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Information technology — Process assessment — Concepts and terminology

Technologies de l'information — Évaluation du processus — Concepts et terminologie

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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*, SC 7, *Software and systems engineering*.

This second edition cancels and replaces ISO/IEC 15504-1:2004, which has been technically revised.

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Introduction

This International Standard provides a glossary of terms related to the performance of process assessment, together with an overall introduction to the concepts and standards framework for process assessment. This International Standard identifies the principal components supporting the performance of process assessment, describes the results of process assessment, and gives an overview of the ways in which the results of assessment can be applied.

This International Standard is part of a set of International Standards designed to provide a consistent and coherent framework for the assessment of process quality characteristics, based on objective evidence resulting from implementation of the processes. The framework for assessment covers processes employed in the development, maintenance, and use of systems across the information technology domain and those employed in the design, transition, delivery, and improvement of services. The set of International Standards, as a whole, addresses process quality characteristics of any type. Results of assessment can be applied for improving process performance, benchmarking, or for identifying and addressing risks associated with application of processes.

The set of International Standards ISO/IEC 33001:2015, ISO/IEC 33099, termed the ISO/IEC 330xx family, defines the requirements and resources needed for process assessment. The overall architecture and content of the series is described in this International Standard. General issues relating to the application of conformity assessment to process capability and organizational process maturity are addressed in ISO/IEC 29169.

Several International Standards in the ISO/IEC 330xx family of standards for process assessment are intended to replace and extend parts of the ISO/IEC 15504 series of Standards[13]. Annex A in this Standard provides a detailed record of the relationship between the ISO/IEC 330xx family and the ISO/IEC 15504 series.

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Information technology — Process assessment — Concepts and terminology

1 Scope

This International Standard provides a repository for key terminology relating to process assessment. It gives overall information on the concepts of process assessment, the application of process assessment for evaluating the achievement of process quality characteristics, and the application of the results of process assessment to the conduct of process management. This International Standard provides an introduction to the ISO/IEC 330xx family of standards for process assessment; it describes how the parts of the family of standards for process assessment fit together and provides guidance for their selection and use. It explains the requirements contained within the suite and their applicability to performing assessments.

Readers of this International Standard should familiarize themselves with the terminology and structure of the document suite and then reference the appropriate elements of the suite for the context in which they propose to conduct an assessment.

NOTE This International Standard addresses terms used in ISO/IEC 33001 to ISO/IEC 33019 of the ISO/IEC 330xx family, as well as key terms used in other documents in the family. Terms specific to documents from ISO/IEC 33020 to ISO/IEC 33099 are defined in each document.

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/IEC/IEEE 24765:2010, *Systems and software engineering — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC/IEEE 24765 and the following apply.

3.1 Terms relating to processes and process management

3.1.1
acquirer
stakeholder that acquires or procures a product or service from a supplier

[SOURCE: ISO/IEC 15288:2008, 4.1]

3.1.2
defined process
implemented process that is managed and tailored from the organization's set of standard processes according to the organization's tailoring guidelines

Note 1 to entry: A defined process has a process description that is documented and maintained and contributes work products, measures, and other process improvement information to the organization's process assets. A project's defined process provides a basis for planning, performing, and improving the project's tasks and activities of the project.

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