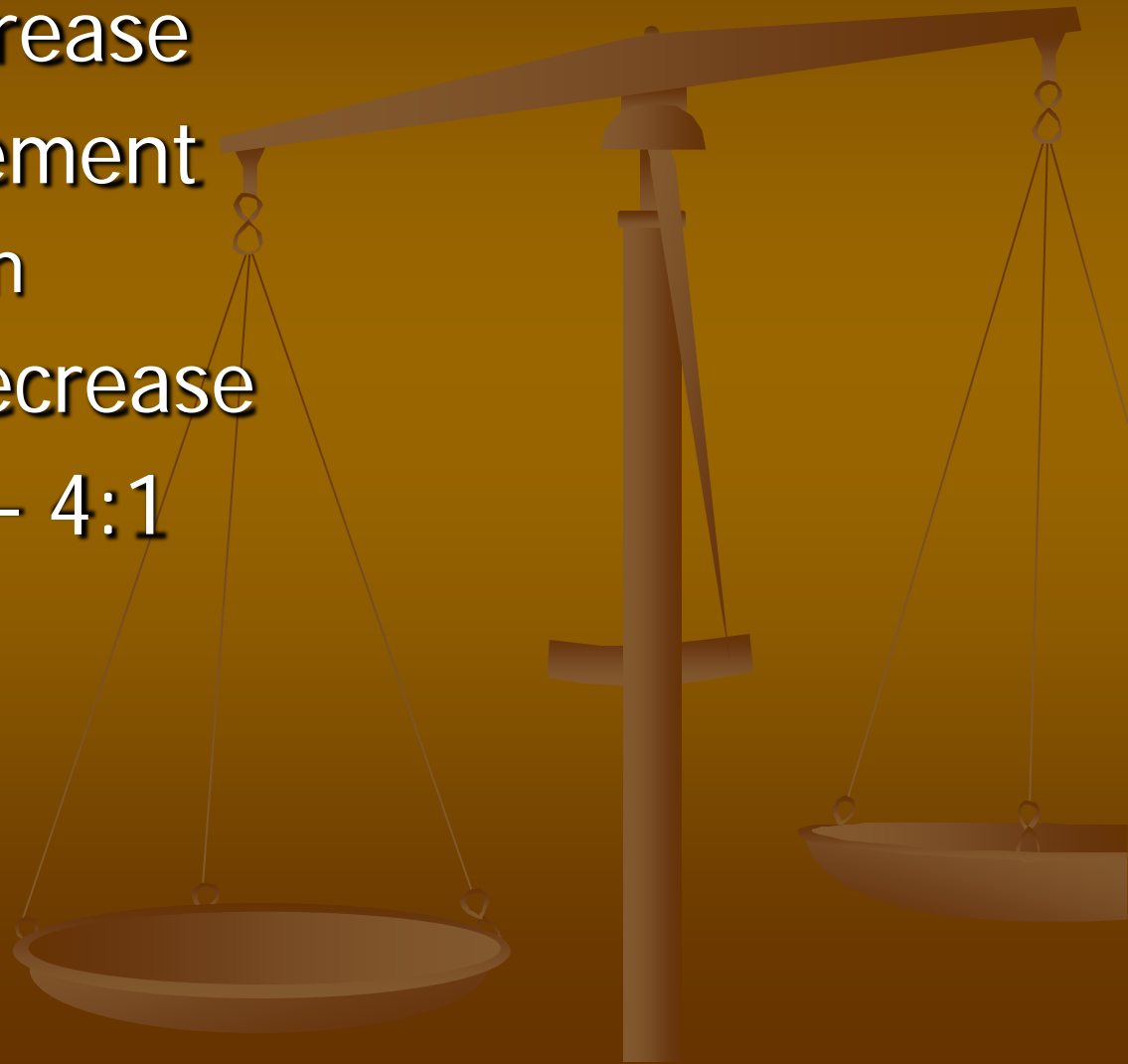


To **BALANCE** the cost of implementing process requirements with benefits to the business and customer



# Traditional Advertised Benefits

- Productivity Increase
- Quality Improvement
  - Defect detection
- Replanning – decrease
- ROI – average – 4:1

