



COURSE SCHEDULE

INSTRUCTOR PLAN FOR: **RAGHAVAN S. NANDYAL**

Introduction to CMMI® for Services Course: Example Simple Instructor Plan

Date of Class	Start Time	End Time
AS SCHEDULED AT CUSTOMER LOCATION	8:00 AM	5:00 PM
Instructors	Meeting Location	Room
RAGHAVAN S. NANDYAL	ONSITE	

Attendees

Registered attendees [note number and whether public, private, all one client, etc.]

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Topics (Day 1,)			
Time	Topic	Planned Approach	Results and Lessons
8:00	Individual preparation		
8:30	Module 1.1 - Introduction (including student introductions and expectations) (30 min)	Round robin	
9:00	Exercise: Eileen's Resort Service Process Objectives (Resort Scenario) (60 min)	Group work	
10:00	Break (15 min)		
10:15	Module 1.2 – Process Excellence and CMMI-SVC (45 min)	Lecture & discussion	
11:00	Module 1.3 – Defining, Establishing, and Delivering Service: SD and PA structure (30 min)	Book & handout	
11:30	Lunch (60 min)		
12:30	Module 1.3 – Defining, Establishing, and Delivering Service: REQM and PP (60 min)	Quick reference & worksheets	
1:30	Module 1.3 – Defining, Establishing, and Delivering Service: SSD including exercise (45 min)	Slides & group exercise	
2:15	Break (15 min)		
2:30	Module 1.4 – Monitoring and Controlling Service and Work Products: CAM, WMC, CM (90 min)	Student scenarios & flip charts	
4:00	Wrap-up, Homework Assignment (15 min)		
5:00	End of Day		

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Topics (Day 2,)			
Time	Topic	Planned Approach	Results and Lessons
8:00	Greetings, individual preparation		
8:30	Instructor remarks, “one word” feedback (30 min)	Flip charts	
9:00	Module 2.1 – GPs, Institutionalization (45 min)	Teeth brushing example, slides	
9:45	Module 2.2 – Ensuring Service Mission Success: IRP (30 min)		
10:15	Break (15 min)		
10:30	Module 2.2 – RSKM, SCON, SST (45 min)	Resort scenario, work sheets	
11:15	Exercise: Springboard Stories (30 min)		
11:45	Lunch (60 min)		
12:45	Module 2.3 – Making Work Processes Explicit and Measurable: MA (30 min)	Book	
1:15	Exercise: Measurement Implications of Process Improvement Goals (45 min)	Group work using Eileen’s Resort Service Process Objectives exercise outputs	
2:00	Break (15 min)		
2:15	Module 2.4 – Creating a Culture to Sustain Service Excellence: PPQA, OPD, IWM, OT, OPF (60 min)	Use slide titled “The Improvement Infrastructure”, assigned questioners per PA	
3:15	Exercise: (as needed) Questions and Answers Card Exercise (15 min)	Full class voting with cards	
3:30	Exercise: Scenario Evaluation (75 min)	Group work	
4:45	Wrap-up (15 min)		
5:00	End of Day		

COURSE SCHEDULE

INSTRUCTOR PLAN FOR: RAGHAVAN S. NANDYAL

Topics (Day 3,)			
Time	Topic	Planned Approach	Results and Lessons
8:00	Greetings, individual preparation (30 min)		
8:30	Instructor remarks, Related PA Danger or cards, etc. (30 min)	Full class game	
9:00	Module 3.1 – Managing Decisions, Suppliers and Standard Services: DAR, SAM, STSM (60 min)	Book, quick reference, group work on SAM	
10:00	Break (15 min)		
10:15	Module 3.2 – Making Work Processes Explicit and Measurable: OPP, QWM, CAR, OPM (45 min)	Slides	
11:00	Module 3.3 – Appraisals and Representations including GPs (45 min)	Discussion & flip charts, slides as leave behind	
11:45	Lunch (60 min)		
12:45	Add Your Own Review Exercise: Draw the model (30 min)	Full class	
1:15	Module 3.4 – Organizational Culture and Change Mechanisms (45 min)	Discussion & slides	
2:00	Break (15 min)		
2:15	Capstone Exercise: Name the PA (30 min)	Groups on foot	
2:45	Final questions, topic revisits, extra topics (30 min)		
3:15	Module 3.5 – what are you going to do now? (30 min)	Discussion, slides for cues	
3:30	Review Expectations, Course Evaluations, Adjourn (30 min)		
4:00	End of Course		