

User Workshop Feedback

SUMMARY EVALUATIONS RECEIVED AFTER ATTENDING THE WORKSHOP

Note that the first two of these individuals are authorized instructors for the SEI's official Introduction to CMMI[®] course. Their comments have been edited slightly to remove references to themselves and their organizations. Otherwise, the material is directly quoted from post-pilot email.

Participant 1

"I've been using (unashamedly) some of the concepts we discussed during the class...it was the best learning experience I've had relative to CMMI! ...

"This course opens doors to understanding the true concepts introduced by the model, and for use in implementation of those concepts in a process improvement endeavor! The workshop design requires participation in identifying key themes and threads within the model, and enables a person to share their new understanding of the model with others. The ability to leave the course with a set of objectives and an approach for implementation is invaluable. I highly recommend this course to all practitioners responsible for developing and implementing a process improvement environment within their organization."

Participant 2

"I have been telling everyone how great the class was and how much I think it would be a good fit for our ... offerings. It is a natural and consistent with the way we teach. There are also some logical ties to some of our engineering and project management training as well.

"Summary thoughts:

1. The graphics and teaching slides were very good and should help convey the ideas much more easily than the SEI charts.
2. I am particularly fond of the GP to PA relationship, maturity level (equivalent staging) and the different threads such as the recursive and OPF/OPD/- etc. charts – they are wonderful and I have shown them to other instructors here who think the SEI should adopt them immediately!
3. The method you set for following threads and themes was the best part and really taught me more than the theme's we traced – it taught me how to read for the information and that is what I would hope to convey to future students.
4. The OPF starting point connection to all of process improvement is a classic – it should be taught to everyone.

5. Being able to come back to the home organization and work through some of the themes developed in the class is most critical for that organization. It is a great selling point on getting students that do not necessarily want to go on to LA or instructor but really want to know how to help and launch change in their organization."

Participant 3

These are evaluation comments from another participant that don't fit well in the format below:

"All in all I think this training course has been incredibly helpful in terms of understanding the model and the relationships that exist between PA's, GPs and the elements of the model.

"This will help me in terms of approaching the implementation differently.

"On the intro course, I viewed things very much in silos. Now I have a better understanding of the relationships and how to view it from a more holistic perspective."

COMMENTS FROM EVALUATIONS

"This is the best training I have ever been on."

"[My colleagues] raved about your workshop, but they didn't begin to do it justice."

"The workshop is excellent, an absolute must for anyone wanting to use the model."

"Excellent coverage took me from a minimal understanding to an advanced, practical understanding."

"The themes and threads are wonderful. You have done a wonderful job at setting this up. It appeals at many levels."

"Understanding these aspects of the model is incredibly useful."

"Extensive coverage and still within the boundaries of the CMMI."

"Like the way we went down the levels to really understand the cross referencing and links."

"Understanding the model relationships is truly an eye opener and clarifies so much with regards the models and ML's."

"Intro course is lacking the relationship section, today highlighted this."

"Very comfortable, pleasant environment."

"Well presented by an extremely knowledgeable individual."

[Materials are] "neat, simple, visually accessible."

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“Well structured, incrementally arranged, alternate perspective on model emphasizes strength and integrity of the model as well as helps in achieving better understanding.”

“Provided depth where necessary--illustrative of what we can do on our own.”

“More than I expected and very much a good thing. I will be a better 3 day instructor.” [Note: The individual who provided this feedback is an SEI authorized instructor for the Introduction to CMMI® course.]

“The Process/Project Management Relationships in Module 4 helped to show how a simple foundation is essential in building a process improvement infrastructure. The handout of this slide will be useful, and the other handouts as well.”

“The 'Maturity Supported by Capability' discussion in Module 4 showed the necessity of GP implementation (often overlooked) and that this GP implementation directly relates to the collection of PAs at each maturity level. Proved why equivalent staging can exist.”

“I like the workbook/slide CMMI interface.”

“This course answers the need to get deeper into 'how to apply, deploy, and stabilize.’”

“Was interesting how capability and maturity was presented to both be openly recognized for improvement. (Not limiting oneself to ML requirements only and being held to intellectual boundaries of the model.”

“The effect of analyzing the subpractices and SP/GP relationships is great. Really liked cross referencing at SP and subpractice levels.”

“The HandyReference really helped today.” [Note: the Integrated Process Solutions, Inc.'s CMMI® User's HandyReference is a proprietary product that is provided as a training aid for the workshop.]

“I really like the slides and the 'story' of how the themes/threads go together.”

“Walking through the common themes and threads is very valuable for getting into the integrated aspects of the model.”

“Lots of coverage across the model.”

“Talk about drilling down--now it's both vertical and horizontal traceability!”

“The logical flow of the course helps build on each day's information discussed. Added value and refined implementation are excellent add-ons to previous modules.”

“Explanations of charts used in Intro is extremely useful! Charts used in focusing on process improvement with interrelationships are clear and understandable.”

“Combination presentation of capability and maturity for improvement and tracing of linkage between SPs and subpractices was very valuable.”

“I have learned so much in the last 3 days! It has given me a renewed appreciation of the model and the work that has gone into making it a useful tool for PI!” [Note that daily evaluations are used. This comment was provided on the evaluation at the end of the third day of a five-day workshop.]

“Appreciate the way group work is conducted--preceded by independent work. Too many times groups are asked to work together and brainstorm. I believe each person's independent ideas should be shared with one another.”

“Like the revisiting of the category and Maturity level table. All other materials helpful as well.”

“There were useful points that are not in the book. Also, asking the class to compose questions forces them to review these important points.”

“It [the workshop] is thought provoking--makes us think about the application side, not just what the terms and statements mean.”

“I like the workbook. The questions are good for helping the slides become more personal.”

“The workshop format sets this in a whole new light!”

“Overall exceptional course--last module is critical to have a take away that we can use to show what we've learned.”

“Even the completion of the questions helped tie back to what I learned.”

“Definitely benefited from taking the course!”

“Good job. Love the slides--they are perfect for the type of workshop this is.”

“More--much more than I expected.”

“Liked the lower level of detail--that promotes understanding.”

“Top notch. You are such an excellent teacher and there is so much to learn.”

“The combination of text and graphics works well toward appropriate discussions and collecting notes. Great takeaways for reference purposes.”

“Love the charts--worth the time just to have them for talking points to use w/other orgs. The use of concept discussions and references to statements in the model was incredibly useful! Very effective use of the charts for GP-PA relationships!”

“Drilled down across relative topics. I liked the discussion of equivalent staging, appraisals, the relationships of the PA's and improving process. Quite a bit of material to cover, but important concepts.”

“The interchange between participants and conversations that enable understanding were very beneficial. Module 3 truly is the meat of determining the PI approach and why we choose an approach.”

“Was interesting to note how much of the engineering PAs were dedicated to preparation.”

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