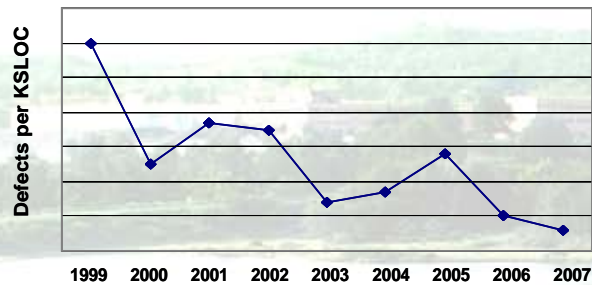


# SI - Owego

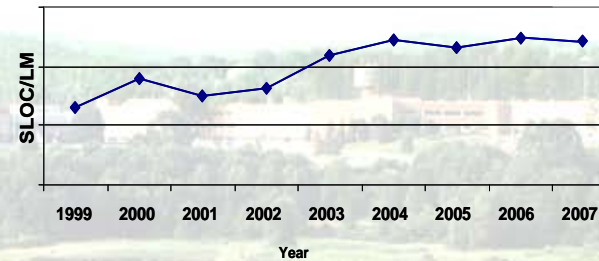


## Quality and Productivity

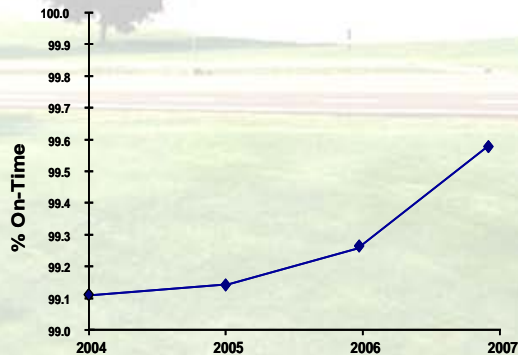
### Software Defect Density



### Software Productivity

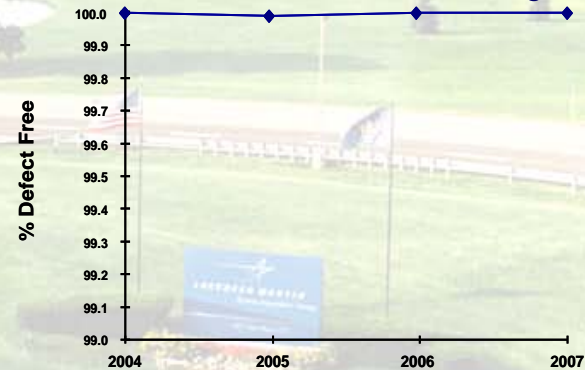


### On-Time Delivery (All Products)



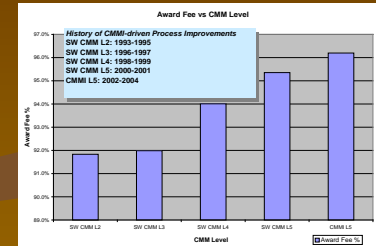
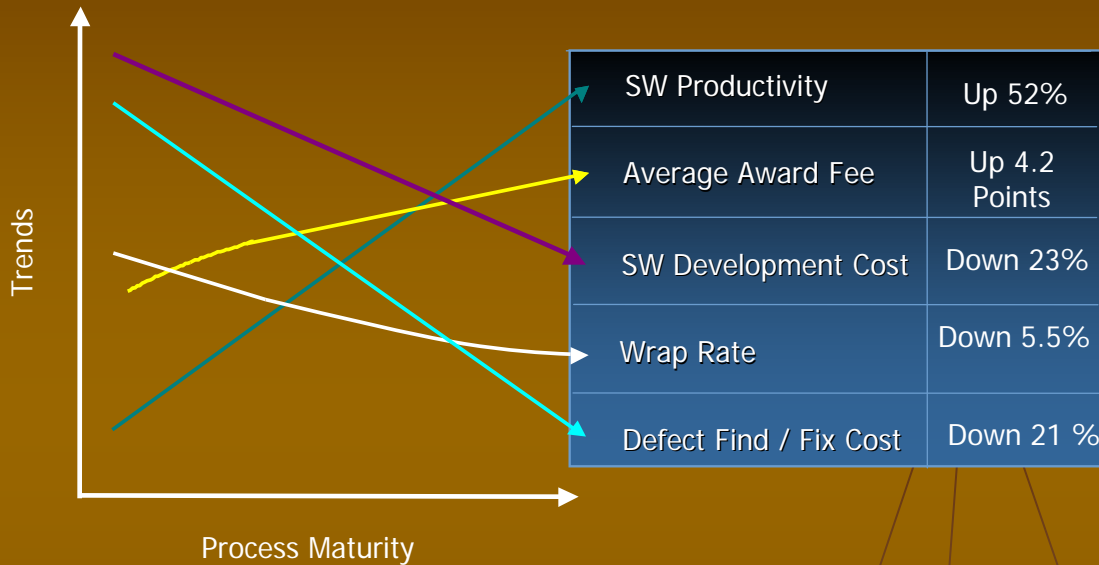
Delivered (K)	22.6	20.6	17.9	19.0
Lates	201	176	127	79
% On-Time	99.11%	99.14%	99.29%	99.59%

