

CASESTUDY

FINANCIAL SERVICES



TAKING QUALITY TO THE NEXT LEVEL

CHALLENGE

MIL is responsible for overseeing the System Development Life Cycle for multiple financial applications at the Department of State's (DoS) Comptroller and Global Financial Services, Global Financial Management Systems office (CGFS/GFMS). DoS remains committed to producing and maintaining high-quality deliverables for more than 100 new releases each year, but managing multiple projects of various sizes and complexity in different phases at any one time is challenging. As CGFS/GFMS continues to expand, consistent processes and products are necessary to achieve and maintain world-class operations.

SOLUTION

MIL values and demonstrates commitment to quality and exceptional service, holding a Capability Maturity Model Integration (CMMI®) Level 3 Maturity for software development and a Level 2 Maturity for infrastructure services. When CGFS/GFMS announced its intention to obtain CMMI® Level 2 Maturity, MIL agreed to provide guidance and support for systems development during the extensive preparation and review for the Standard CMMI® Appraisal Method for Process Improvement (SCAMPI®) Maturity Level 2 appraisal. This assistance included process and product reviews; consolidation, coordination, preparation and organization of required artifacts; development and implementation of training materials; and communication with assessors throughout the process.

Level 2 Maturity requires consistent and efficient handling of processes for every new project, specifically focusing on the following process areas:

- Configuration Management
- Measurement and Analysis
- Project Monitoring and Control
- Project Planning
- Process and Product Quality Assurance
- Requirements Management

BENEFIT

In Nov. 2016, the CMMI® Institute awarded CGFS/GFMS the CMMI Level 2 Maturity with development processes, achieving a compliance score of 100 percent. As a result, CGFS/GFMS demonstrated its ability to apply consistent performance standards across its products and processes. The benefits of Level 2 Maturity include the following:

- **Efficiency.** Improved performance for existing DoS processes and procedures
- **Consistency.** Documented best practices followed for each application release (regardless of priority)
- **Self-Improvement.** Earlier, more accurate non-compliance (NC) discovery
- **Cost-saving.** Reduced costs for remediation and less time spent on rework
- **Process Improvement.** Retention of critical processes for staff who transfer within the Department

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