INTERNATIONAL STANDARD

ISO/IEC 19770-5

Second edition
2015-08-01

Information technology — IT asset management — Overview and vocabulary

Technologies de l'information — Gestion de biens de logiciel — Vue d'ensemble et vocabulaire

Reference number
ISO/IEC 19770-5:2015(E)

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This second edition cancels and replaces the first edition (ISO/IEC 19770-5:2013), which has been technically revised.

ISO/IEC 19770 consists of the following parts, under the general title *Information technology — Software asset management*:

— *Part 1: Processes and tiered assessment of conformance*

— *Part 2: Software identification tag*

— *Part 3: Software entitlement schema*

— *Part 5: Overview and vocabulary*

The following parts are under preparation:

— *Part 4: Resource Utilization Measurement (RUM)*

— *Part 7: Tag management*

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Introduction

Overview

International Standards in the ISO/IEC 19770 family of standards for software asset management (SAM) address both the processes and technology for managing software assets and related IT assets. Because IT is an essential enabler for almost all activity in today's world, these standards must integrate tightly into all of IT. For example, from a process perspective, SAM standards must be able to be used with all Management System Standards, because software and software management are essential components of any modern Management System. From a technology perspective, SAM standards for information structures provide not only for data interoperability of software management data, but also provide the basis for many related benefits such as more effective security in the use of software. SAM standards for information structures also facilitate significant automation of IT functionality, such as improved authentication of software and linking to national vulnerability databases for more automated exposure identification and mitigation.

SAM family of standards

The ISO/IEC 19770 family of standards is intended to assist organizations of all types to implement and operate a software asset management system using both process and technology. The ISO/IEC 19770 family of standards consists of the parts listed in the Foreword.

NOTE ISO/IEC 19770-4, ISO/IEC 19770-6, ISO/IEC 19770-9 and ISO/IEC 19770-10 are either related to projects that have been withdrawn, or are reserved for future use.

Purpose of this part of ISO/IEC 19770

This part of ISO/IEC 19770 provides an overview of software asset management, which is the subject of the ISO/IEC 19770 family of standards, and defines related terms.

This part of ISO/IEC 19770 is divided into the following clauses:

— Clause 1 is the scope;

— Clause 2 describes the normative references;

— Clause 3 describes the terms, definitions, symbols, and abbreviations;

— Clause 4 introduces software asset management, describes the alignment of SAM standards with other ISO and ISO/IEC standards, and defines principles of SAM processes and data structures;

— Clause 5 gives an overview of the SAM standards family.

The terms and definitions provided in this part of ISO/IEC 19770

a) cover commonly used terms and definitions in the ISO/IEC 19770 family of standards,

b) will not cover all terms and definitions applied within the ISO/IEC 19770 family of standards, and

c) do not limit the ISO/IEC 19770 family of standards in defining terms for their own use.

To reflect the changing status of the SAM family of standards, this part of ISO/IEC 19770 is expected to be updated on a more frequent basis than would normally be the case for other ISO/IEC standards.

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Information technology — IT asset management — Overview and vocabulary

1 Scope

This part of ISO/IEC 19770 provides

a) an overview of the ISO/IEC 19770 family of standards,

b) an introduction to IT asset management (ITAM) and software asset management (SAM),

c) a brief description of the foundation principles and approaches on which SAM is based, and

d) consistent terms and definitions for use throughout the ISO/IEC 19770 family of standards.

This part of ISO/IEC 19770 is applicable to all types of organization (e.g. commercial enterprises, government agencies, and non-profit organizations).

2 Normative references

The following 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 55000:2014, *Asset management — Overview, principles and terminology*

RFC 3986, *Uniform Resource Identifier (URI): Generic Syntax*, January 2005[1)]

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1
application
system for collecting, saving, processing, and presenting data by means of a computer.

[SOURCE: ISO/IEC/IEEE 24765:2010, 3.119, definition 1]

3.2
asset
item, thing, or entity that has potential or actual value to an organization

Note 1 to entry: Value can be tangible or intangible, financial, or non-financial, and includes consideration of risks and liabilities. It can be positive or negative at different stages of the asset life.

Note 2 to entry: Physical assets usually refer to equipment, inventory, and properties owned by the organization. Physical assets are the opposite of intangible assets, which are non-physical assets such as leases, brands, digital assets, use rights, licences, intellectual property rights, reputation, or agreements.

Note 3 to entry: A grouping of assets referred to as an asset system could also be considered as an asset.

Note 4 to entry: ISO/IEC 19770-5:2013 incorporated a slightly different definition of asset, taken from a development version of ISO 55000. This definition is sourced from the published version.

1) http://tools.ietf.org/html/rfc3986

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