



DataSafe® from Fiserv Scores with CMMI Level 3

Achievement promises improved service and faster, more efficient product delivery.

DataSafe, like other Fiserv product groups, continuously looks for ways to improve efficiency and offer better products and services for its clients. Several years ago, leadership for the DataSafe product line adopted CMMI-DEV (Capability Maturity Model Integration for Development) to guide process improvement. The team achieved CMMI Maturity Level 3 last month, a significant accomplishment that demonstrates an unwavering commitment to quality.

A formal comparison of a CMMI model to an organization's processes is called an appraisal. Fiserv management learned of the achievement in the appraisal presentation provided by KPMG. It was officially certified on October 30.

"We are the first software provider in the credit union space to achieve this standard of quality process, something we should all feel good about. Today we have cast yet another positive reflection on the Fiserv reputation," said Eric Panepinto, product line executive for Credit Union Solutions from Fiserv.

The initiative for Maturity Level 3 began in January of 2008 and concluded in September of 2009—a total of 21 months. The initiative was the responsibility of the DataSafe Quality Management Group with involvement across the entire Software Development organization to help develop new and enhance existing processes.

While exact effort cannot be calculated since there is much indirect to the initiative, it is estimated to have required approximately 8,500 man hours across the organization over the course of the 21 months.

"I want to thank each and every one of you who has been part of this three-year journey," Panepinto said. "I would like to especially thank the team involved in this Level 3 audit. Just as with the Level 2 audit, it required many hours and late nights, but with even more of our team involved. Thank you for your perseverance and resolve; this is just one more way we are 'doing the right thing' for our clients; we made a commitment to them and we have delivered on that."

The CMMI concept originated with the Software Engineering Institute (SEI) at Carnegie Mellon University in Pittsburgh, Pa. and is designed to provide organizations with the essential elements of effective processes. CMMI can be used to guide process improvement across a project, a division, or an entire organization. It helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes.

Benefits from using CMMI:

- Organization activities are explicitly linked to business objectives
- Visibility into the organization's activities is increased to help ensure products and services meet the customer's expectations
- Learning from new areas of best practice (e.g., measurement, risk)

At the heart of the CMMI effort is the Software Engineering Process Group (SEPG), responsible for process definition; process improvement; metrics analysis; and process institutionalization. The Fiserv SEPG team set out to successfully:

- Establish and maintain the Organizational Standard Processes (OSP)
- Establish and maintain the Organizational Process Asset library (OPA)
- Provide decisions on proposed changes to the OSP
- Propose and monitor measurement objectives
- Establish and monitor measurement thresholds
- Identify process improvement training requirements
- Ensure processes are assessed to determine strengths and weaknesses
- Authorize resources for process definition and improvement activities

"Now we start our next journey, which is to build upon the foundation we have laid out in this process," Panepinto said. "It is essential that we remain committed to all of the changes we made and process improvements that were implemented to maintain our Level 3 status and deliver the highest quality software products and services to our clients."

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