



CMMI[®] Institute

IMPROVING CUSTOMER CONFIDENCE

Using an Interwoven Tapestry
of Multi-Multi Model

PAM SCHOPPERT

DIRECTOR OF QUALITY

ALEX BENTEN

CMMI COACH / PROCESS CONSULTANT



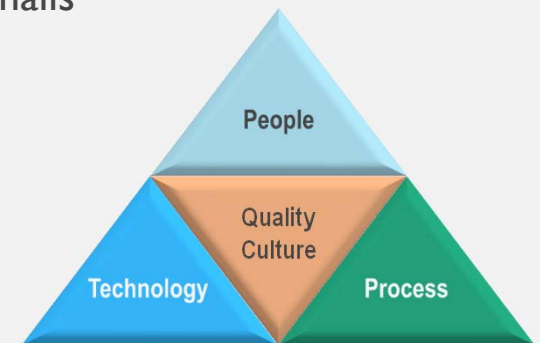
Slide 1

MB1 Overall, I think the number of slides is appropriate for the time available. Good job keeping it focused!
Milligan, Bruce, 4/25/2017

CITIZANT HIGHLIGHTS

- ❑ More than 18 years providing forward-thinking business and technology solutions
- ❑ Specializing in custom application development (Agile), PMO, enterprise architecture, data management, process consulting, and IT service management
- ❑ Diverse customer base includes DOJ, DHS, Transportation, Treasury and more
- ❑ Uniquely partnered with other large and small companies – “best of the smalls”
- ❑ Thought leadership in industry, as well as strategic partnerships

“Citizant has delivered a combination of first-class technical expertise, the ability to understand our needs and interact well with key individuals throughout the organization, a flexible approach to solving problems and producing results, and a keen focus on customer success and the success of the project” – USCIS customer quote



CITIZANT'S ORGANIZATIONAL OBJECTIVES

CONTINUE TO GROW BUSINESS

- New and OCG business focus
- Strategic Plans, including differentiated capabilities
- Expert Advisory Groups
- Accountability to Goals

INCREASE CUSTOMER CONFIDENCE

- Customer Advocacy
- Relationship Management
- Customer Satisfaction assessment and follow-up

ENGAGE EMPLOYEES

- Individual Certifications
- Expertise Investments
- Employee Feedback
- Employee Engagement survey

Operations (Business Units, Projects)

Corporate Services (HR, BD, Contracts, Finance, Quality)

