

# CONSULTING SERVICES

processMax® is a complete and proven solution to complex process deployment challenges, such as CMMI® compliance. processMax products include detailed procedures and guidance so that our customers can implement processMax in their organization without relying on consulting from pragma Systems. However, pragma Systems offers a range of services for organizations that would like assistance to ensure the success of their process improvement program.

pragma Systems' consultants offer expert support in the areas of product rollout acceleration and implementation planning, role coaching, part-time and temporary staff augmentation for specialist roles, process customization and tailoring, and design and development of entirely new processes to be deployed in processMax.

## processMax Rollout Acceleration Workshops

For organizations that would like to accelerate the deployment of processMax, pragma Systems provides on-site workshops for 2 consecutive days or 3 half-day sessions. These Workshops conducted by experienced pragma Systems' consultants, skilled in project management and process improvement, will accelerate process deployment, increase productivity and enhance the efficiency of key roles.

## Organizational Rollout Acceleration

The Organizational Rollout Acceleration Workshop helps the organization develop a robust implementation plan and prepares organizational personnel for the responsibilities of the organizational roles. Participants will discuss the organization's Software Process Improvement and Training goals, address change management issues, discuss role assignments and responsibilities, and identify the initial projects for the processMax rollout.

## Project Rollout Acceleration

The Project Rollout Acceleration Workshop helps a project team start running their project using processMax and prepares project personnel for the responsibilities of the project roles. Participants will discuss the project's goals, address change management issues, analyze role assignments and responsibilities, and address project-specific tailoring.

## Organizational Role Expertise

pragma Systems' consultants may serve as the Organizational Standards Compliance Manager and/or project Standards Compliance Manager or the Independent Standards Compliance Expert for your organization.

Typically, the Organizational Standards Compliance Manager and Standards Compliance Manager(s) for the project(s) serve on a part-time basis and are ideal for out-sourcing to an independent assessor or pragma Systems' consultant. The Independent Standards Compliance Expert role may also be out-sourced to an independent assessor or pragma consultant, unless the organization is serving as its own Standards Compliance Manager.

## Role Coaching

pragma Systems' consultants will provide coaching for all organizational and project roles defined in processMax. pragma Systems' consultants will coach managers in preparing management plans, preparing for and conducting reviews, and training their staff in the day-to-day use of processMax.

## processMax Customization and Tailoring Support

For organizations that need to customize and/or tailor the processMax solution, consultants will assist the organizational and project personnel with definition and improvement of standard processes (considered customization) and/or modification of individual project processes (considered tailoring). pragma Systems' consultants will assist the organizational, and project personnel as necessary, in understanding how business processes are defined and deployed using processMax and processEditor.

*continued on reverse*

### **processMax Professional Process Definition and Deployment**

Organizations with existing process assets who do not want to use pragma Systems' defined processes use the processMax Professional product for its robust capabilities for process deployment. pragma Systems' consultants will work with your team to evaluate the current state of your processes, identifying the gaps between your current situation and desired set of defined processes. This evaluation will enable a process improvement plan to be developed, taking into account risks and priorities.

pragma Systems has been in the software process improvement and assessment business since 1990, and is the market leader in project management systems that comply with the Software Engineering Institute's Capability Maturity Model Integration® (CMMI). pragma Systems was one of the first companies licensed by SEI to perform software process assessments. pragma Systems uses its own products and is a CMM Level 3 development company, as determined by two independent SEI-licensed Lead Evaluators. processMax and related services are on the GSA Schedule.

pragma SYSTEMS CORPORATION  
1810 Samuel Morse Drive  
Reston, Virginia 20190

Phone: 703.796.0010  
Toll Free: **877.838.PMAX**  
Fax: 703.796.1133

[www.pragmasystems.com](http://www.pragmasystems.com)

