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Information technology — Systems and software engineering — Application management guidance on the relationship between ISO/IEC 16350:2015 and Application Service Library®

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Contents

Page

Foreword ..... **iv**

Introduction ..... **v**

1 Scope **1**

2 Normative references **1**

3 Terms and definitions **1**

4 Use of ISO/IEC 16350:2015 and ASL® **1**
4.1 Introduction to ISO/IEC 16350:2015 1

5 Correlation of ASL® to ISO/IEC 16350:2015 ..... **3**
5.1 General 3
5.2 Application Support processes 4
5.3 Application Maintenance and Renewal processes 4
5.4 Connecting processes 5
5.5 Management processes 5
5.6 Application Strategy processes 6
5.7 Application Management Organization Strategy processes 6

Bibliography **8**

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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 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).

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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.

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

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.

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Introduction

This document can assist readers in relating the requirements specified in ISO/IEC 16350:2015 to supporting text in the application management framework ASL®[1]. Internal and external Application Management Services providers can refer to this guidance as a cross-reference between the two documents to help them plan and implement an application management system (AMS).

A description of the purpose and content of both publications is followed by a table showing high-level correlations between ASL and clauses in ISO/IEC 16350:2015.

ISO/IEC 16350:2015 is the International Standard for application management and specifies requirements which can be used as the basis of a conformity assessment. ISO/IEC 16350:2015 can be used in different ways, including:

a) as a source of requirements for the processes within the software industry on the supply, maintenance and renewal of applications;

b) to establish a consistent approach for the processes within an application management organization;

c) to establish a consistent approach for the processes between an application management organization, service management organizations and business information management organizations;

d) as an unbiased basis to assess, measure and report about (a set of) application management processes;

e) as a set of criteria for audit and assessment of the application management processes of an application management organization.

ASL is defined on the website of the ASL BiSL Foundation as:

"ASL is a vendor-independent library for the implementation of application management. The library consists of publications on the process model for application management and a large number of best practices, white papers, articles and presentations. ASL aims to professionalize the field of application management.

The standardized approach of ASL contributes to the professionalization of the application management organization and facilitates a more efficient and cost-effective way of working. One of the main advantages of ASL is that it is a common terminology and reference framework for the domain of application management allowing better cooperation between the parties concerned.

The library is developed and promoted by the ASL BiSL Foundation.

See http://aslbislfoundation.org/asl/ for more information."

The ASL BiSL Foundation has agreed to the development of this document. ASL® a registered Trademark of the ASL BiSL Foundation.

1) ASL® is an example of a suitable product available commercially. This information is given for the convenience of users of this document and does not constitute an endorsement by ISO and IEC of this product.

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Information technology — Systems and software engineering — Application management guidance on the relationship between ISO/IEC 16350:2015 and Application Service Library®

1 Scope

This document provides guidance on the relationship between ISO/IEC 16350:2015 and a commonly used application management framework, ASL. It can be used by any organization or person wishing to understand how ASL can be used with ISO/IEC 16350:2015, including:

a) an internal or external application management organization that has demonstrated or intends to demonstrate conformity to the requirements specified in ISO/IEC 16350:2015 and is seeking guidance on the use of ASL to establish and improve an AMS and the processes;

b) an application management organization that already uses ASL and is seeking guidance on how ASL can be used to support efforts to demonstrate conformity to the requirements specified in ISO/IEC 16350:2015;

c) an assessor or auditor who wishes to understand the use of ASL as support to achieve the requirements specified in ISO/IEC 16350:2015.

The correlations provided in this document relate to the 2nd version of ASL® (ASL2).

Clause 4 describes how ASL® can support the demonstration of conformity to ISO/IEC 16350:2015.

Clause 5 relates chapters in ASL® to clauses in ISO/IEC 16350:2015.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

No terms and definitions are listed in this document.

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

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

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

4 Use of ISO/IEC 16350:2015 and ASL®

4.1 Introduction to ISO/IEC 16350:2015

ISO/IEC 16350:2015, Clause 4 specifies requirements for application management processes that can be used for improvement, benchmarking and as the basis for a conformity assessment of the processes of an internal or external application management organization.

Table 1 provides an overview of the processes within each of the process levels within ISO/IEC 16350:2015.

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