### Performance at Delivery (All Products)

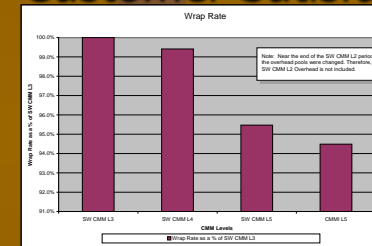


Delivered (K)	22.6	20.6	17.9	19.0
Defects	0	2	0	0
% Error Free	100%	99.99%	100%	100%

# IS&GS

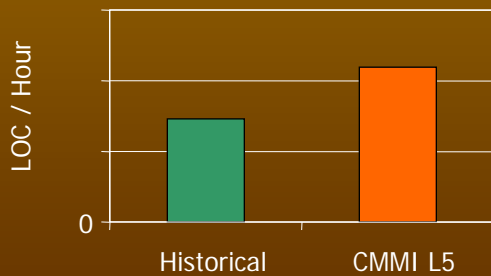


## Customer Satisfaction

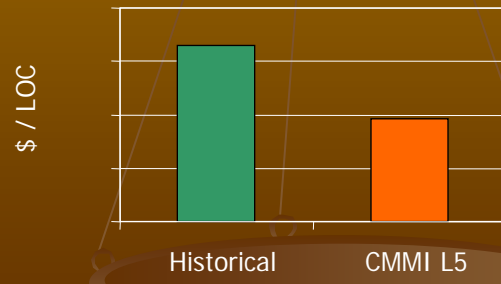


## Overhead Costs

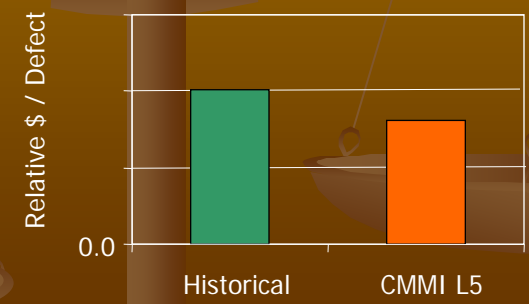
S/W productivity increased 52% over baseline average capability



