

CHICAGO Maturity Model

Level 1 - Unaware

- CHICAGO Score™ of 0 to 24
- At Level 1 the organization doesn't know where they stand.
- Most scores for individual metrics are 0.
- Low hanging fruit is standing out.

Level 2 - Chaotic

- CHICAGO Score™ of 24 to 48
- At Level 2 the organization is starting to measure most of their tactical metrics with a score of at least 1.
- An understanding of where resources need to go is starting to evolve.

Level 3 - Managing

- CHICAGO Score™ of 48 to 72
- At Level 3 nearly every metric has a score.
- The metric program is feeding the 3 year plan. Initiatives from the three year plan are prevalent on the Run Chart.

Level 4 - Controlled

- CHICAGO Score™ of 72 to 96
- At Level 4 the program is stabilizing.
- Most of the scores are above 1.
- Clear direction is provided to all levels of the organization from engineer to executive.

Level 5 - Sustaining

- CHICAGO Score™ of 96 to 100
- Processes are engrained into the organization.
- Nearly every metric has a score of 3.
- Scoring parameters are at their ideal state and the tolerances have been tightened.
- Tactical metrics are being adjusted to tighten the parameters to sustain this high level of maturity.