CEO and Senior Leadership Team

CITIZANT'S QUALITY PROGRAM

BUSINESS GROWTH

CUSTOMER FOCUS

EMPLOYEE ENGAGEMENT

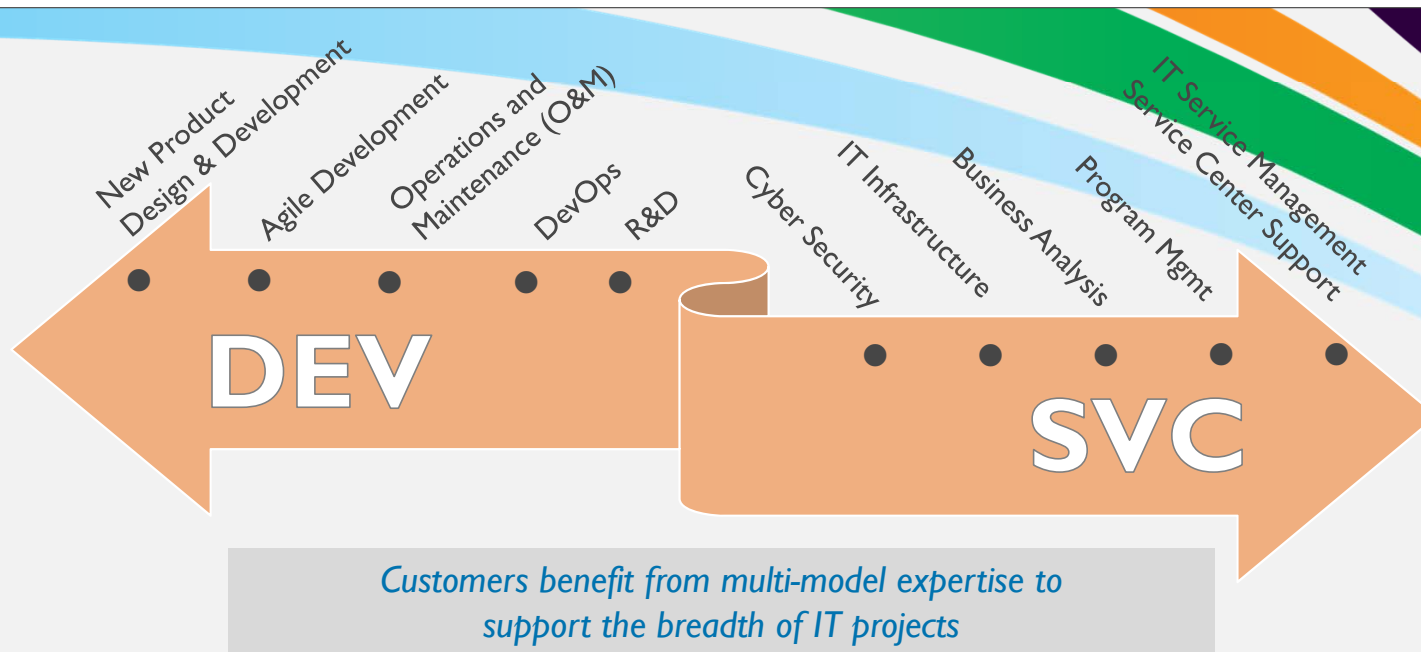
**INDIVIDUAL CERTIFICATIONS
and TRAINING PROGRAM**

**CUSTOMER CONFIDENCE
PROGRAM**

**CORPORATE MEASUREMENT
PROGRAM**

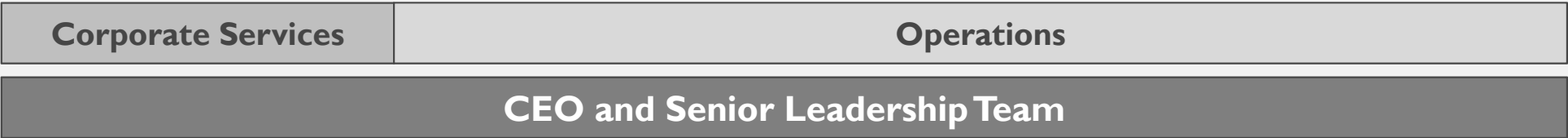
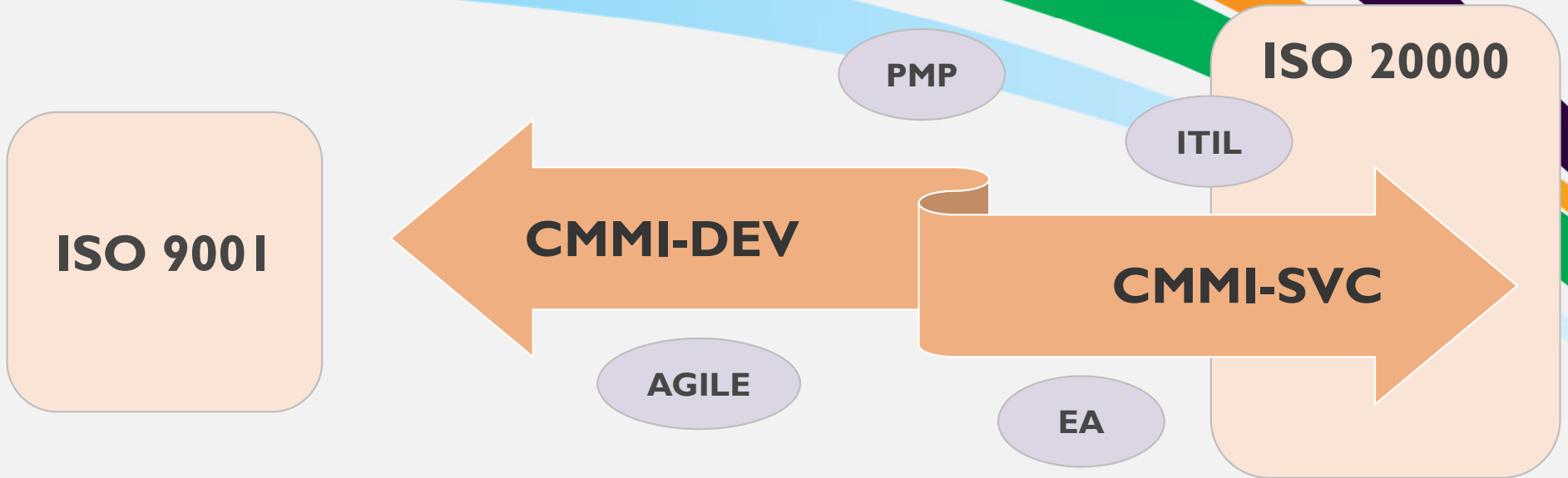
**CORPORATE CREDENTIALS
(CMMI APPRAISALS, ISO CERTIFICATIONS)**