S/W cost decreased 23% in Constant 2004 dollars



Defect Find / Fix cost down by 21%



# Agenda



Realizing CMMI Benefits

Enablers

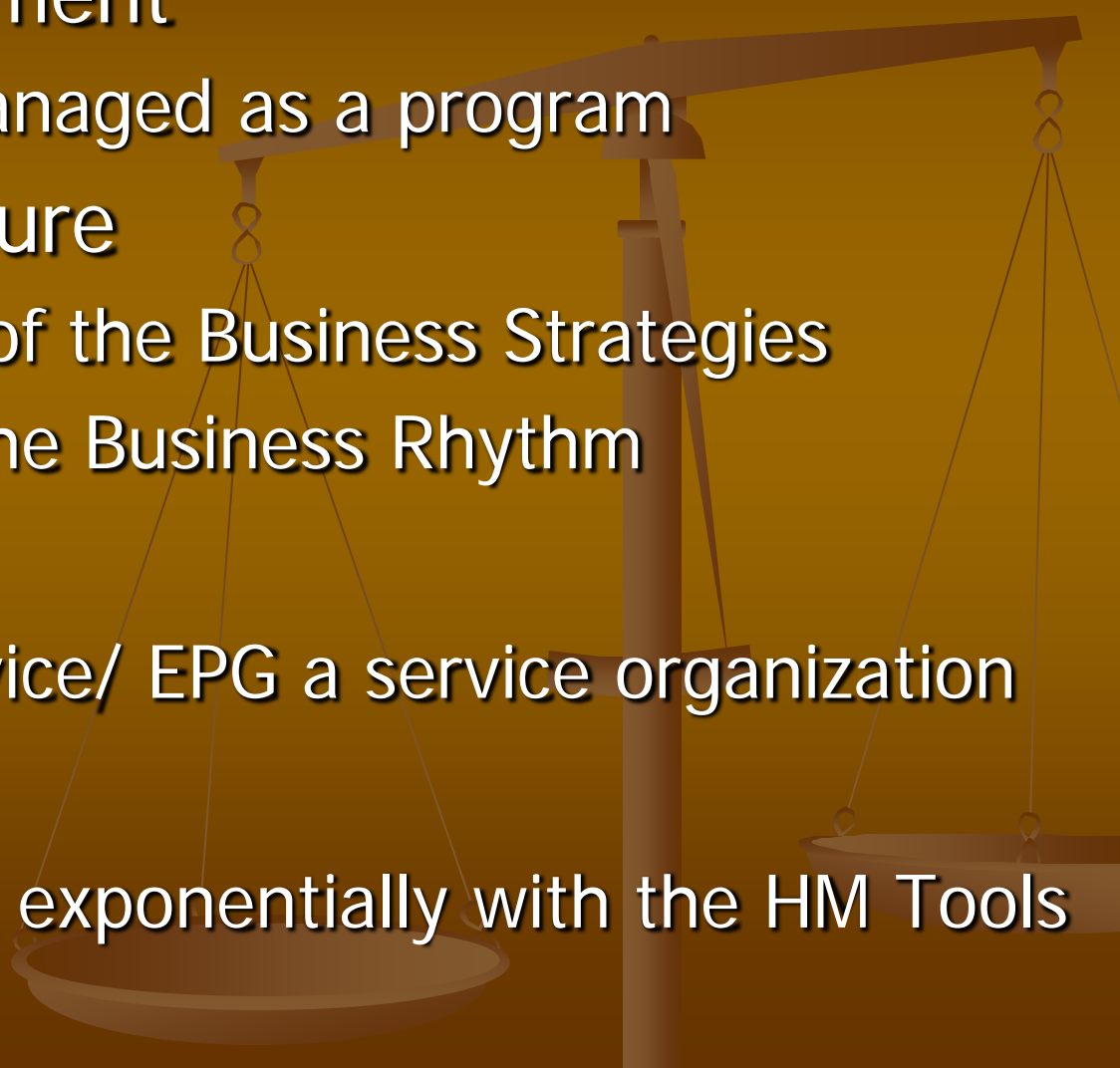
Inhibitors



# Enablers



- Process Improvement
  - Operated and managed as a program
- Process Architecture
  - Implementation of the Business Strategies
  - Integrated into the Business Rhythm
- CMMI – SVC
  - Process as a service/ EPG a service organization
- High Maturity
  - Benefits increase exponentially with the HM Tools



