TeraQuest

Introduction to the People CMM®
January 21-23, 2004
London, England

Instructors:
Raghav S. Nandyal, author of People CMM: Interpreting People CMM for Software Organizations
and
Dr. Bill Curtis, senior author of The People CMM Model

Daily Schedule

Continental Breakfast	8:00 AM
Class Begins	8:30 AM
Lunch	12:00 PM
Class Ends	5:00 PM

Continental breakfast and light afternoon refreshments will be provided. Individuals will be responsible for lunches.

The workshop will be conducted at the London Heathrow Airport Renaissance Hotel

Address:
Renaissance London Heathrow Hotel
Bath Road,
Hounslow,
Middlesex TW6 2AQ

Phone: +44 20 8897 6363
Fax: + 44 20 8897 1113

The room rate for this event is 81.00 (GBP) per day. Lower rates may be available on the www.marriott.com website.

Introduction to the People Capability Maturity Model®
3 Day Seminar

Description

Most product development organizations recognize that the capability of their technical staff is critical to improving their productivity and quality and achieving their business goals. However, few have been systematic in managing their personal resources.

The People Capability Maturity Model (People CMM®) framework was developed at the Software Engineering Institute to guide systems and software organizations in attracting, developing, motivating, organizing, and retaining a talented software staff. The practices in the model help an organization be an employer of choice and ensure that the staff has the competencies to achieve current and future business objectives.

This three day course provides an understanding of the practices described in the People CMM framework and how they can be used to improve the workforce management capabilities of an organization.

Learning Objectives

Participants attending this overview will understand:
- ❒ The structure of the People CMM
- ❒ How to apply the People CMM framework in different types of organizations
- ❒ How each process area is designed
- ❒ How to evaluate whether an organization's existing workforce practices accomplish the goals of each process area
- ❒ How managers and organizations behave at each of the five levels of maturity in the model

How the People CMM framework can be used by an organization to evolve its workforce management practices

Course Topics

- ❒ People Issues in Software Development
- ❒ Overview of the People CMM Framework
- ❒ Level 2 – Managed (Staffing, Communication and Coordination, Work Environment, Performance Management, Training and Development, Compensation)
- ❒ Level 3 – Defined (Competency Analysis, Workforce Planning, Competency Development, Career Development, Competency-Based Practices, Workgroup Development, Participatory Culture)
- ❒ Level 4 – Predictable (Competency Integration, Empowered Workgroups, Competency-Based Assets, Quantitative Performance Management, Organizational Capability Management, Mentoring)
- ❒ Level 5 - Optimizing (Continuous Capability Improvement, Organizational Performance Alignment, Continuous Workforce Innovation)
- ❑ Applying the People CMM Framework

Student Materials

Materials include a student notebook, a bibliography, an exercise booklet, and a copy of the People Capability Maturity Model. Each student who completes the course receives a certificate awarding 2.1 Continuing Education Units (CEU). This course has been approved for 18 recertification credit hours toward PHR and SPHR recertification through the Human Resource Certification Institute (HRCI).

Intended Audience

This course benefits software managers, human resources staff, software project managers, those responsible for improving workforce management practices, members of People CMM assessment teams, and anyone who aspires to be a manager of technical professionals.