

Teaching Schedule

Course: Services Supplement for CMMI V1.3

Date of Offer: NOVEMBER 30, 2017

Location of Offer: Fortune Park, Road No. 12 Banjara Hills Hyderabad TS

DAY 1

8:00 AM	0:30	Instructor	Continental breakfast
8:30 AM	0:30		Module One: Course Introduction
9:00 AM	0:30		Module Two: CMMI-SVC Overview (including Services Video)
9:30 AM	0:15		BREAK
9:45 AM	0:45		Module Two: CMMI-SVC Overview (continued)
10:30 AM	0:35		Exercise 1: Process Area Discussion
11:05 AM	0:10		Module Three: CMMI-SVC Specific Content
11:15 AM	0:20		Service Related Specific Practices in Core PAs
11:35 AM	0:25		PA – Services Delivery (SD)
12:00 PM	1:00		LUNCH
1:00 PM	0:20		PA – Service System Transition (SST)
1:20 PM	0:20		PA – Incident Resolution and Prevention (IRP)
1:40 PM	0:20		PA – Capacity and Availability Management (CAM)
2:00 PM	0:20		PA – Service Continuity (SCON)
2:30 PM	0:15		BREAK
2:45 PM	0:20		PA – Strategic Service Management (STSM)
3:05 PM	0:20		PA – Service System Development (SSD)
3:25 PM	0:20		Relationships Among Process Areas
3:45 PM	1:00		Exercise 2: Scenario Evaluation Using CMMI-ACQ
4:45 PM	0:30		Module Four: Course Summary (including reviewing expectations and completing course evaluations)
5:15 PM			End of day