

# ANALYSIS of The PRACTICES for The CMMI – SVC in an ISO/IEC 20000-1 CERTIFIED ORGANIZATION

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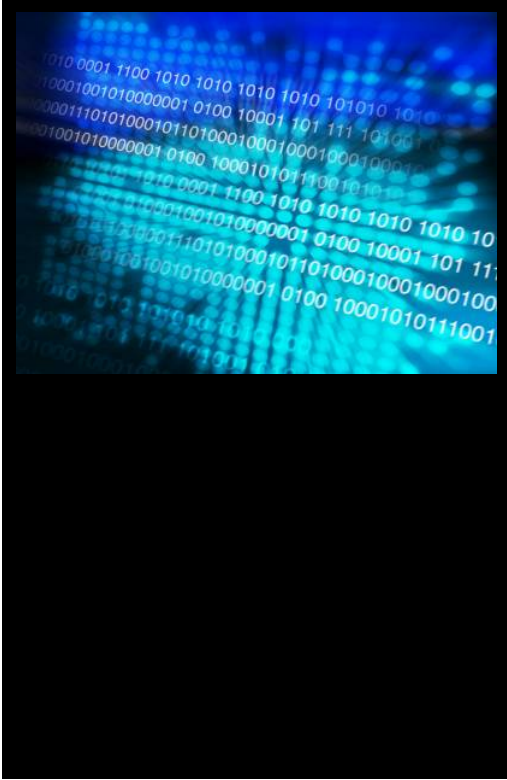
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# about us



