How is the SGMM different from other maturity models?
The SGMM is different from other maturity models because it is not a process model. CMMI and the CERT® Resilience Management Model are process models. The SGMM is a management tool that utilities can use to plan their smart grid transformation and track progress against that plan.

Who created the SGMM?
The SGMM was created by the Global Intelligent Utility Network Coalition (GIUNC) and APQC. At the time, the GIUNC consisted of Alliander, CenterPoint Energy, Inc., Country Energy, CPFL Energia, DONG Energy, ERDF, IBM, North Delhi Power Limited, Oncor, Pepco Holdings, Inc., Progress Energy, and Sempra Energy.

What is the Software Engineering Institute’s role in the SGMM?
The Software Engineering Institute (SEI) is a trusted, objective broker of best practices, methods, and tools to organizations worldwide. As steward of the SGMM, the SEI
- supports the model’s widespread availability, adoption, and use
- ensures a reliable set of products and services for the SGMM user community
- develops and administers formal SEI Partner and Certification Programs
- administers quality control of the SGMM and its usage
- collects and analyzes data and best practices
- provides feedback on SGMM usage

What is the geographical breakdown of organizations using the SGMM?
A little more than half of SGMM community members are utilities in the United States. The others are distributed fairly evenly across Europe, Asia-Pacific, Canada, Mexico, and Central and South America.

How can I talk to other SGMM users?
We invite you to join the SGMM User Forum at www.linkedin.com/groups?home=&gid=3906519&trk=anet_ug_hm. On our website you can access a directory of licensed SGMM partner organizations at www.sei.cmu.edu/partners/sgmm.

What materials do I need to get started with the SGMM?
To facilitate easy and effective adoption of the SGMM, we offer these freely available materials on our website:
- SGMM Model Definition
- SGMM Matrix, a summary view of the model domains and expected characteristics
- SGMM Compass Assessment Survey, designed to characterize the status of a utility’s smart grid implementation in the context of the SGMM
- SGMM Navigation Process, developed to help organizations chart a technical, organizational, and operational path through their grid modernization effort

Are SGMM product suite materials available for download?
Yes, you can download the materials from www.sei.cmu.edu/smartgrid/start/downloads.

Are there services available to help me adopt SGMM?
On our website, you can access a directory of licensed SGMM Partner organizations that have sponsored individuals for SGMM Navigator certification. Please see www.sei.cmu.edu/partners/sgmm.
If I complete the assessment survey, will the information be publicly available?
Survey data linked to an individual electric utility will not be released without the permission of that utility. Survey responses will be entered into the aggregated data that is reported for the good of the industry and for comparison to future SGMM survey participants, but individual responses will not be attributed to any particular utility. Only aggregated or blinded views of the data will be publicly available, to include use of the data via white papers and presentations, or as part of best practice and research activities.

What is an SEI Partner?
The SEI Partner Network disseminates trusted, leading-edge SEI methods and technologies throughout the worldwide SEI community. SEI Partners are organizations that are carefully licensed and monitored by the SEI to deliver official SEI courses, methods, and processes.

What SGMM-related training courses does the SEI offer?
We offer SGMM Navigator Training as preparation for leading the SGMM Navigation process. Sponsored SEI-certified SGMM Navigators deliver official licensed SEI SGMM Navigation process services on behalf of SEI Partner organizations. Navigators guide an organization toward determining its smart grid maturity.

Where do I get the most recent SGMM information?
We offer three good ways to stay current with SGMM developments:
1. Join the SGMM mailing list by sending an email with your request to info@sei.cmu.edu.
2. Join the SGMM User Forum on LinkedIn: http://linkd.in/OcMIuB.

Will the SGMM change? How?
Stakeholder needs and requirements will determine how the SGMM evolves. We provide a baseline that not only allows utilities and others to use the model effectively but also serves as a foundation to solicit model improvements.

How can I collaborate with the SEI in this work?
Start by joining the SGMM mailing list. Send an email with your request, as well as any questions, comments, or ideas for collaboration, to info@sei.cmu.edu.

Related Websites
www.sei.cmu.edu/smartgrid
www.sei.cmu.edu/smartgrid/tools

For general information
For information about the SEI and its products and services, contact Customer Relations
Phone: 412-268-5800
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