THE VALUE OF MULTI-MODEL FOR THE SPECTRUM OF IT PROJECTS

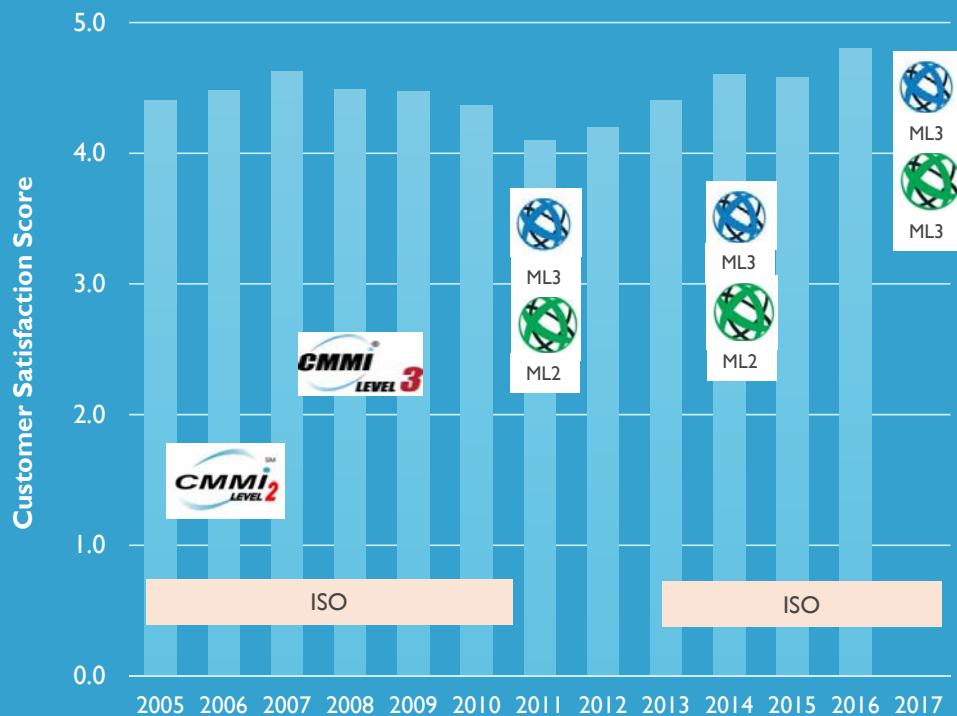


Federal strategic plans indicate that majority of federal government IT projects exhibit elements of both aspects of this spectrum, therefore requiring process components from **both CMMI-DEV and CMMI-SVC**

INCREASED VALUE WITH MULTI-MULTI MODEL



CITIZANT'S CUSTOMER CONFIDENCE PROGRAM



- Corporate certifications influence customer satisfaction and employee engagement
- Continual advancement of business processes is needed to address changes in IT industry
- CMMI is foundational for planning and managing a diverse set of programs
- Quality culture, driven by management sponsorship, is essential for internal buy-is, as well as customer confidence
- Organizational span of process and quality should be widespread and focused on exceeding customer requirements

Questions?

More information at www.citizant.com or

contact quality@citizant.com

Thank you!

