

Individual Domain Experience Inconsistencies

Guidance for Resolving an Individual Domain Experience Inconsistency Notification

It is essential that CMMI Appraisal Team Member (ATM) experience information be reported accurately and completely in the CMMI Appraisal System (CAS) as it provides the basis for team member selection in accordance with the appraisal team experience requirements of the CMMI Appraisal Method Definition Document (MDD). Accordingly, when an update is made to a user's *Individual Domain Experience* in CAS, the system monitors the activity, and CAS automatically raises a flag and notifies ISACA's Quality Governance team. A representative of Quality Governance then reviews the update and, if necessary, contacts the account owner asking for clarification of the change in experience.

Once the clarification is reviewed and accepted, the flag is resolved. If Quality Governance does not receive a response from the individual, they will then contact the Appraisal Team Leader (ATL) of the most recent or upcoming appraisal to inquire about the change. The ATL should verify if the changes that were reported by the ATM are consistent with what was listed on the résumé/CV provided by the ATM during the Plan and Prepare for Appraisal Phase. If this information is inconsistent with the experience information provided for prior appraisals, a more thorough investigation may be carried out by Quality Governance.

Alternatively, the ATL should contact Quality Governance for clarification if a message regarding the ATM's experience is noted in CAS when an ATM is added. The message states, "*This individual's experience is currently under review by ISACA. Please contact the CMMI Quality Team for further details.*" This does not signify that the individual's account is suspended; it only means that the individual's experience in CAS has been changed and has not yet been resolved by Quality Governance. Quality Governance may ask the ATL to verify the experience changes as described above to resolve the flag.

Below are some guidelines to help individuals update their domain experience in CAS:

- Experience is separated by domain, and the individual's experience should be added for each domain as shown below:
 - Supplier Management (e.g., Supply Chain, Procurement, Contracting)
 - Services (e.g., Customer Service, Consulting, Service System Operations)
 - Development (e.g., Product, Systems, Software, Engineering)
 - Management (e.g., General Management, People Management, Project Management)
 - High Maturity – Direct experience applying statistical analysis and high maturity concepts and techniques. For more information, please refer to the *July 2021 Quality Tip - [High Maturity Experience and Training Requirements](#)*

- Experience in each domain is not mutually exclusive and should be listed comprehensively:
 - Individuals can list experience in more than one domain if their work overlaps with more than one domain experience type
 - Previous job experience can be included; the domain experience does not only need to apply to one's current position
- The ATL is a good resource for guidance when updating experience in CAS

Questions regarding this Quality Tip can be sent to quality@cmmiinstitute.com.