

# CMM<sup>®</sup> Project in Amdocs

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# Agenda



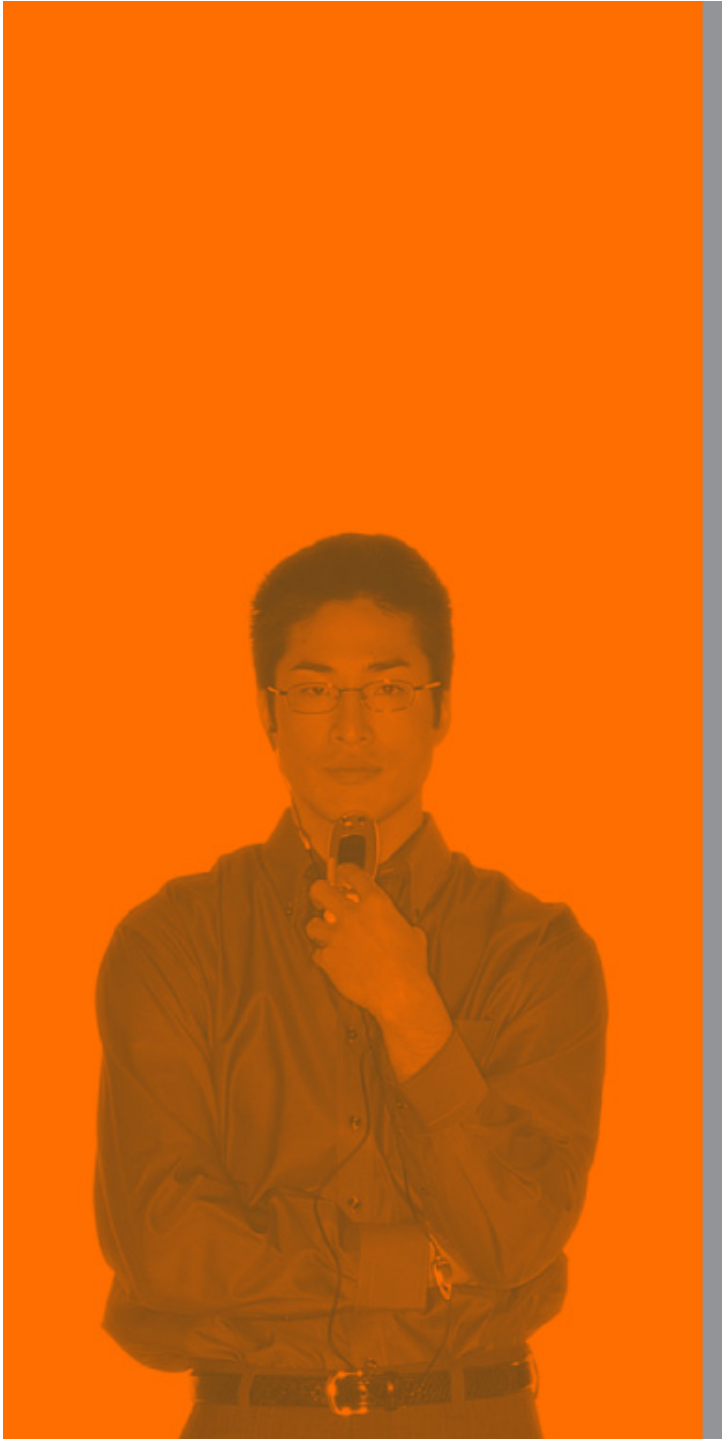
- > **Amdocs Company Profile**
- > Value of CMM®
- > CMM® Project at Amdocs
  - > The Mission
  - > The Challenges
  - > The Solution
- > Summary