# Enablers



People

Process

Technology

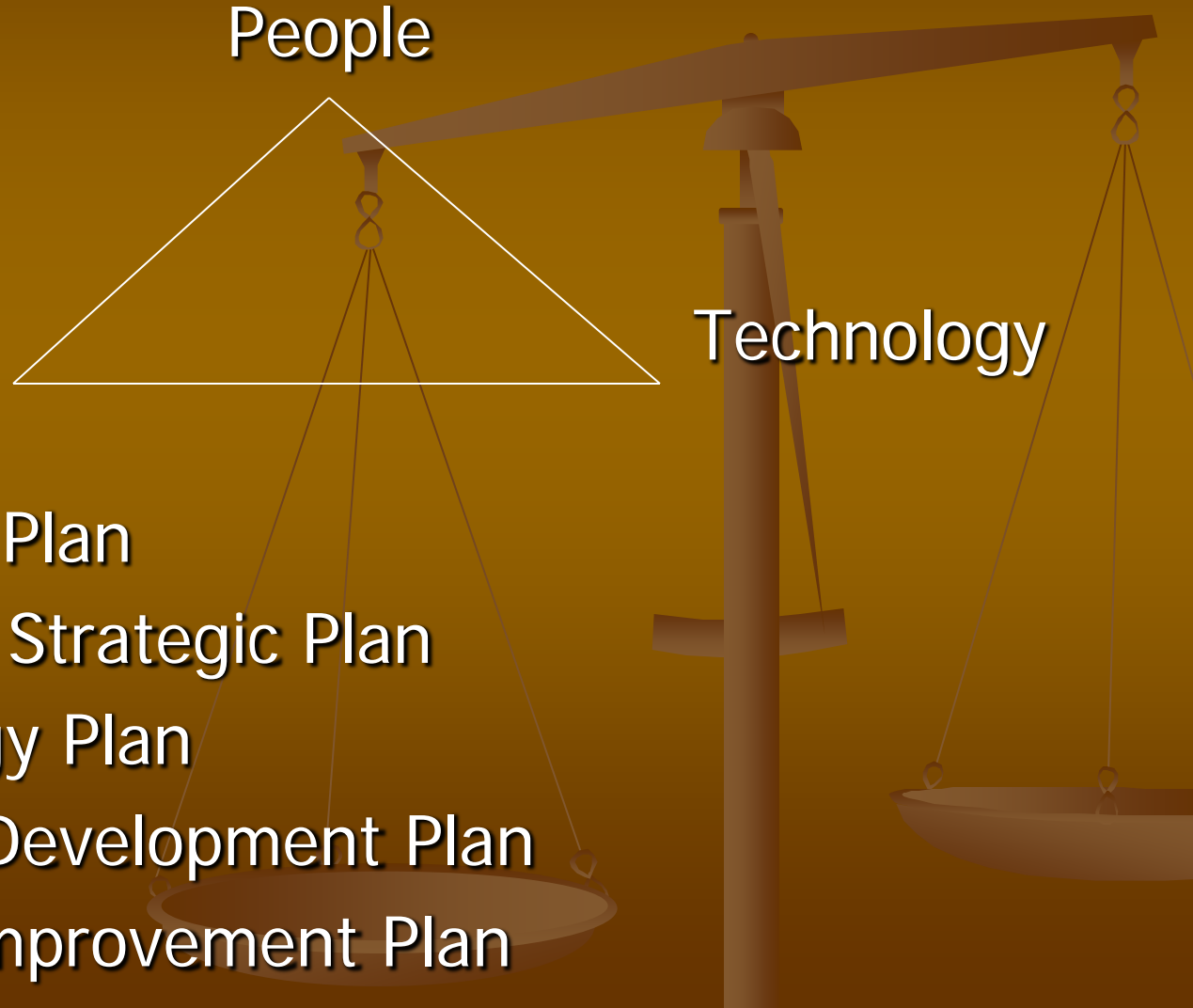
LMCO Strategic Plan

Business Unit Strategic Plan

Technology Plan

