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Information technology — Process assessment — Guidance for performing process assessments

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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Introduction

Process assessment is a disciplined evaluation of an organizational unit's processes against a process assessment model. It is initiated as a result of a desire to determine and/or improve the performance of these processes.

The guidance in this document is primarily aimed at the lead assessor who has the responsibility for conducting the assessment, selection and use of models, documented assessment process and tools for the assessment.

The guidance may also be of use to the developers of assessment models, documented assessment processes and tools as an aid to understanding the requirements.

The assessors and other participants in an assessment may use the guidance to gain an understanding of process assessment.

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Information technology — Process assessment — Guidance for performing process assessments

1 Scope

This document provides an overview of process assessment and interprets the requirements of ISO/IEC 33002 and ISO/IEC 33004 through the provision of guidance on the selection and use of assessment models, documented assessment processes, and instruments or tools for assessment.

Process assessment is applicable in the following circumstances:

a) by or on behalf of an organization with the objective of understanding the state of its own processes for process improvement;

b) by or on behalf of an organization with the objective of determining the suitability of its own processes for a particular requirement or class of requirements;

c) by or on behalf of one organization with the objective of determining the suitability of another organization's processes for a particular contract or class of contracts.

2 Normative reference

The following referenced documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 33001, *Information technology — Process assessment — Concepts and terminology*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 33001 apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

4 Overview of process assessment

4.1 Process assessment

Process assessment is undertaken to understand the process quality characteristic of an organizational unit's current processes.

Process assessment deals with the processes (e.g. management, development, maintenance, support) used by an organization. This is accomplished by assessing the organizational unit's processes against a process assessment model conformant with the requirements for processes described in ISO/IEC 33004.

A process reference model defines the set of processes that are fundamental to good business practices in a selected domain. Building upon the foundation of a process reference model, a process assessment model includes a set of process attributes, applicable to any processes, that characterize the selected process quality characteristic of a measurement framework.

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