# Amdocs Company Profile

## The Market Leader

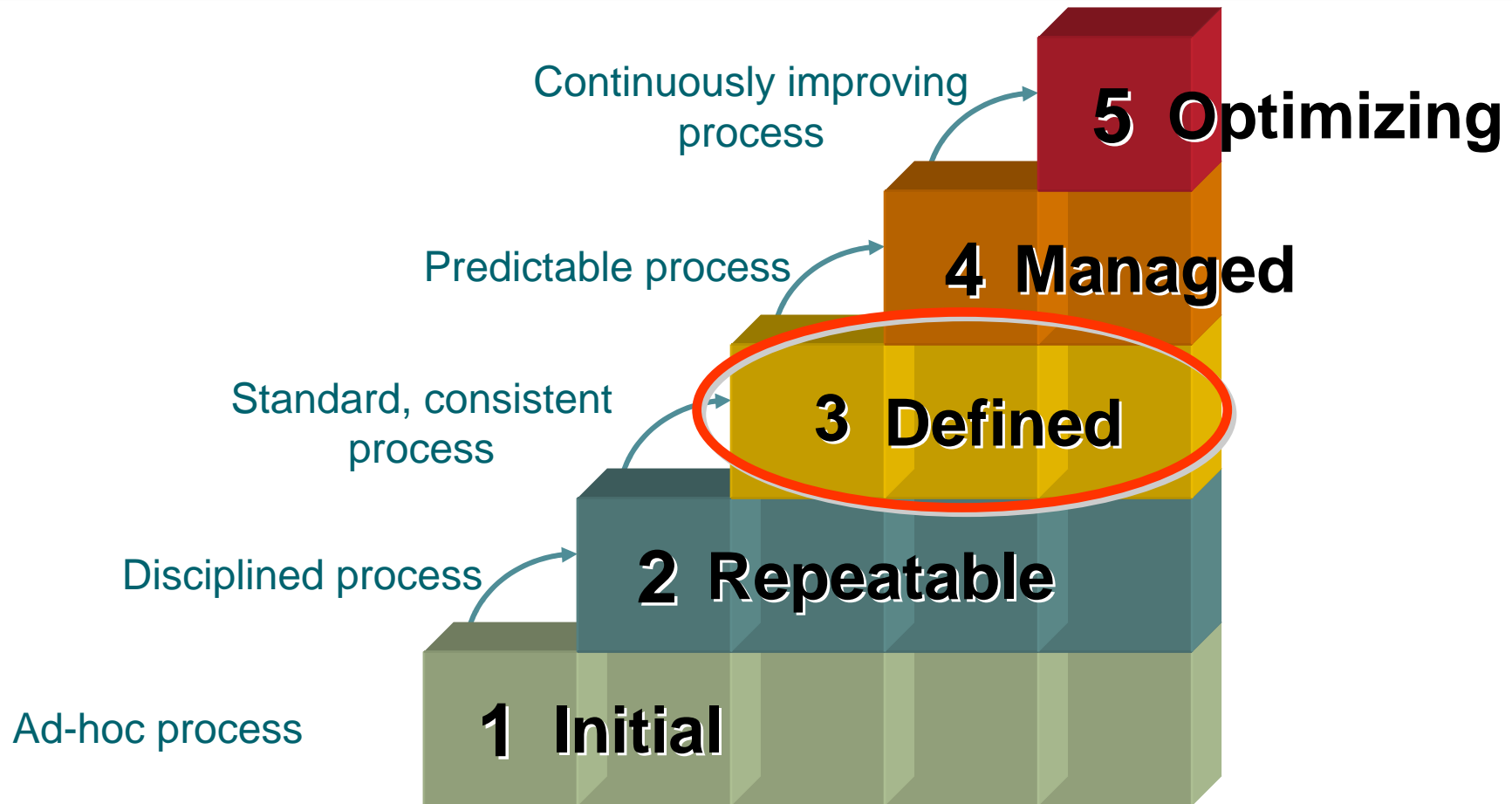
<b>Market Position</b>	<ul style="list-style-type: none"><li>&gt; #1 provider of billing &amp; CRM software &amp; services to Communication Service Providers</li><li>&gt; Leading provider of CRM to Financial Services, High Tech &amp; Manufacturing companies, &amp; other large enterprises</li></ul>
<b>Revenue</b>	> US\$1.774B Revenue (2004)
<b>Global Presence</b>	<ul style="list-style-type: none"><li>&gt; Customers in more than 40 countries worldwide</li><li>&gt; Development &amp; support centers in Brazil, Canada, China, Cyprus, Czech Republic, India, Ireland, Israel, Japan, UK and the US</li></ul>

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Value of CMM®

# CMM® in a Nutshell



Value of CMM®

# Positioning CMM® Level 3

Organizational Type	% of Total Assessed	Level 1	Level 2	Level 3	Level 4 & 5
Commercial / In-house	77.3	9.7	43.5	27.5	19.2
DoD / Federal Contractor	18.9	7.2	36.1	44.0	12.7
Military / Federal	3.8	18.6	57.6	13.6	10.2