Learning Development Plan

Process Improvement Plan





# Inhibitors



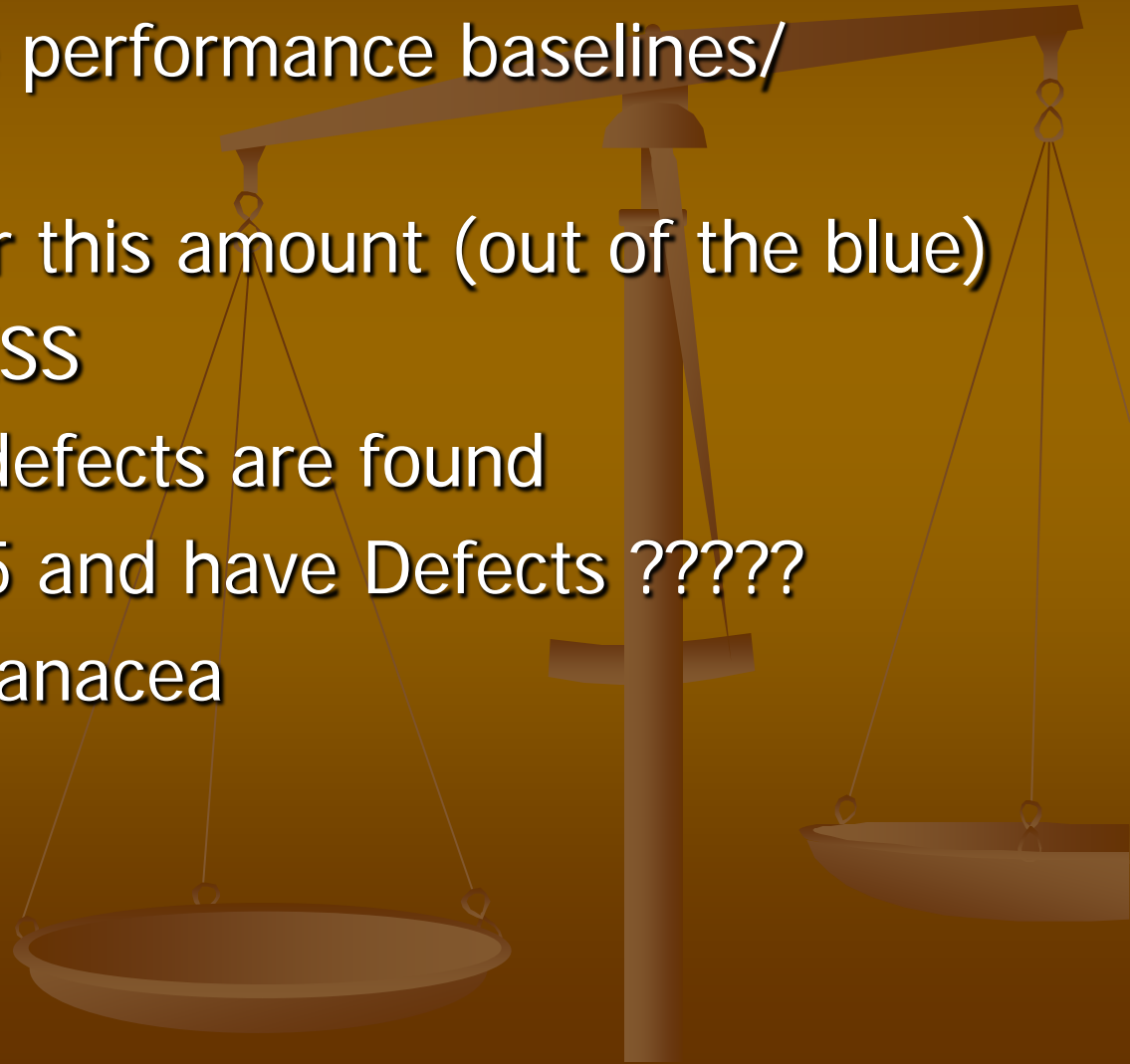
- MYTHS, MISCONCEPTIONS, IGNORANCE
  - External
  - Internal



