FINAL DRAFT
International Standard

ISO/IEC FDIS 29110-5-3

Systems and software engineering — Life cycle profiles for very small entities (VSEs) —

Part 5-3: Service delivery guidelines

Ingénierie des systèmes et du logiciel — Profils de cycle de vie pour très petits organismes (TPO) —

Partie 5-3: Lignes directices de prestation des services

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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.

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 or www.iec.ch/members_experts/refdocs).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This first edition cancels and replaces ISO/IEC TR 29110-5-3:2018, which has been technically revised.

The main changes are as follows:

— a few definitions have been modified to align this document with ISO/IEC 29110-1-2:2024;

— naming, diagramming, and definition conventions have been revised and modified to be consistent with other parts in the ISO/IEC 29110 series;

— diagrams have been redrawn with revised conventions.

A list of all parts in the ISO/IEC 29110 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

0.1 Introduction to the ISO/IEC 29110 series

For the purpose of the ISO/IEC 29110 series, a very small entity (VSE) is an enterprise, an organization (e.g. government agency, non-profit organization), a department, or a project having up to 25 people. Many VSEs develop and maintain systems and the software components used in those systems, either as independent products or incorporated into the larger system. Due to this, a recognition of VSEs as suppliers of high-quality products is required.

VSEs around the world are creating valuable products and services. According to the World Bank, small and medium-sized enterprises (SMEs) account for about 90 % of enterprises worldwide. According to the Organisation for Economic Co-operation and Development (OECD), SMEs represent 99 % of all businesses and generate about 60 % of employment. Almost one person out of three is employed in a micro firm with less than 10 employees. The European Union reports that micro firms, with fewer than 10 persons, account for 93,5 % of all enterprises and small firms, with 10 to 49 employees, account for 5,5 % of all enterprises. The challenge facing OECD governments is to provide a business environment that supports the competitiveness of this large heterogeneous business population and that promotes a vibrant entrepreneurial culture.

From studies and surveys conducted, it is clear that the majority of international standards do not address the needs of VSEs. Implementation of and conformity with these standards is difficult, if not impossible.

Consequently, VSEs have no, or very limited, ways to be recognized as entities that produce quality systems/system elements, including software in their domain. Therefore, VSEs are excluded from some economic activities.

It has been found that VSEs find it difficult to relate International Standards to their business needs and to justify the effort required to apply standards to their business practices. Most VSEs can neither afford the resources in terms of a number of employee nor do they see a net benefit in establishing over-complex systems or software life cycle processes. To address some of these difficulties, a set of guidelines has been developed based on a set of VSE characteristics. The guidelines are based on subsets of appropriate standards processes, activities, tasks, and outcomes, referred to as Profiles. The purpose of a profile is to define a subset of international standards relevant to the VSEs' context, for example, processes, activities, tasks, and outcomes of ISO/IEC/IEEE 12207 for software; processes, activities, tasks, and outcomes of ISO/IEC/IEEE 15288 for systems; information products (documentation) of ISO/IEC/IEEE 15289 for software and systems; and ISO/IEC 20000-1 for service management.

VSEs can achieve recognition through implementing a profile and by being audited against ISO/IEC 29110 specifications.

The ISO/IEC 29110 series can be applied at any phase of system or software development within a life cycle. The ISO/IEC 29110 series is intended to be used by VSEs that do not have experience or expertise in adapting or tailoring ISO/IEC/IEEE 12207, ISO/IEC/IEEE 15288 or the ISO/IEC 20000 series to the needs of a specific project. VSEs that have expertise in adapting or tailoring ISO/IEC/IEEE 12207, ISO/IEC/IEEE 15288 or the ISO/IEC 20000 series are encouraged to use those standards instead of the ISO/IEC 29110 series.

The ISO/IEC 29110 series is intended to be used with any life cycle, such as waterfall, iterative, incremental, evolutionary, or agile.

In the context of the ISO/IEC 29110 series, systems are typically composed of hardware and software components.

The ISO/IEC 29110 series, targeted by audience, has been developed to improve system, software, service quality, and process performance. Figure 1 describes the ISO/IEC 29110 series and positions the parts within the framework of reference.

