



CMMI Certification – Virtual Solution Delivery Policy

Purpose

This policy applies to Certified CMMI® Instructors and Certified CMMI Lead Appraisers and details the requirements for:

- applying for a Virtual Solution Delivery (VSD) specialization
- conducting virtual deliveries of training courses and appraisals

Scope and Applicability

All Certified CMMI Instructors and Certified CMMI Lead Appraisers are subject to the requirements of this policy. The CMMI Method Definition Document (MDD) is the authoritative source for all appraisal requirements and must be utilized and adhered to for all registered appraisals.

ISACA CMMI Partners are responsible for verifying the status and certifications of each sponsored role under their agreement in accordance with all policy requirements.

ISACA may appoint CMMI Auditors, referred to as Auditors throughout this policy.

No waivers will be granted to this policy.

Background

To consistently deliver high-quality CMMI solutions virtually, Certified CMMI Instructors and Certified CMMI Lead Appraisers must obtain a VSD specialization. This is required for virtual deliveries of CMMI training courses and any CMMI appraisal activities.

Policy Implementation Detail

Application Requirements for VSD Specialization

All Certified CMMI Instructors and Certified CMMI Lead Appraisers who attended CMMI Instructor or Lead Appraiser Training prior to July 2021 must apply for the VSD specialization. Those who attend CMMI Instructor Training or Lead Appraiser Training in or after July 2021 do not need to apply specifically for VSD and will automatically become certified in VSD after successfully completing the Instructor or Lead Appraiser certification pathway as defined by ISACA.

The following factors are considered when reviewing VSD Specialization applications:

- Applicants must be current with all professional fee payments, with no outstanding quality issues
- Applicants must be sponsored by an organization that has a current Partnership Agreement and no outstanding quality issues
- Past corrective actions incurred by the applicant
- Applicants must successfully complete the VSD course
- Prior course or appraisal delivery experience is required:
 - Certified CMMI Instructors must have taught at least three prior courses.
 - Certified CMMI Lead Appraisers who attended Lead Appraiser Training prior to July 2021 must have delivered at least three prior appraisals, registered/reported to ISACA. CMMI Benchmark, Sustainment, and Evaluation Appraisals, and SCAMPI A or B Appraisals may count toward this requirement.
 - If an individual has yet to teach three courses or lead three Benchmark appraisals, the individual may become provisionally certified in VSD. The individual must submit the plans to Quality Management for the first three virtual courses or appraisals conducted after receiving provisional certification for review and approval. These plans must be submitted no fewer than 30 days from the start date of the delivery. After approval of each of the three requisite plans and completion of the associated deliveries, the individual will become fully certified in VSD.
 - Certified CMMI Instructors and Certified CMMI Lead Appraisers who attend training in or after July 2021 are exempt from this requirement.
- For Certified CMMI Instructors and Certified CMMI Lead Appraisers who attended CMMI Instructor or Lead Appraiser Training prior to July 2021, a course plan or Benchmark Appraisal plan that addresses virtual delivery must be submitted with the application and will be reviewed as part of the application package. Plans must be from a planned or performed delivery and written after the applicant has taken the VSD course, incorporating lessons learned from the course. Certified CMMI Lead Appraisers who are also Certified CMMI Instructors are only required to submit a Benchmark Appraisal plan and do not need to submit both a course plan and a Benchmark Appraisal plan. A plan from a previous virtual delivery can be used, if it meets the aforementioned criteria.
 - If the candidate does not have any near-term Benchmark Appraisals planned prior to the 1 April 2021 deadline, the candidate may submit an Evaluation Appraisal plan with the required virtual activities addressed in accordance with this policy until the individual can complete and submit a Benchmark Appraisal plan for a future appraisal. This allows the individual to be provisionally certified to deliver virtual Evaluation Appraisals. To become fully certified in VSD, the individual will then need to submit a Benchmark Appraisal plan for a future appraisal to Quality Management for review and approval. These plans must be submitted no fewer than 30 days from the start date of the delivery. After approval of the requisite Benchmark Appraisal plan and completion of the associated delivery, the individual will become fully certified in VSD.
- For individuals who attend Lead Appraiser Training or CMMI Instructor Training in or after July 2021, the observed appraisal plan must incorporate VSD considerations as defined below. The plan does not need to be submitted to Quality Management, but it will be reviewed by the assigned observer.
- The submitted course or Benchmark Appraisal plan must include and address all required information and conditions described throughout the VSD eLearning course materials.
 - If the initial plan submission is inadequate, applicants will have up to two

opportunities to refine the plan. If the plan is still inadequate after the third attempt, the application will be denied, and the candidate must retake the VSD e-Learning course and re-apply for the VSD specialization.

