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## CMMI for Services: Guidelines for Superior Service

By Eileen C. Forrester

Addison-Wesley, 2009. Hardcover. Condition: Neu. Unbenutzte Restauflage Unbenutzt. Schnelle Lieferung, Kartonverpackung. Abzugsfähige Rechnung. Bei Mehrfachbestellung werden die Versandkosten anteilig erstattet. - CMMI(R) for Services (CMMI-SVC) is a comprehensive set of guidelines to help organizations establish and improve processes for delivering services. By adapting and extending proven standards and best practices to reflect the unique challenges faced in service industries, CMMI-SVC offers providers a practical and focused framework for achieving higher levels of service quality, controlling costs, improving schedules, and ensuring user satisfaction. This indispensable book comprises both an introduction to the CMMI-SVC model and an authoritative reference for it. The contents include the complete model itself, formatted for quick lookup. In addition, the book's authors have refined the model's introductory chapters; provided marginal notes to clarify the nature of particular process areas and show why their practices are valuable; and inserted longer sidebars to explain important concepts. Brief essays by people with experience in different application areas further illustrate how the model works in practice and what benefits it offers. The book is divided into three parts. Part One begins by thoroughly explaining CMMI-SVC, its concepts, and its use. The authors provide robust information about service concepts, including a discussion...



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