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Sign up

Essentials CMMI Services Certification Training

ALL-IN-ONE : EXAM INCLUDED IN PRICE

2 days (14 hours)

Overview

Our CMMI Services Essentials training course will enable you to understand the structure of the CMMI model, explore service-specific areas (capacity, continuity, incidents, delivery...) and map your current processes against the repository's best practices.

You will learn how to self-assess your maturity levels and structure a concrete and realistic continuous improvement roadmap.

You'll learn how to enhance the reliability of services rendered, reduce interruptions, secure availability, and set up plans for increasing maturity.

You will also be prepared for the official CMMI Services Essentials certification with practical workshops and a mock test.

At the end of this course, you'll have a clear, recognized method for aligning your operational performance with an international standard.

Like all our training courses, this one incorporates the latest version of CMMI V3.0, and provides you with the tools to launch a structured improvement process.

Objectives

- Understand the CMMI model for Services (CMMI-SVC)
- Identify the practice areas applicable to your services
- Assess the maturity of your processes according to the CMMI model
- Build a continuous improvement roadmap
- Prepare for the CMMI Services Essentials certification exam

Target audience

- Service, production, delivery or support managers
- ITSM, DevOps, Quality or Operations teams
- Project managers or consultants

Prerequisites

- No technical or certification prerequisites
- Experience in service management, support or delivery is a plus
- Open to all IT, management, quality or project profiles

Our CMMI Services Essentials training program

Introduction to the CMMI model

- Origins and evolution of the CMMI model
- Objectives and benefits of the CMMI Services model (CMMI-SVC)
- Overview of the CMMI v3.0 structure (common core + specific views)
- Key concepts: service system, practices, capability and maturity levels
- Relationship with other standards (ITIL, ISO 20000, Agile)

Specific areas of CMMI Services

- Service delivery (SD): commitments, execution, monitoring
- Capacity and availability management (CAM)
- Incident management and preventive action (IRP)
- Service continuity management (SCON)
- Strategic Service Offering Management (STSM)
- Workshop: Identify CMMI practices in your current service processes

Deploy practices in an organization

- Map existing processes using CMMI logic
- Identify gaps, duplications or areas of fragility
- Gradually integrate the model's practices into operations
- Mobilize teams around measurable quality objectives
- Workshop: Self-assessment of an IT process using the CMMI scale (levels 0 to 3)

Improve service performance and resilience

- Reduce incidents and secure availability

- Organize service continuity and recovery plans
- Manage SLAs and performance indicators
- Establish a continuous improvement loop based on CMMI
- Align with business and customer expectations

Reinforce organizational maturity

- Understand the notion of maturity and its effects on a service team
- Build a value-oriented continuous improvement model
- Frame a progressive dynamic (Quick Wins + long-term gains)
- Manage change management related to CMMI adoption
- Workshop: Drawing up a 6-month CMMI improvement roadmap

Preparation for CMMI Services Essentials certification

- Official exam format (ISACA / CMMI Institute)
- Topics assessed: vocabulary, structure, domain logic
- Advice on how to pass the final MCQ
- Review of the key points of the model and its 5 specific domains
- Mock test + commented correction to validate acquired knowledge

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the forthcoming course, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.