Applicants are notified if the specialization is approved or rejected, or if additional information is requested. Additional information may be requested if the course plan or appraisal plan does not adequately address proper identification and mitigation of risks associated with technology.

Requirements for CMMI Instructors and CMMI Lead Appraisers to deliver CMMI courses and appraisals virtually:

- Obtain the VSD specialization
- Adhere to all policy requirements
- Adhere to all requirements in the MDD (for appraisal deliveries)
- Select a virtual platform that meets the requirements identified within the Virtual Delivery Toolkit, as defined within the Instructor Checklist (Filename: Virtual Delivery-Toolkit-Instructor Checklist) and the Lead Appraiser Checklist (Filename: Virtual Delivery-Toolkit-Lead Appraiser Checklist).
- Provide Auditors with appropriate log-in access, if requested, to the online platform for the VSD. ISACA must be able to audit all training courses and appraisals.
- Document an appraisal plan (using the CAS system) or course plan and cover the approach and planning needs for all virtual delivery activities, including virtual delivery risk mitigation plans with workarounds outlined in advance for reasonably anticipated technology failures and connectivity issues. For example, the leader of the virtual solution activity should provide participants with alternate ways of contacting the leader when outages occur.
- Cameras must be utilized during all appraisal and course virtual deliveries. If organizational policy or resources prevent the use of cameras, the appraisal cannot be delivered virtually.

Requirements for Post-Delivery Actions:

- Complete the CMMI Instructor or Appraisal Team Leader survey. Provide clear feedback to ISACA about areas of confusion and where more help from VSD experts, toolkit resources, or course materials would be beneficial.
- Ensure surveys and feedback forms are completed and submitted by all required participants.
- Submit reports and information through the appropriate system within 30 days after delivery.

Policies, Guidelines, and Program Monitoring:

- Certification requires that certified individuals comply with all ISACA policies, the Code of Professional Conduct (COPC), the Partner Guide, and the Certification Agreement. These documents must be understood and adhered to by certified individuals throughout the tenure of their certifications.
- ISACA conducts monitoring and audits of the virtual program, including but not limited to monitoring of student survey input and student pass rates for the CMMI Associate exam. Failure to meet certification requirements or respond to quality issues identified through program monitoring results in corrective actions at ISACA's discretion.
- CMMI Instructors delivering virtual training are expected to maintain course survey and exam results, e.g., Certified CMMI Associate Exam results, that are consistent with scores

received in Instructor-Led Training (ILT) courses.

- Audits are intended to provide additional verification to ensure the preparation and readiness of Certified CMMI Instructors and Certified CMMI Lead Appraisers to deliver CMMI authorized services virtually. Auditors validate that CMMI Instructors are delivering training in a virtual manner that is consistent with the course learning objectives and in compliance with all ISACA policies and quality standards. Auditors validate that CMMI Lead Appraisers are delivering appraisal services in accordance with the MDD and in compliance with all ISACA policies and quality standards.

Additional References

- Questions regarding this policy should be directed to quality@cmmiinstitute.com.
- Published policies are available at [cmmiinstitute.com](https://cmmiinstitute.com/partners/policies) on the policy page: <https://cmmiinstitute.com/partners/policies>

Revision History

Version Number	Date Published	Date Effective	Changes
V1.3	24 February 2023	1 April 2021	Updated to align with current CMMI branding
V1.2	3 June 2021	1 April 2021	Updated specialization experience requirements and virtual plan review process. Minor grammatical edits.
V1.1	23 March 2021	1 April 2021	Added language concerning provisional certification and clarified requirement for Benchmark appraisal plan submissions
V1.0	15 February 2021	1 April 2021	Initial Release