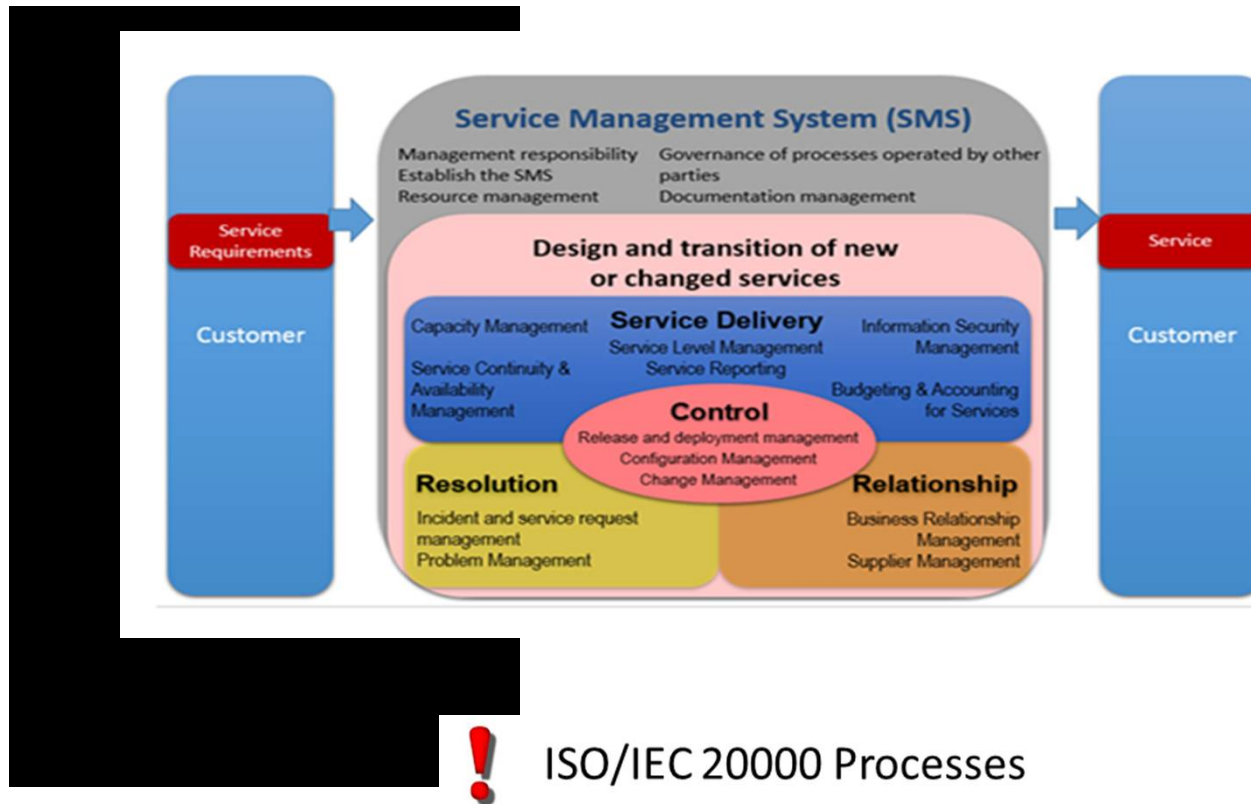
## TURK TELEKOM COMPANY

One of the Turk Telekom  
Group Companies since  
2007

# Motivation

- INNOVA first established an ISO 9001 based quality management system. Because of statutory and competition motivation need for different process improvement and certification is raised and ISO/IEC 20000 based systems are defined and integrated with the existing quality management system.
- As a result; the quality assurance team, preparing our company for possible situations and comparing already had certificates with other models, in this increasing competition market in addition we want to show how an organization which has ISO/IEC 20000 certification can cover CMMI-SVC Level 3 practices.

# ITIL and ISO/IEC 20000



## CMMI for Services

coverage of the CMMI Product Suite to cover the establishment, management, and delivery of services.

