CMII: The Path to Integrated Process Excellence

Institute of Configuration Management
11811 N Tatum Blvd Ste P135
Phoenix AZ 85028-1651
(602) 595-8965
www.icmhq.com

GSA Schedule Pricing
Mission Oriented Business Integrated Services (MOBIS)
Contract # GS-10F-0190S
SIN 874-4: Training Services
DUNS: 79-011-3450
Business Size: Small, Veteran Owned
Minimum Order: $300.00
Maximum Order: $1,000,000.00
Contract Period: March 18, 2011

The Institute of Configuration Management is headquartered in Phoenix, Arizona. Our field of expertise is change management. We are best known for our off-the-shelf CMII training and certification program. Our curriculum is designed to teach change management to all functional areas of an organization. As a result our attendees include configuration management personnel, engineers, quality assurance professionals, system and database administrators, help desk personnel, CIOs, records managers, logistics support personnel, process improvement teams, computer programmers, designers, test personnel, facility personnel and much more. Over 6,000 individuals from commercial and government organizations have received their CMII certification. Government organizations with 10 or CMII grads include Air Force, Army, Bureau of Land Management, Coast Guard, Lawrence Livermore National Laboratory, Los Alamos National Laboratory, NASA, National Security Agency, National Weather Service, Navy and the Postal Service.

The CMII crusade to change faster and document better began over 20 years ago. Its focus was to eliminate industry-wide quality, schedule and cost problems caused by poorly defined requirements and a cumbersome change process. A business process infrastructure that can accommodate change and keep requirements clear, concise and valid evolved from that effort. CMII began as an acronym for a reinvented CM process. In 2008 CMII was rebranded. Its scope is much broader than CM. It is now the path to integrated process excellence.

CMII provides a standardized infrastructure for accomplishing projects reliably and efficiently. A project may be large or small, hardware or software and involve one or more life cycle phases. The infrastructure is the same. The most disruptive force in any project or organization is change. A process that can accommodate change efficiently has universal application. This is where CMII excels.

Arizona State University's Ira A. Fulton School of Engineering has sponsored the CMII program since 1989. The Center for Executive Education within the University of Tennessee's College of Business Administration has sponsored the CMII program since 1993. To receive CMII certification, students must complete Courses I – VI.

Course pricing is listed after the last course abstract.

Course I: "The CMII Model"- 2 Day Course

Abstract
This course describes the CMII approach to configuration management and how to overcome the deficiencies of traditional CM practices. It describes why the CMII model has been adopted worldwide as the best CM practice. As-planned and as-released baselines, closely coupled with a closed-loop change process, are the cornerstone to the CMII model. The model provides a business process infrastructure with which any organization can escape the corrective action mode and become a world-class performer. The CMII model enables an organization to accommodate change and keep requirements clear, concise and valid. Without this capability, an organization has no choice but to operate in a corrective action mode. This course will show that deficiencies in released information stem from deficiencies in the CM process. It will describe the CM process improvements needed to overcome those deficiencies.

Course II: "Structuring and Managing Requirements" - 2 Day Course

Abstract
A change process cannot be fast and efficient change process if the information being changed is not properly identified, structured, linked and owned. The first section of this course focuses on identification and the structuring of physical item hierarchies and linkages. The second focuses on development. It describes a 4-tier, 9-step process for developing any type of end-item product. It describes end-item application requirements, the design basis, detailed designs and processes and also builds the first end-item. The third section describes how to apply CMII in the other life cycle phases; production, operation, maintenance and decommissioning. The fourth section describes how to apply the same CM principles and techniques to the business enterprise. It describes how to create a consolidated set of operating standards and write administrative procedures.

Course III: "Key Elements of the CMII Change Process" - 2 Day Course

Abstract
Course II focused on identification, physical item hierarchies, development, project planning, life cycle phases and business processes. It described the overall CM process from a business management and also a static point of view. This course adds the dynamics of change to the process. It describes the key elements of the change process and their complexities. The first section describes the complexities of change management and why it is the backbone of requirements management. The second describes a closed-loop change process and six 1-page forms used to authorize and guide changes through each step of the process. The third section focuses on the complex subjects of interchangeability, lot traceability, end-item traceability and change effectivities. The fourth describes how business records represent work accomplished and why their accuracy is so important. It describes why design responsibility must be shared when producing the same product in other countries. It also describes why good CM precludes the need for reverse engineering and does so at a fraction of the cost.