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August 2004

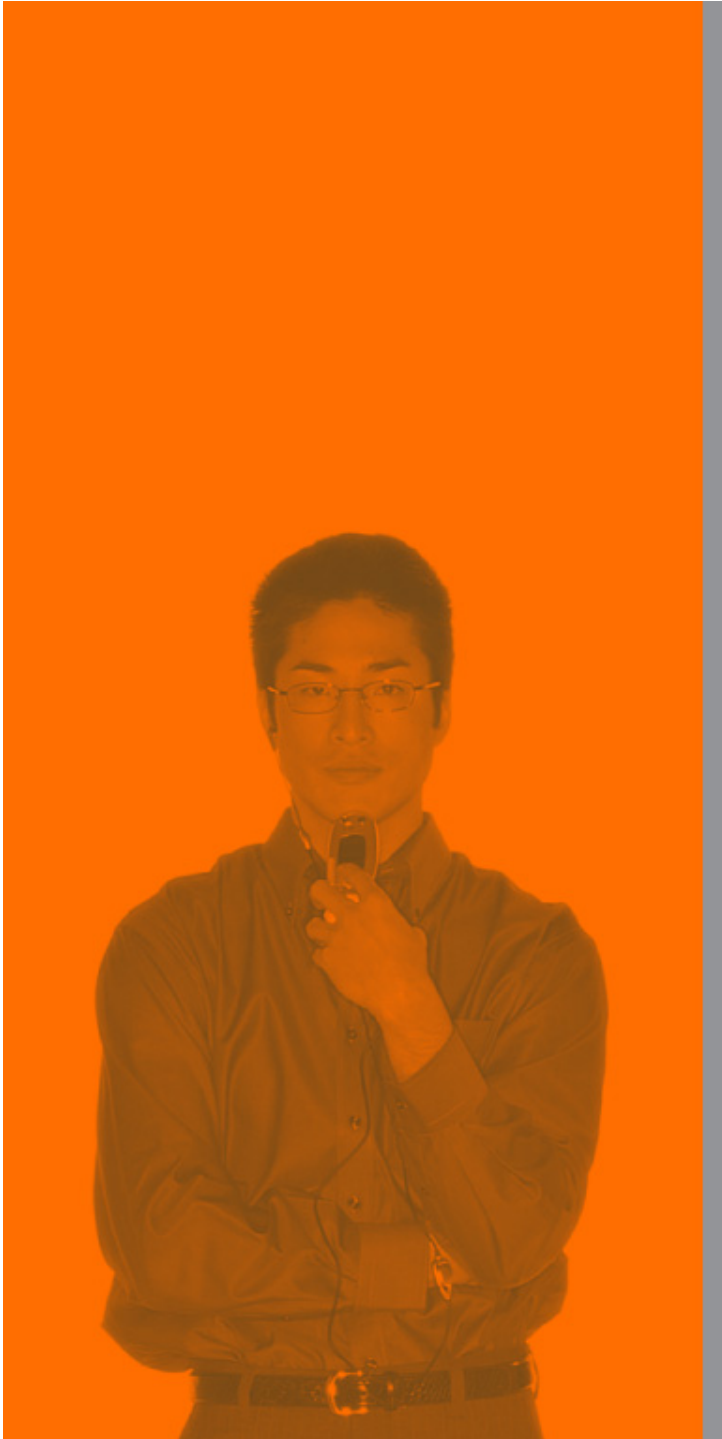
Process Maturity Profile

- > 1543 reported assessments since 2000
- > 1193 (77.3%) commercial, 424 (27.5%) ended with Level 3 rating

# Value of CMM®

- > Increased customer **satisfaction** (more business)
- > Increased **manageability** (visibility and stability)
- > Increased **quality**
- > Improved reputation and **market position**
- > Earlier detection of defects, reduced **costs**
- > Improved employee **morale** and pride in continuous measured improvement

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CMM® Project at Amdocs  
**The Mission**

**CMM Level 3** for Amdocs  
**development units**  
**within a defined**  
**timeframe**

CMM® Project at Amdocs

# Strong Management Commitment

- > Personal commitment and involvement of the CEO
- > A champion in executive management
- > A senior manager in each division management team

# CMM® Project at Amdocs

## The Challenges

- > Organization size and complexity
  - > Multiple geographical locations
  - > Manage smaller units while maintaining divisional view
- > Planning and tracking
  - > Detect irregularities early
  - > Large enough intervals to see the improvement
- > Budget and time line control
- > Predictability of results