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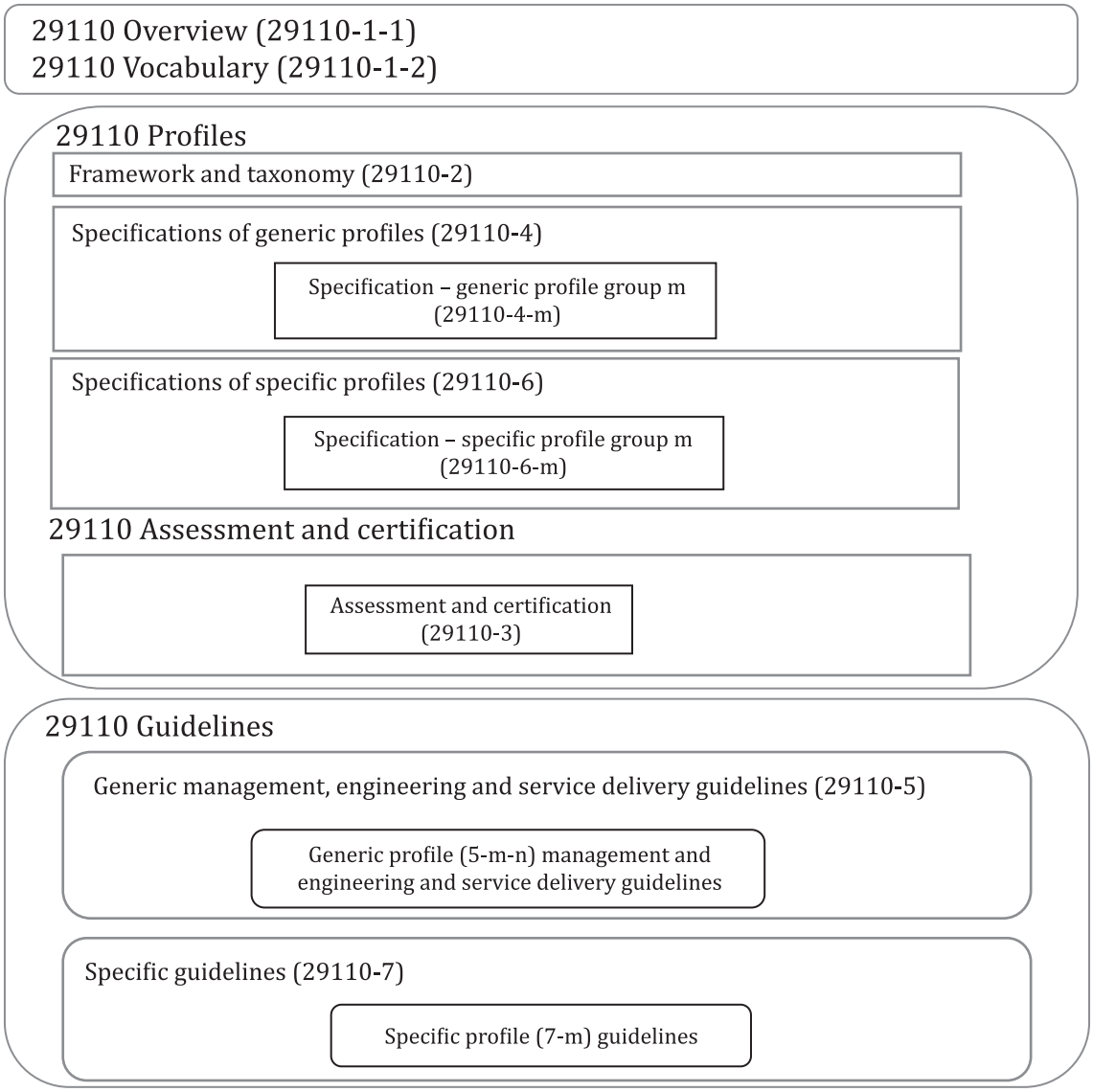


Figure 1 — The ISO/IEC 29110 series

ISO/IEC 29110-1-1 introduces processes, life cycle and standardization concepts, the taxonomy (catalogue) of ISO/IEC 29110 profiles, and the ISO/IEC 29110 series. ISO/IEC 29110-1-1 also introduces the characteristics and needs of a VSE, and clarifies the rationale for specific profiles, documents, standards, and guidelines. ISO/IEC 29110-1-2 defines the terms common to the ISO/IEC 29110 series. ISO/IEC 29110-1-1 and ISO/IEC 29110-1-2 are targeted at VSEs and their customers, assessors, standards producers, tool vendors, and methodology vendors.

ISO/IEC 29110-2 introduces the concepts for systems and software engineering profiles for VSEs. It establishes the logic behind the definition and application of profiles. For standardized profiles, it specifies the elements common to all profiles (structure, requirements, conformity, and assessment). For domain-specific profiles (profiles that are not standardized and developed outside of the ISO process), it provides general guidance adapted from the definition of standardized profiles. ISO/IEC 29110-2 is targeted at profile producers, tool vendors, and methodology vendors.

