Information Process Maturity Model (IPMM)

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What’s changed?

- Increased need for mature processes
  - The economic slow down
  - Layoffs and inadequate staffing
  - Content management and structured writing
  - Pressure to minimalize content
- Negative pressures
  - Rush to complete work
  - Time pressures on staff
  - Lack of experienced senior managers
What’s needed

• Increased attention to process maturity
  • We can’t accomplish our goals without mature processes
  • We can’t accomplish our goals without mature leadership and team work
  • If we don’t develop more effective processes, we’ll be out of business
Immature organizations

- Reactionary and crisis-oriented
- Quality compromised to meet unrealistic schedules and budgets
- Little team work – staff are independent contributors
- Unpredictable quality in the information produced
- High cost of inefficiency
- No real attention to customer needs
Mature organizations

- Organizational commitment to process
- Roles and responsibilities well defined
- Collaboration and cooperation considered primary values
- Significant management of the process
- Quality continually monitored
- Realistic budgets and schedules
- Continuous innovation to avoid bureaucracy
Key practices

- Organizational structure
- Quality assurance
- Planning activities
- Estimating and scheduling

- Hiring and training
- Information design and innovation
- Cost controls
- Quality management
Six Levels of Process Maturity

• Level 0: Oblivious
• Level 1: Ad Hoc
• Level 2: Rudimentary
• Level 3: Organized and Repeatable
• Level 4: Managed and Sustainable
• Level 5: Optimizing
Level 0: Oblivious

• Anyone can write. No training or skills required
• Get it out – fast – quality doesn’t matter
• No one reads the manuals anyway. They’ll learn it on the job
• No one’s job is really defined
Level 1: Ad Hoc

- Writers and trainers manage their own work
- Style standards are not enforced
- Standard process is not followed
- Technical experts are in control
Level 2: Rudimentary

- Management in place
- Style standards begun
- Process standards begun
- When the going gets rough, standards are abandoned
Level 3: Organized and Repeatable

• Projects are managed
• Standards and processes are followed
• New designs are introduced
• Time is available for improvement
Level 4: Managed and Sustainable

- Processes are always followed and improved upon
- Innovation is closely linked to customer needs
- Time is available for quality
- Bureaucracy is defeated
Level 5: Optimizing

- A continually improving organization
- Quality measurements are in place
- Innovations are part of the process
- Everyone is on the team
Contacting us

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  • www.infomanagementcenter.com
• 5th Annual Best Practices Conferences Seattle, WA September 22-24 Theme–Innovation: Making It Happen
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