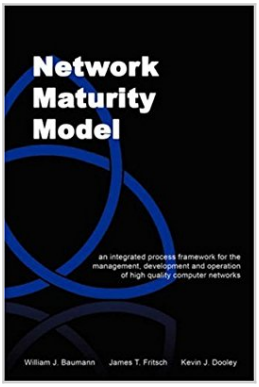

Network Maturity Model: An Integrated Process Framework for the Management, Development and Operation of High Quality Computer Networks

By William J. Baumann, James T. Fritsch, Kevin J. Dooley

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The Network Maturity Model (NMM) addresses the need for a process-based approach to ensuring network quality. Application of the model to enterprise networks provides gains in terms of over all quality, process reliability and positive impacts on customers.

The extensive background in academia and real-world industry of the engineer authors has produced a work which synergistically integrates a myriad of disciplines and experience relevant to an effective network quality system. For example, within the model the authors have crafted network activities related to Enterprise business models, and integrated Enterprise Management with Network Engineering and Network Operations.

The Network Maturity Model (NMM) provides a process model for a network management system. Compliance to the NMM ensures that processes are defined, established and continuously improved to support the development of quality networks in a repeatable manner. Unique to the NMM is it provides a strong focus on stakeholder satisfaction, and the integration of network management, development and operations processes to provide higher quality networks. Another unique feature of the NMM is its components which address the security, acquisition, hardware, customer, and other activities unique to networks.

The model describes a comprehensive quality and process capability across all aspects of computer networks. It is designed as a stand-alone model which provides quality system elements for network management, engineering, and operational components. It encompasses a multi-discipline approach which integrates elements of quality standards including ISO 9000, TL 9000 and Baldrige. Use of the model provides network quality managers and professionals with a single integrated maturity model, eliminating the need to use separate models for different network activities such as the software CMM for network

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Editorial Review

From the Author
The Network Maturity Model is divided into two complementary parts - a domain part that defines the main essence of the focus of the model and a capability part that allows evaluations of the maturity level of the organizations practice of the domain.

The NMM domain architecture is a framework of defined process areas (PA) that an organization can use as a basis for determining the "maturity" of its own defined network related processes. Effective processes tie people, tools, and methods into an integrated whole resulting in quality products and services and reasonable levels of risk. Processes are defined as a set of activities, methods, and practices that people employ to develop and maintain the target products and services. The NMM also provides the structure for defining and developing an organization's networking processes.

Process maturity is the extent to which a specific process is explicitly defined, managed, measured, controlled and effective. This is shown as the Capability portion of the NMM architecture. The capability portion of the model consists of six Capability Levels. Each capability level is defined by a set of common features that define the characteristics one expects to see in increasing levels of process maturity in a continuously improving quality program. Maturity implies a potential for growth in capability, which is the range of expected results that can be achieved by following a process. It also indicates the consistency with which the process is applied. Since the SE-CMM definitions and capability maturity measures are derived from the work of Crosby, the NMM uses the SE-CMM constructs for the capability model architecture. The NMM provides a process maturity evaluation method to gauge process maturity.

About the Author
William J Baumann
Dr. William Baumann is a Program Manager with Raytheon Missile Systems. He has a Ph.D. in Electrical Engineering from Arizona State University, a MSEE from Northeastern University and a BSEE from Drexel University. He is a certified Project Management Professional (PMP) by the Project Management Institute. He holds 7 patents in signal processing techniques, remote monitoring systems, RF location systems, authentication for cellular systems and signal fade reduction.

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the University of Illinois.

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