ISO/IEC 29110-3 defines certification schemes, assessment guidelines, and compliance requirements for process capability assessment, conformity assessments, and self-assessments for process improvements. ISO/IEC 29110-3 also contains information that can be useful to developers of certification and assessment methods and developers of certification and assessment tools. ISO/IEC 29110-3 is addressed to people who have direct involvement with the assessment process, e.g., the auditor, certification and accreditation bodies,

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and the sponsor of the audit, who need guidance on ensuring that the requirements for performing an audit have been met. ISO/IEC 29110-3 is targeted at VSEs and their customers, assessors, and accreditation bodies.

ISO/IEC 29110-4 provides the specifications for all generic profiles of the generic profile group that are based on subsets of appropriate standards elements. ISO/IEC 29110-4 is targeted at VSEs, customers, standards producers, tool vendors, and methodology vendors.

ISO/IEC 29110-5 provides management, engineering, and service delivery guidelines for profiles of the generic profile group. ISO/IEC 29110-5 is targeted at VSEs and their customers.

ISO/IEC 29110-6 provides the specifications for specific profiles that are based on subsets of appropriate standards elements. ISO/IEC 29110-6 is targeted at VSEs, customers, standards producers, tool vendors, and methodology vendors.

ISO/IEC 29110-7 provides a guideline for each profile of the specific profile group. ISO/IEC 29110-7 is targeted at VSEs and their customers.

If a new profile is needed, any of ISO/IEC 29110-4, ISO/IEC 29110-6, ISO/IEC 29110-7, or ISO/IEC 29110-5 can be developed with minimal impact to existing documents.

Since a VSE may be an enterprise, a project, or a department of an organization, a customer of a VSE can be internal or external to the organization.

0.2 Introduction to this document

This document provides guidelines to manage a set of services delivered to internal and external customers. The services are digital or IT services, such as digital content, software as a service (SaaS), platform as a service (PaaS), infrastructure as a service (IaaS), information as a service (InfoaaS), information security services, and IT hardware services.

This document is intended to be used by VSEs to establish processes to implement effective and efficient service delivery. This document can be used by VSEs that offer only services to their customers, or it can be combined with the information from either ISO/IEC 29110 systems management and engineering guidelines or ISO/IEC 29110 software management and engineering guidelines, or both. The life cycle processes (governance, service control, service relationship, and service incident) support and enhance the activities of software and system operations (further to development and installation) to create effective and efficient services.

Tasks described in this document (and therefore activities and processes) are related by input/output relationships, which imply a logical execution sequence. The order of presentation of the processes, or the associated numbering scheme, is for identification purposes only and does not indicate implementation or execution order. As every VSE is different, tasks can be implemented in an order suitable for the organization, while respecting their relationships. This document does not promote uniformity in approach across all organizations, as specific objectives and initiatives are tailored to suit an individual organization’s needs.

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Systems and software engineering — Life cycle profiles for very small entities (VSEs) —

Part 5-3: Service delivery guidelines

1 Scope

This document provides guidance for very small entities (VSEs) on managing the services they deliver to customers.

This document applies to both external services that VSEs provide commercially to external customers and internal services that VSEs provide to themselves.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions 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/

3.1
activity
set of cohesive tasks of a *process* (3.22)

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.3]

3.2
agreement
mutual acknowledgement of terms and conditions under which a working relationship is conducted

EXAMPLE Contract, memorandum of agreement.

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.5]

3.3
audit
independent examination of a work product or set of work products to assess compliance with specifications, standards, contractual *agreements* (3.2), or other criteria

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.10]

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3.4
change
modification of an existing application comprising additions, alterations and deletions

[SOURCE: ISO/IEC 29110-1-2:2024, 3.26]

3.5
configuration item
CI
item or aggregation of hardware, software, or both, that is designated for configuration management and treats as a single entity in the configuration management *process* (3.22)

Note 1 to entry: Configuration items can vary widely in complexity, size and type, ranging from an entire *system* (3.37) including all hardware, software and documentation, to a single module or a minor hardware component.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.11, modified — The abbreviated term "CI" and note 1 to entry have been added.]

3.6
control manager
CM
role that approves or rejects *changes* (3.4) and manages change-related tasks such as testing and deployment

Note 1 to entry: This role may be combined with other roles and is a direct report (or shared role) with the *service manager* (3.34). If one person is appointed to the role, the person reports to the service manager for service matters and has the authority over change-related tasks.