# External Inhibitors



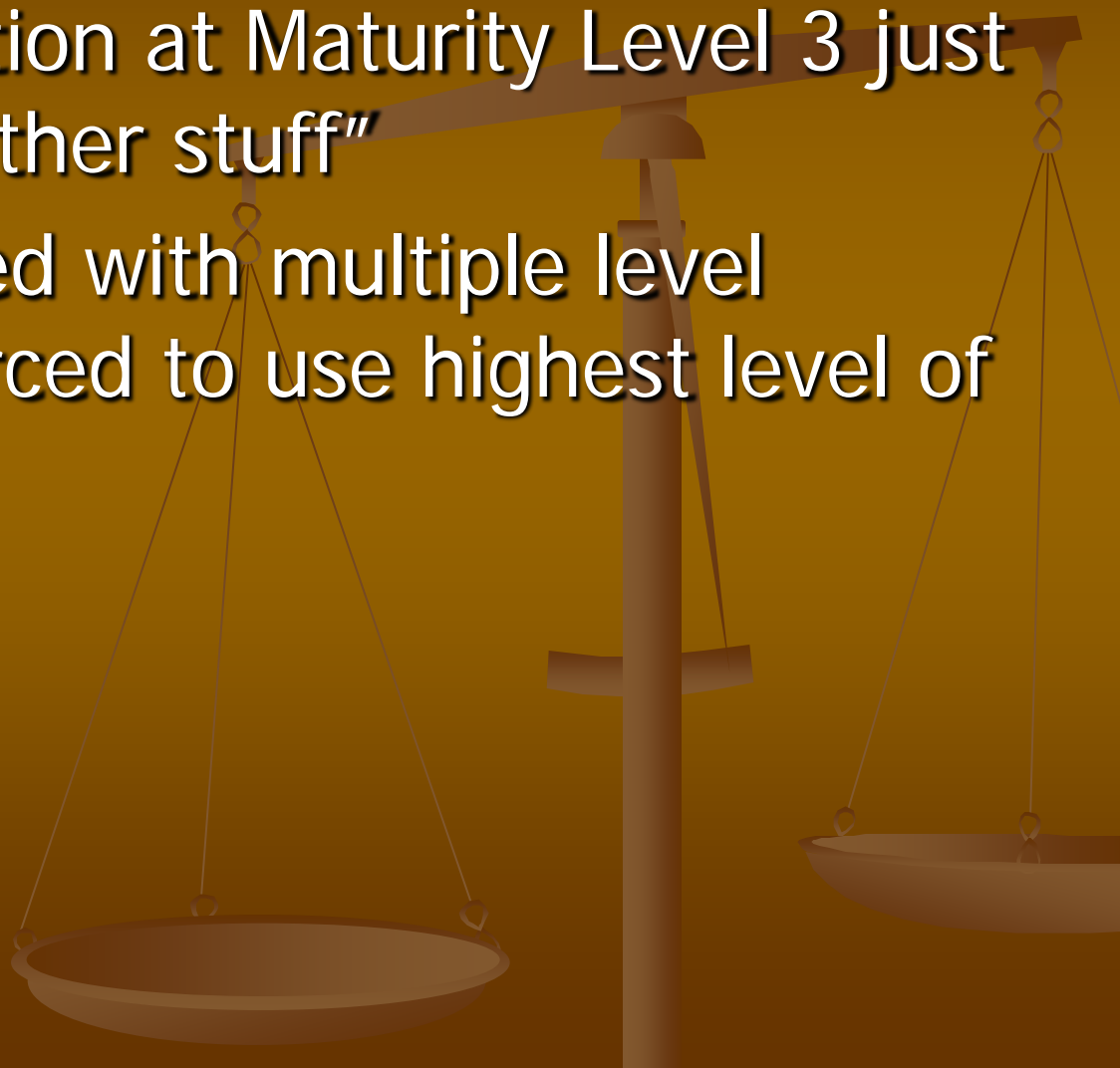
- Negotiation Challenges
  - Bid on accurate performance baselines/  
historical data
    - Let's try it for this amount (out of the blue)
    - Try it and MISS
- Problems arise – defects are found
  - Maturity Level 5 and have Defects ??????
  - Process not a panacea



