Assessing Publications Process-Maturity: The Experiences of Two Organizations at Different Levels of Process Maturity

JoAnn T. Hackos, Lisa Blaschke, Brenda MacKay, and Deborah J. Rosenquist

As Information Development organizations grow and mature, their organizational structure should grow and mature as well. The optimal structure for an organization in its early stages should focus on achieving stability and repeatable quality. As an organization matures, the optimal structure may need to be significantly different to develop a more thorough understanding of customers and contribute substantially to customer satisfaction.

OVERVIEW OF THE PROCESS MATURITY MODEL

Dr. JoAnn Hackos and her team at Comtech evaluated two organizations at very different stages in their maturity: the technical publications, training, and translation organizations at SAP AG in Walldorf, Germany and the technical publications organization at Dell Computer in Austin, Texas.

In this presentation, Dr. Hackos will summarize the Publications
Process Maturity Model (PPMM) and describe the five levels:

Level 1: Ad hoc
Level 2: Rudimentary
Level 3: Organized and Repeatable
Level 4: Managed and Sustainable
Level 5: Optimizing

She will explain the assessment process and how results are reported to management and staff.

MAKING MIRACLES HAPPEN: MOVING FROM LEVEL 1 TO LEVEL 3

Lisa Blaschke and Brenda MacKay will present SAP AG's experience with Process Maturity. They will explain how they used the assessment proces sto evaluate the effectiveness of their current processes and how they have put a plan in place to move from Level 1 to Level 3.

ORGANIZATIONAL STRUCTURE AND ITS IMPACT ON PROCESS MATUIRY

Deborah Rosenquist will explain the evolution of Dell's Information Development Department and the Process Maturity evaluation that took place in August 1996. She will explain how Dell's organizational structure had an impact on the maturity level and how she plans to implement process improvements within three years and set long term goals for four to five years.

JoAnn T. Hackos
President
Comtech Services Inc.
710 Kipling Street, Suite 400
Denver, CO 80215
joann.hackos@comtech-serv.com

Lisa Blaschke
SAP AG
Neurottstrass 16
Walldorf, Germany
lisa.blaschke@sap-ag.de

Brenda MacKay
SAP America, Inc.
950 Winter Street
Waltham, MA
brenda.mackay@sap-ag.de

Deborah Rosenquist
Senior Manager, Information Development
Dell Computer Corporation
One Dell Way
Round Rock, TX 78682
deborah_rosenquist@ccmail.us.dell.com