Course IV: "The CMII Change Process" - 2 Day Course

Abstract
This course builds upon the principles developed in Courses I, II and III and focuses on the closed-loop and fast-track process. The first section provides a step-by-step description of the change analysis phase and the

activities coordinated by Change Specialist I. It describes how technical reviews are performed and how the Change Review Board makes business decisions. The second section describes the process for implementing approved changes and the activities coordinated by Change Specialists II and III. It describes how the Change Implementation Board extends the item and document impact matrix into a detailed change implementation plan. The third section shows how to apply project management and capacity planning principles to the change implementation process. The fourth section describes how CMII is applicable to Supply Chain Management. It also describes how CMII can be standardized across the business enterprise and how the CM process can be standardized across industries.

Course V: "The Business Case for CMII" - 2 Day Course

Abstract
The first section describes how good CM can minimize legal liabilities. Good CM is also a perquisite for good internal controls. Recent incidents of financial fraud could have been prevented if internal controls had not been deficient. The second section reviews some of the most popular industry standards and process improvement initiatives and also describes their strengths and weaknesses. It describes how CM has continued to evolve and its growing potential for improving financial performance. The third section describes some of the most successful and proven business practices. It also describes the CM practices. It describes how the best practices compliment each other and are integrated into the CMII model. The fourth section describes how to build a business case for implementing CMII. It describes how to benchmark other CMII implementations and select the right subject matter experts to help build the case. Students are encouraged to create their own tailored version of the CMII model.

Course VI: "CMII Implementation and Application" - 2 Day Course

Abstract
This course describes how to evaluate your organizational readiness for implementing CMII or perhaps reviving a previous implementation effort. Those with minimal support must proceed slowly. Those with strong support can be more aggressive. A good plan is essential. This course describes how to select the appropriate implementation team and define the destination. It describes how to conduct an assessment and use the results to prepare a transition plan. The first day includes workshops wherein students will simulate the steps needed to prepare the appropriate transition plan. The second day includes workshops wherein students will simulate the actual transition phase and management of the application process. Job descriptions are provided for each of the five key positions. Recommended metrics for monitoring performance and guiding continuous improvement are also provided.

Course IX: "Update and Refresher for CMII Grads" - 3 Day Course

Abstract
The CMII crusade – to change faster and document better – began over 20 years ago. The focus was to eliminate quality, schedule and cost problems that prevailed in all industries. The underlying principles have not changed since the 6-course series leading to certification was introduced in 1986. The underlying theme is still the same; continuous improvement in the ability to accommodate change and keep requirements clear, concise and valid. Until this capability is established, an organization remains unable to transition out of the corrective action mode and into a continuous improvement mode. That was the basis for the CMII crusade. The CMII principles have continued to evolve over the past 20 years. As of 2008, CMII has been rebranded. It is no longer an acronym for a reengineered CM process. CMII has expanded far beyond CM. CMII is rebranded as the path to integrated process excellence. This update and refresher course serves to bring our CMII grads up-to-date with the latest enhancements and reenergize their crusade to improve their business

processes. This course is required for CMII grads who wish to retain their CMII Professional status.

Course XII: "CMII Principles and Tailored Application" - 5 Day Course

Abstract
CMII implementation is accomplished in three phases; (1) preparation and justification, (2) transition from current practices to the CMII practices and (3) application of the CMII practices. Return on investment is achieved in the application phase. Those who achieve CMII certification are skilled in all three phases. This 5-day course focuses on the application phase. It is ideal for large organizations where the CMII baselines and closed-loop change process with fast-track capability have been piloted and are ready to be applied in all business programs. This course is to be taught by two instructors. An ICM instructor teaches the principles. A host instructor describes how the principles are to be applied, how the process is supported by existing software tools, and so on. Each half-day increment is comprised of three chapters plus a workshop. Students satisfactorily completing this course receive a "CMII Application Specialist" certificate.

COURSE PRICING

Course Pricing for Public Classes (class size limited to 28 students):

Course I	$900 – payable by start of class
Course II	$900 – payable by start of class
Course III	$900 – payable by start of class
Course IV	$900 – payable by start of class
Course V	$900 – payable by start of class
Course VI	$900 – payable by start of class
Course IX	$900 – payable by start of class

Course Pricing for On-site Classes (class size limited to 28 students):

Course I	$9,000 for up to 20 students, then $450 for each additional student
Course II	$9,000 for up to 20 students, then $450 for each additional student
Course III	$9,000 for up to 20 students, then $450 for each additional student
Course IV	$9,000 for up to 20 students, then $450 for each additional student
Course V	$9,000 for up to 20 students, then $450 for each additional student
Course VI	$9,000 for up to 20 students, then $450 for each additional student
Course XII	$11,250 for up to 10 students, then $900 for each additional student