# External Inhibitors (cont)



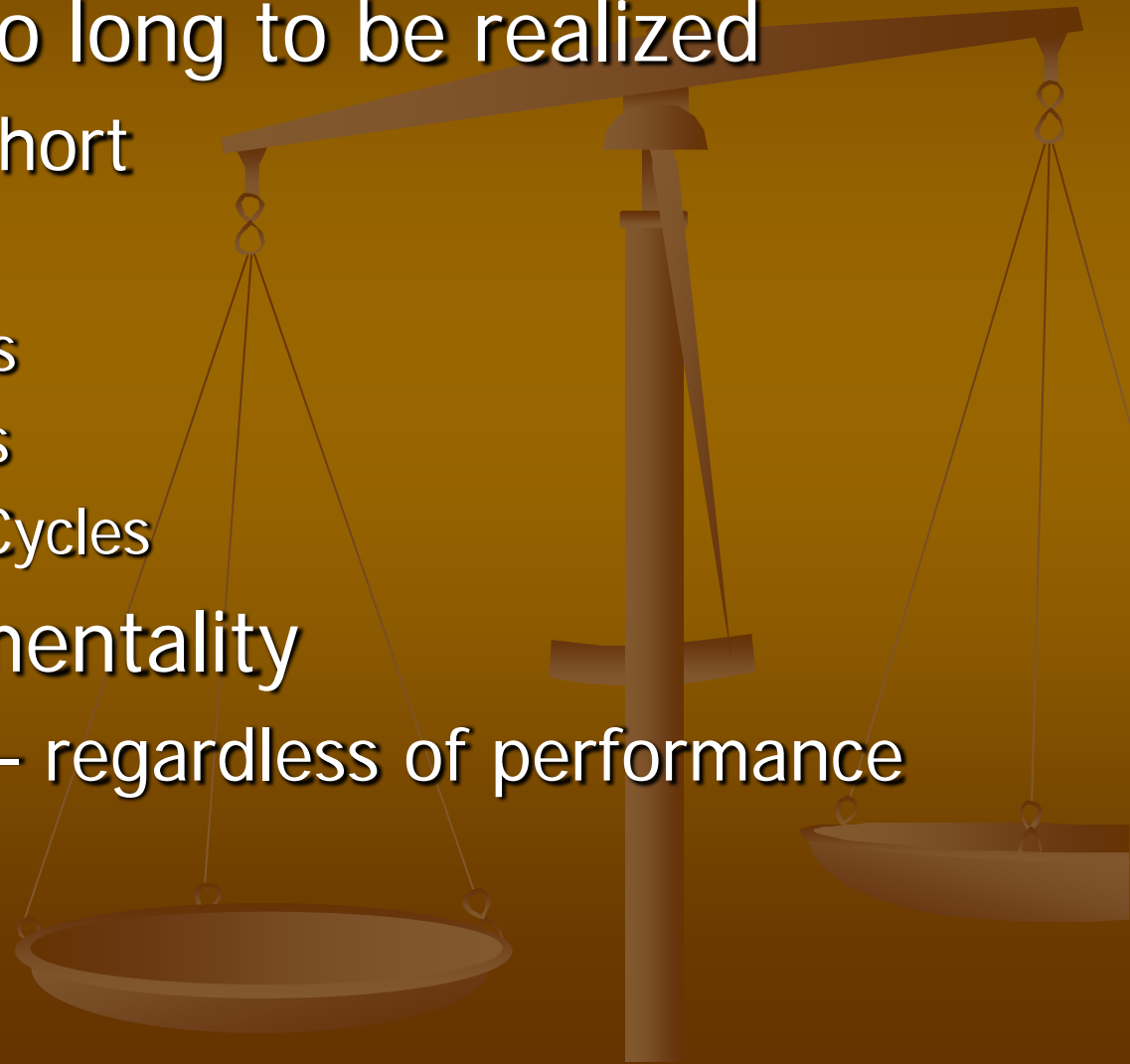
- Required operation at Maturity Level 3 just take out that "other stuff"
- Teams composed with multiple level companies – forced to use highest level of processes



# Internal Inhibitors



- Benefits take too long to be realized
  - Backing stops short
  - Reasons
    - Large Programs
    - Many Programs
    - Extended Life Cycles
- "Price to Win" mentality
  - Bid this to win – regardless of performance data



# How to Survive



- Education
  - External
    - Set and understand expectation
  - Internal
    - Executive knowledge and buy in
      - Understand performance today predicts tomorrow
- Consistency
  - Institutionalization with tailoring
- PERSEVERENCE