3.7
customer
CUS
person or *organization* (3.19) that could or does receive a product or a *service* (3.27) that is intended for or required by this person or organization

EXAMPLE Consumer, client, end-user, retailer, receiver of product or service from an internal *process* (3.22), beneficiary and purchaser.

Note 1 to entry: A customer can be internal or external to the organization.

[SOURCE: ISO 9000:2015, 3.2.4, modified — The abbreviated term "CUS" has been added.]

3.8
document
information and the medium on which it is contained

EXAMPLE *Record* (3.24), specification, *procedure* (3.21) document, drawing, report, standard.

Note 1 to entry: The medium can be paper, magnetic, electronic, or optical computer disc, photograph, or master sample, or a combination thereof.

Note 2 to entry: A set of documents, for example, specifications and records, is frequently called “documentation”.

Note 3 to entry: Some requirements (e.g., the requirement to be readable) relate to all types of documents. However, there can be different requirements for specifications (e.g., the requirement to be revision controlled) and for records (e.g., the requirement to be retrievable).

[SOURCE: ISO 9000:2015, 3.8.5]

3.9
effectiveness
extent to which planned *activities* (3.1) are realized and planned results are achieved

[SOURCE: ISO 9000:2015, 3.7.11, modified — Note 1 to entry has been removed.]

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3.10
efficiency
relationship between the result achieved and the *resources* (3.26) used

[SOURCE: ISO 9000:2015, 3.7.10]

3.11
external service provider
person or *organization* (3.19) providing *services* (3.27) commercially to external *customers* (3.7)

3.12
governance
human-based *system* (3.37) comprising directing, overseeing and accountability

[SOURCE: ISO/IEC 38500:2024, 3.3]

3.13
incident
anomalous or unexpected event, set of events, condition, or situation at any time during the life cycle of a project, product, *service* (3.27), or *system* (3.37)

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.17, modified — Note 1 to entry has been removed.]

3.14
incident manager
IM
role that has authority over all *incidents* (3.13) and manages incident-related tasks

Note 1 to entry: This role may be combined with other roles. This role is a direct report (or shared role) with the *service manager* (3.34). The person can also be responsible for a service desk, if one exists.

3.15
information security policy
document (3.8) that states, in writing, how an *organization* (3.19) plans to protect its physical and information technology assets

[SOURCE: ISO/IEC 29110-1-2:2024, 3.47]

3.16
internal service provider
person or *organization* (3.19) providing *services* (3.27) internal to the VSE

3.17
life cycle
evolution of a *system* (3.37), product, *service* (3.27), project or other human-made entity, from conception through retirement

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.21]

3.18
management
MGT
coordinated *activities* (3.1) to direct and control an *organization* (3.19)

Note 1 to entry: Management can include establishing policies and objectives, and *processes* (3.23) to achieve these objectives.

Note 2 to entry: The word “management” sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of an organization. When “management” is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept of “management” as a set of activities defined above. For example, “management shall…” is deprecated whereas “top management shall…” is acceptable. Otherwise different words should be adopted to convey the concept when related to people, e.g., managerial or managers.

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[SOURCE: ISO 9000:2015, 3.3.3, modified — The abbreviated term "MGT" has been added.]

3.19
organization
person or a group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

[SOURCE: ISO 9000:2015, 3.2.1, modified — Notes to entry have been removed.]

3.20
practitioner
PT
person or team performing the *activities* (3.1) within one or more *process* (3.22) areas

3.21
procedure
specified way to carry out an *activity* (3.1) or a *process* (3.22)

Note 1 to entry: Procedures can be documented or not.

[SOURCE: ISO 9000:2015, 3.4.5]

3.22
process
set of interrelated or interacting *activities* (3.1) which transforms inputs into outputs

[SOURCE: ISO/IEC/IEEE12207:2017, 3.1.33]

3.23
profile
subset of appropriate standards' *processes* (3.22) and their outcomes, *activities* (3.1) and tasks combined to accomplish a particular function

Note 1 to entry: The base standards used to develop profiles for VSEs are ISO/IEC/IEEE 12207, ISO/IEC/IEEE 15288 and ISO/IEC/IEEE 15289.

3.24
record
document (3.8) stating results achieved or providing evidence of *activities* (3.1) performed

[SOURCE: ISO/IEC/IEEE 15289:2019, 3.1.21]

3.25
relationship manager
RM
role that develops and manages interactions with *customers* (3.7) and *suppliers* (3.36)

3.26
resource
asset that is utilized or consumed during the execution of a *process* (3.22)

Note 1 to entry: Includes diverse entities such as funding, personnel, facilities, capital equipment, tools, and utilities such as power, water, fuel and communication infrastructures.