# CMM® Project at Amdocs

## The Solution

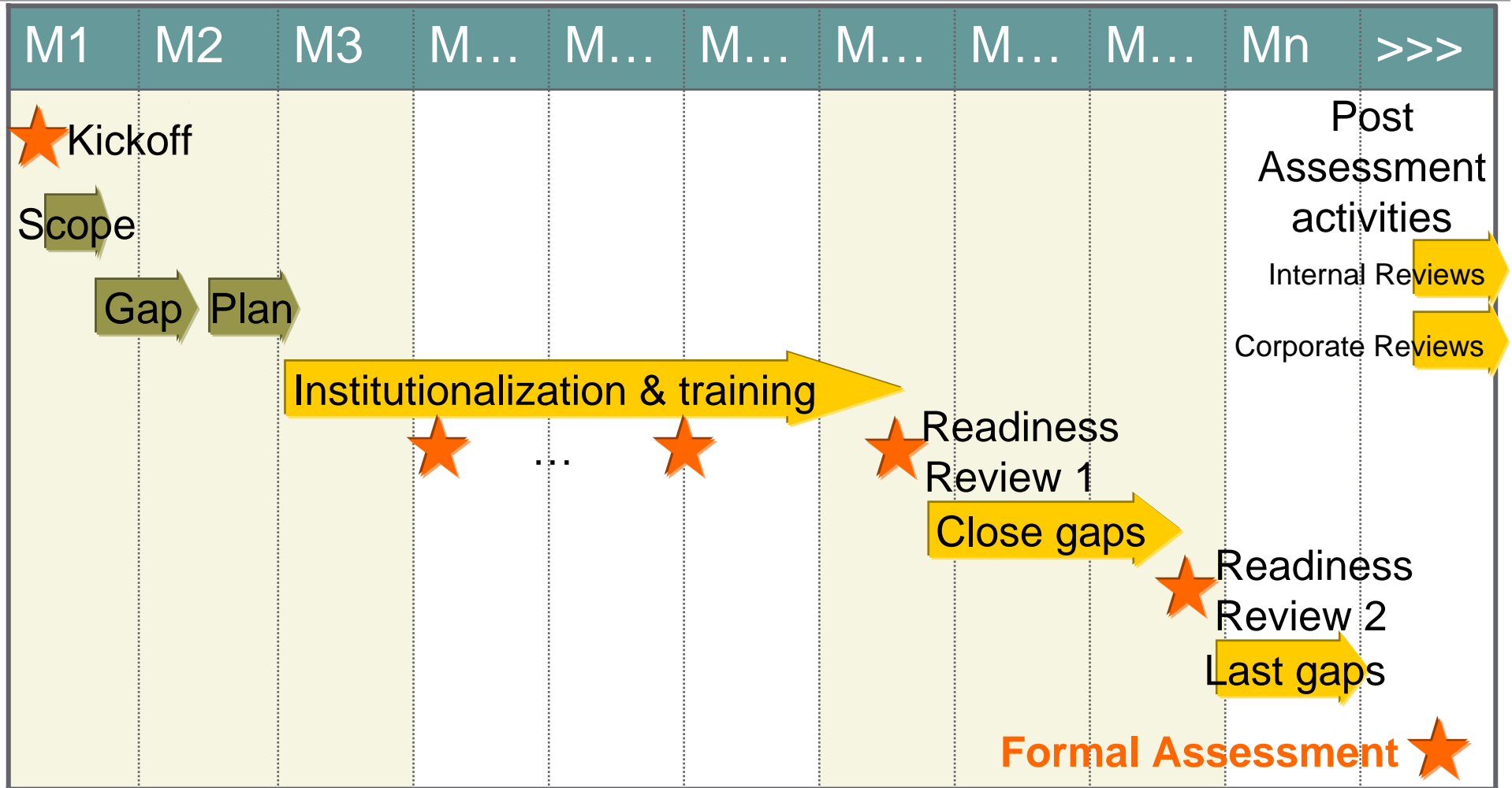
1

- > **Develop CMM® implementation life cycle**
- > Work plan
- > Development of the Barometer - a tracking and controlling tool

# CMM® Project at Amdocs > The Solution

1

# Implementation High Level Plan



## CMM® Project at Amdocs > The Solution

2

- > Develop CMM® implementation life cycle
- > **Work plan**
- > Development of the Barometer - a tracking and controlling tool