CMMI-SVC

process improvement approach

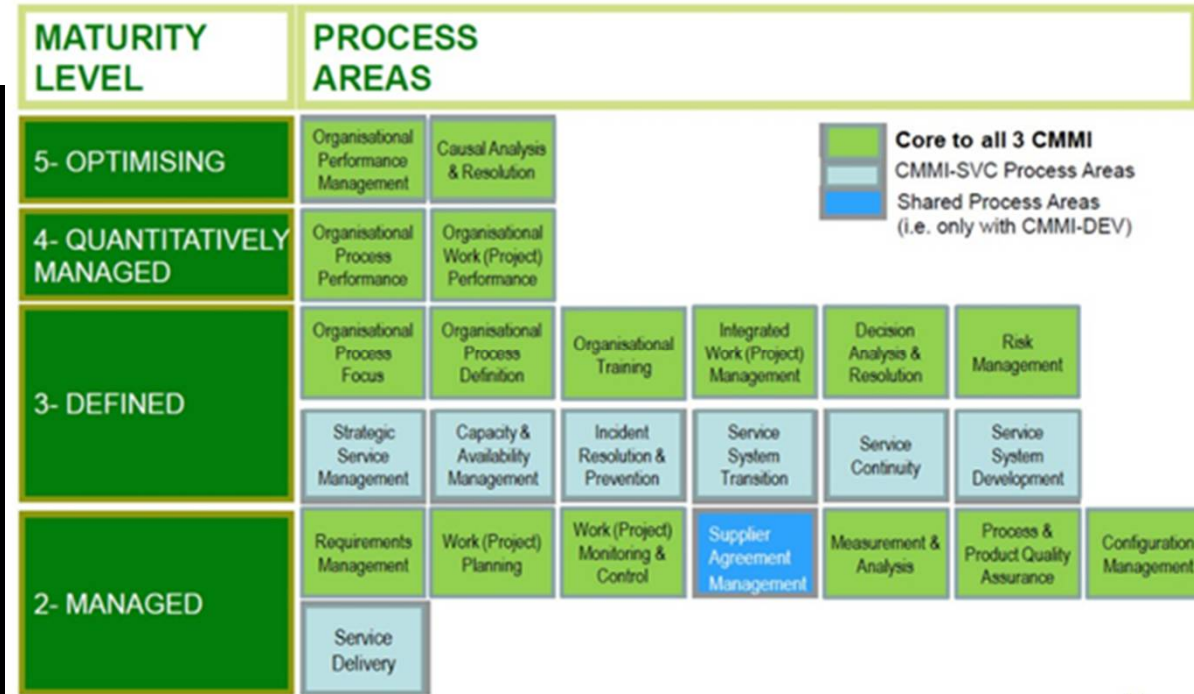
guide document for a team

set process improvement goals

improve services

consensus of thousands of practitioners

# CMMI for Services



## CMMI SVC Processes

- CMMI-SVC is a model to guides service-providing organizations

# Steps in Study



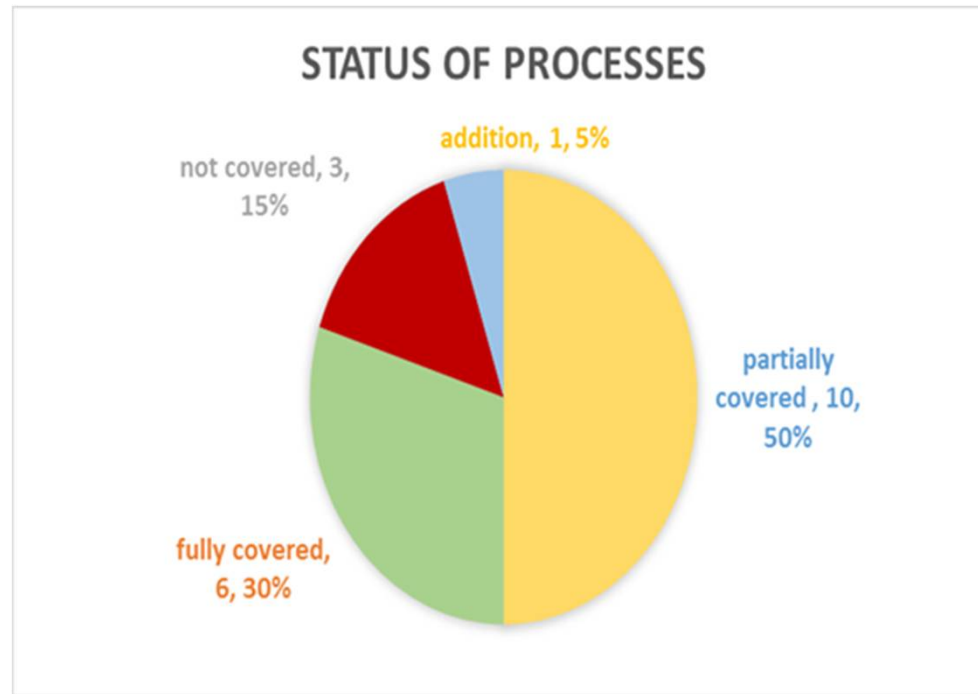
Gap analysis of  
ISO/ IEC 20000  
Practices in  
INNOVA processes.

What has to be done  
to meet the CMMI  
practices has been  
researched



## Conclusion-Overall

- It has been found that some process areas do not need to be improved and some process areas require additions.



# Conclusion

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> Innova Bilişim Çözümleri

- Processes that do not need improvements are;
  - Service Delivery
  - Organizational Training
  - Configuration Management
  - Product Quality Assurance
  - Strategic Service Management
  - Risk Management
- Because these processes practices are met our company's ISO 20000, ISO 9001 and ISO 27001 processes.

# Conclusion



Some process areas need improvement according to CMMI SVC Practices.  
(Yellow)

- Work (Project) Planning
- Work (Project) Monitoring and Control
- Measurement and Analysis
- Supplier Agreement Management
- Organizational Process Definition
- Incident and Resolution Prevention
- Service System Transition
- Service Continuity
- Capacity and Availability Management
- Requirement Management

# Thanks

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Bir Türk Telekom Şirketi.