Note 2 to entry: Resources include those that are reusable, renewable or consumable.

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.45]

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3.27
service
output of an *organization* (3.19) with at least one *activity* (3.1) necessarily performed between the organization and the *customer* (3.7)

Note 1 to entry: The dominant elements of a service are generally intangible.

Note 2 to entry: A service is coherent, discrete, and can be composed of other services.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.42]

3.28
service catalogue
documented information about *services* (3.27) that an *organization* (3.19) provides to its *customers* (3.7)

3.29
service change request
formal *procedure* (3.21) for submitting a request for an adjustment of a *configuration item* (3.5)

[SOURCE: ISO/IEC TR 18018:2010, 3.5, modified — The term has been changed from "change request" to "service change request"; the abbreviated term has been removed.]

3.30
service delivery policy
formal, brief and high-level statement that embraces an *organization's* (3.19) general beliefs, ethics, goals and objectives of *service(s)* (3.27)

3.31
service design
creation of a *service* (3.27) solution(s), typically including the components that create the desired functionality, the technology architecture that supports the components, the *processes* (3.22) to support and manage the solution, the service *organization* (3.19) and human resource capabilities to deliver the service, and the associated measures (internal performance or *customer* (3.7) agreed measures), and the supply chain interfaces

3.32
service level agreement
SLA
documented *agreement* (3.2) between the *organization* (3.19) and the *customer* (3.7) that identifies *services* (3.27) and their agreed performance

Note 1 to entry: A service level agreement can also be established between the organization and an external *supplier* (3.36) or an internal group or a customer acting as a supplier.

Note 2 to entry: A service level agreement can be included in a contract or another type of documented agreement.

[SOURCE: ISO/IEC 20000-10:2018, 3.2.20, modified — "organization" has been replaced by "service provider"; note 1 to entry has been updated.]

3.33
service infrastructure
hardware, software, working environment, and controls to support *services* (3.27)

3.34
service manager
SM
role that directly oversees the delivery of *services* (3.27) and provides leadership and direction; has decision-making authority on all *activities* (3.1); and is a direct report or peer to the highest level of the *organization* (3.19)

Note 1 to entry: The service manager may have more than one role in the delivery of services (assign the responsibilities of the *control manager* (3.6) and service manager to the same individual).

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3.35
stakeholder
individual or *organization* (3.19) having a right, share, claim, or interest in a *system* (3.37) or in its possession of characteristics that meet their needs and expectations

EXAMPLE End users, end user organizations, supporters, developers, trainers, maintainers, disposers, acquirers, *supplier* (3.36) organizations and regulatory bodies.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.44, modified — EXAMPLE has been updated; note 1 to entry has been removed.]

3.36
supplier
SUP
organization (3.19) or an individual that enters into an *agreement* (3.2) with the acquirer for the supply of a product or *service* (3.27)

Note 1 to entry: Other terms commonly used for supplier are contractor, producer, seller or vendor.

Note 2 to entry: The acquirer and the supplier sometimes are part of the same organization.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.45, modified — The abbreviated term "SUP" has been added.]

3.37
system
arrangement of parts or elements that together exhibit a stated behaviour or meaning that the individual constituents do not

Note 1 to entry: A system is sometimes considered as a product or as the *services* (3.27) it provides.

Note 2 to entry: In practice, the interpretation of its meaning is frequently clarified by the use of an associative noun, e.g., aircraft system. Alternatively, the word “system” is substituted simply by a context-dependent synonym (e.g., aircraft), though this potentially obscures a system principles perspective.

Note 3 to entry: A complete system includes all of the associated equipment, facilities, material, computer programs, firmware, technical documentation, services, and personnel required for operations and support to the degree necessary for self-sufficient use in its intended environment.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.46]

3.38
vital business service
service (3.27) that is critical to the success of the business

4 Naming, diagramming and definitions conventions

4.1 General

Conventions for naming, diagramming, describing, and defining profiles are defined in ISO/IEC 29110-2-1.

4.2 Naming, diagramming and definition conventions

The following process structure description and notation are used to describe the processes.

Process name – process identifier, followed by its abbreviation in parenthesis “( )”.

Process purpose – high-level objective of performing the process and the likely outcomes of effective implementation of the process.

Process outcomes – observable result of the successful achievement of the process purpose. Outcomes are identified by the abbreviation of the process name, followed by the letter “O” and a consecutive number, for example, GO.O1, CO.O2.

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