# CMM® Project at Amdocs > The Solution High-Level Work Plan

2

- > Each division/development center with its own plan and timeline
- > Plans are in parallel
- > Formal assessments are a few months apart
- > Steering committee for each division/development center
- > Steering committee for the overall project

# The Solution

- > Develop CMM® implementation life cycle
- > Work plan
- > Development of the **Barometer** - a tracking and controlling tool



# Barometer Objectives & Principles

- > An assessment and prediction tool:
  - > Assess current institutionalization level
  - > Predict chances for achieving desired CMM® level
- > A **short** review that covers all CMM® areas
- > Assessment can be done in **any phase** of the life cycle
- > Results are a **snapshot** in time

# CMM® Project at Amdocs > The Solution

## Barometer Session

3

### > Goal

- > To assess together with the unit members the actual work practices institutionalization level and **coherency**

### > Reference tool

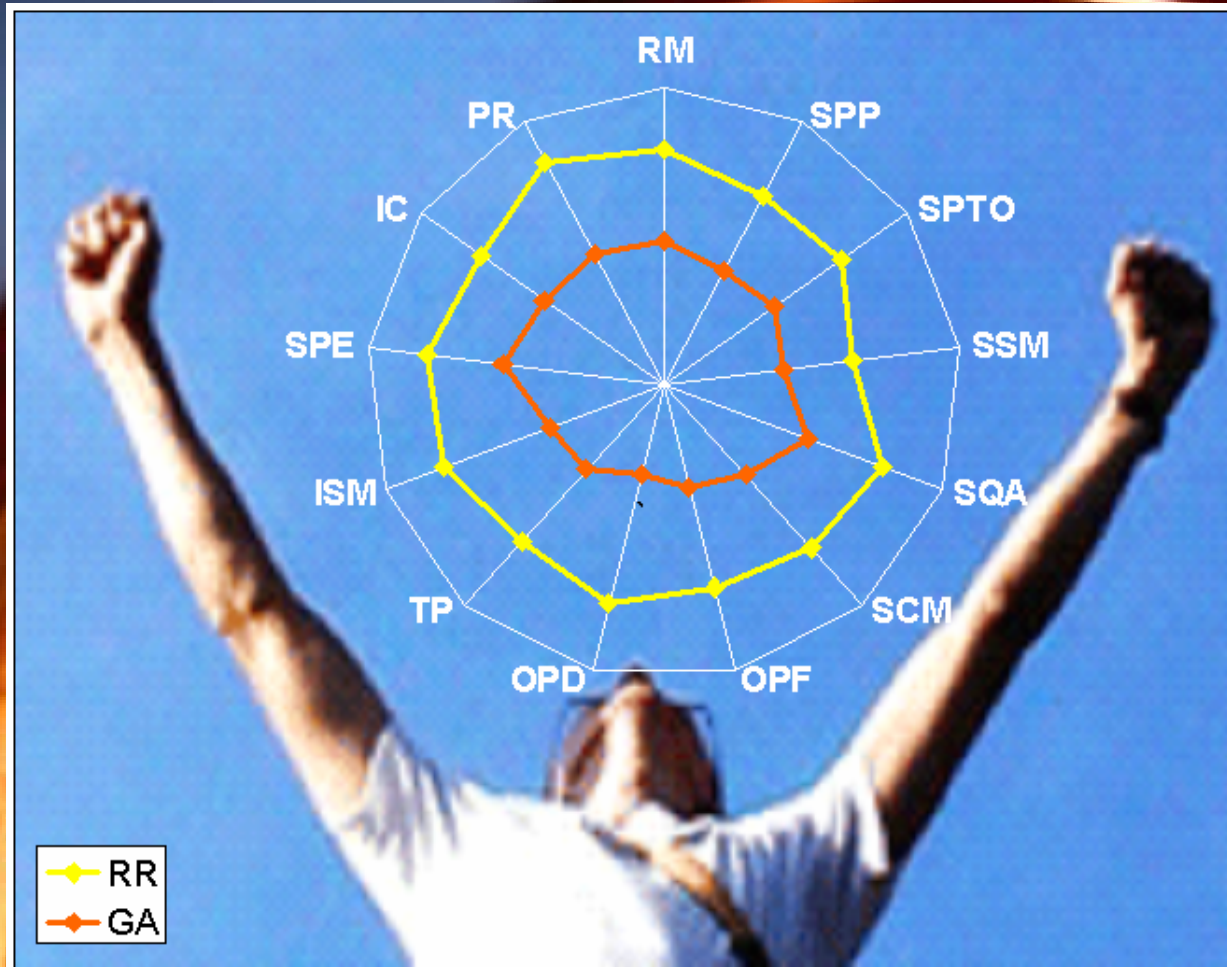
- > **Barometer** - built on sampling work practices organized according to CMM® KPA's

