Business Beam

Inspiring growth and improvement

Building Service Excellence

Approved by the CMMI Institute

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Highlights

Experienced & accredited trainers

Comprehensive & accredited training material

Practice questions include

Free lifetime course revision

Build capability in delivering and managing services through this course designed to be taken after the Foundations of Capability course.

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Introduction

This 1-day "Building Service Excellence" course teaches you the fundamentals of implementing CMMI v2.0 for Services in your organization. The Foundations of Capability training is a strict pre-requisite of Building Service Excellence.

Learning Objectives

This course enables participants to:

> Interpret CMMI-SVC v2.0, to serve effectively on an appraisal or process improvement team
> Know what it takes to be CMMI-SVC Maturity Level 2, 3, and beyond.
> Discuss each of the practice areas unique to CMMI Services v2.0:

Contents

> Introduction to CMMI-Dev v2.0
> Improving Service Performance
> Service Management Lifecycle
> Planning & Managing Services
> Analyzing Performance
> Building & Sustaining Capability

Recommended Participants

The following individuals may attend this session

> Primarily involved in CMMI-SVC v2.0-based improvement
> CMMI-SVC v2.0 appraisal team member
> Interested in becoming a Certified CMMI Associate or Certified CMMI Professional
> Willing to get certified and pursue a career in CMMI Services v2.0.

Prerequisites

You need to successfully complete anyone of the following trainings prior to attend this session:

Foundations of Capability
CMMI v2.0 Model Upgrade Training

Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam

Materials Provided

> Course reference manual containing copy of course slides, support documents, quizzes and answers
> Practice exam
> Course Certificate

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About Business Beam

Business Beam is a top of the line digital transformation consultancy firm known for its world-class skills and capabilities to deliver value driven services and solutions. We help organizations to resolve their issues related to governance, operations, quality, services, projects, enterprise architecture, information security, business continuity, human resources, risk and internal audit.

Established in 2004 as a performance improvement firm with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions including USA, Saudi Arabia, UAE, Oman, Bangladesh, Hong Kong and Pakistan. During the years in operations, we have successfully delivered hundreds of consulting assignments and training courses. Thousands of professionals and executives from different organizations and nationalities have attended them.

Business Beam is CMMI Institute Partner, AXELOS Certified Partner, LearningCert Training Affiliate and itSMF member firm.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit
www.businessbeam.com
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CMMI Institute Partner   **AXELOS CERTIFIED PARTNER**   **LearningCert TRAINING AFFILIATE**   **itSMF Member**