### > Expected results

- > CMM® **preparedness**
- > Gaps

# CMM® Project at Amdocs > The Solution

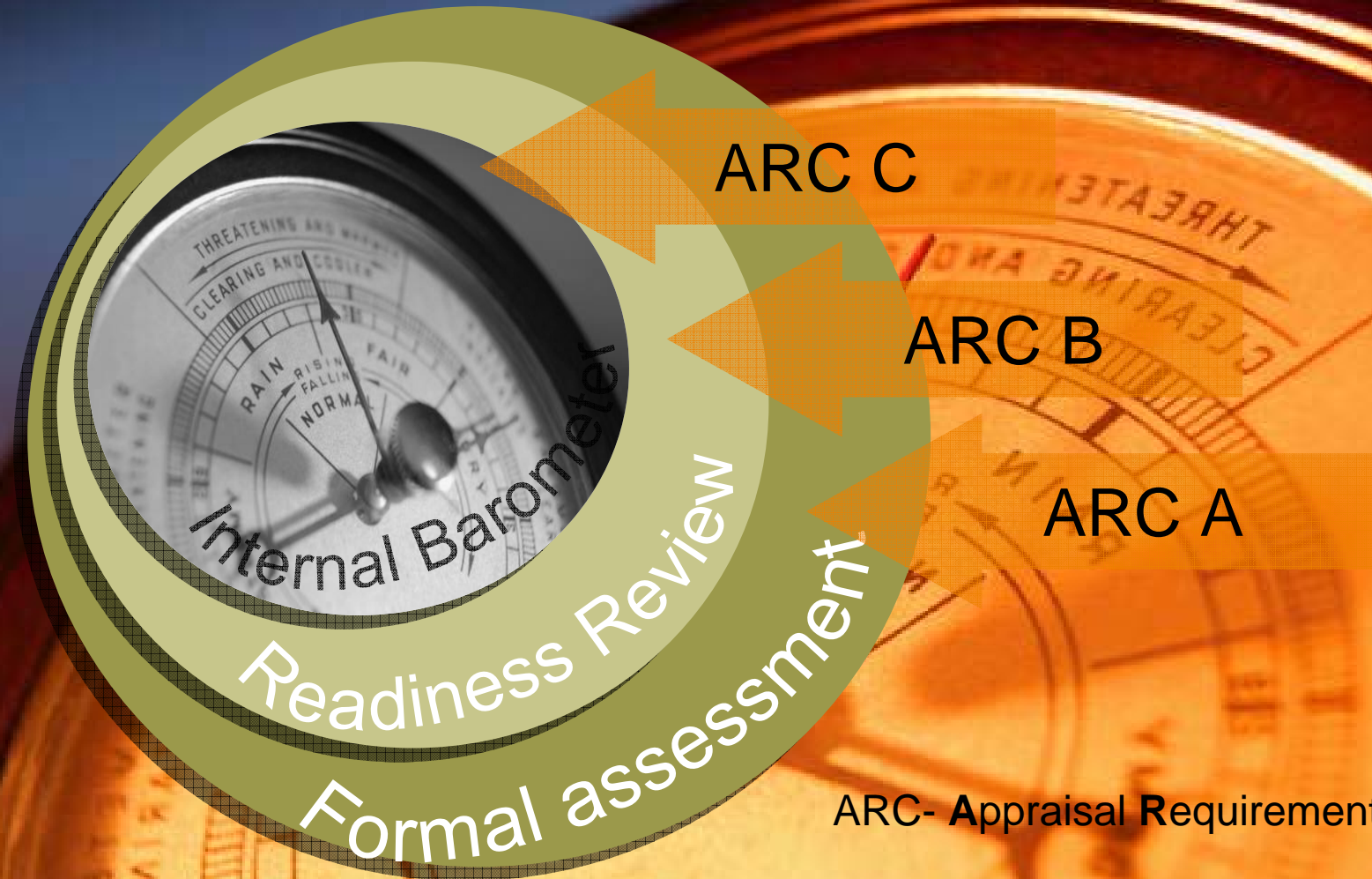
# Barometer Tool - Summary



CMM® Project at Amdocs > The Solution

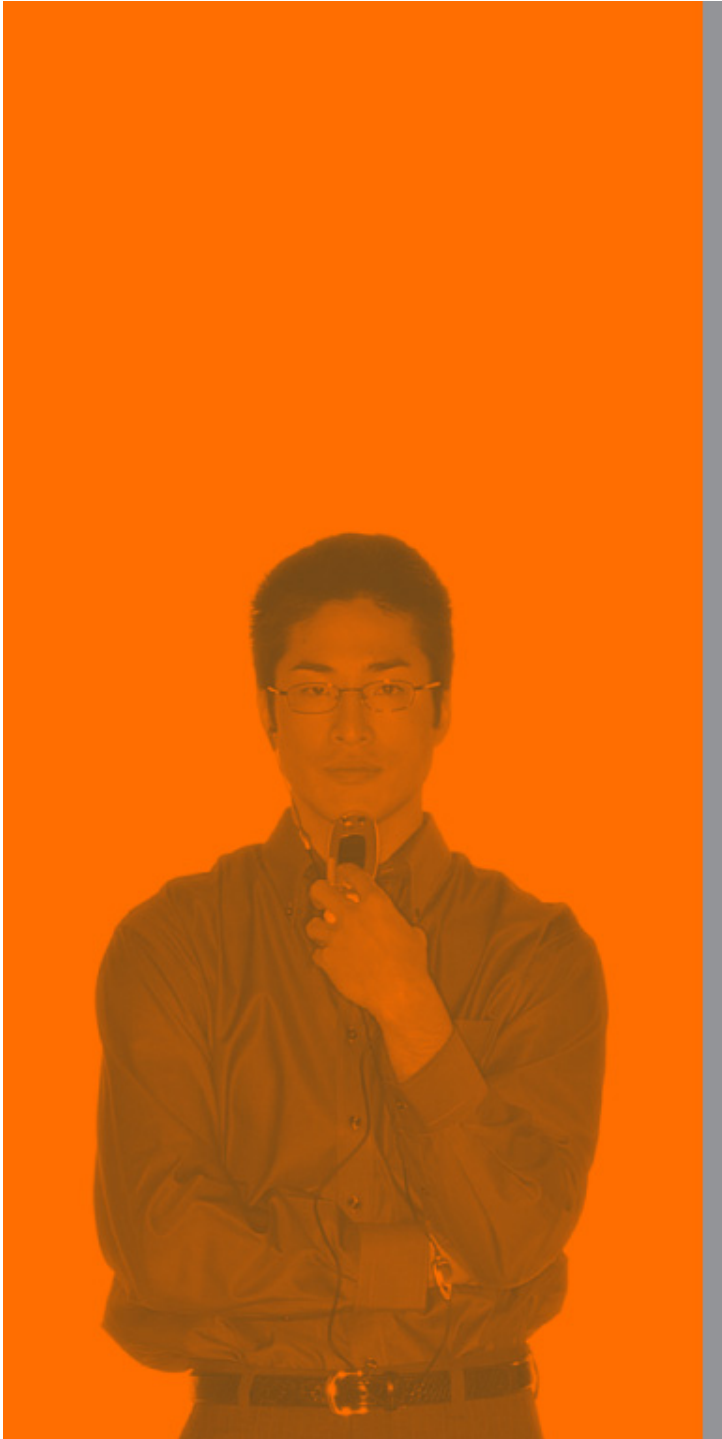
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# Barometer Implementation



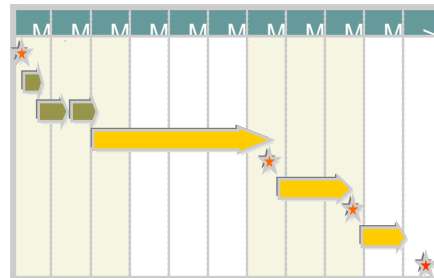
ARC- Appraisal Requirement for CMMI

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# Summary

- > 7 successful CMM<sup>®</sup> formal assessments (and counting...)
- > CMM<sup>®</sup> implementation life cycle
- > CMM<sup>®</sup> Barometer tool implementation



# Thank You

