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Information technology — Process assessment — Guidance for assessor competency

Technologies de l'information — Evaluation des processus — Recommandations en matière de compétence des évaluateurs



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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).

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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/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems 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

Assessor competence results from experience and knowledge of the domain being assessed, possessing skills in the application of the principle technologies of the ISO/IEC 330xx family of standards, and personal attributes which contribute to effective performance. Competence is gained by a combination of education, training, skills, and experience.

The lead assessor in an assessment team has the primary role of ensuring that the assessor team members collectively have the right blend of specialized knowledge and assessment skills. The lead assessor provides the necessary guidance to the team and helps to moderate the judgments and ratings made by the members of the team to ensure consistency of interpretation.

A Body of Knowledge for the performance and application of process assessment is published as a Standing Document by JTC 1/SC 7/WG 10 (Process Assessment) (N1180).

Figure 1 shows the key entities and relationships.

a) Assessors demonstrate their competence to perform assessments.

b) Competence results from:

   1) the knowledge of the process;

   2) skills in the principle technologies of ISO/IEC 330xx family of standards;

   3) personal attributes which contribute to effective performance.

c) The knowledge, skills, and personal attributes are gained by a combination of education, training, and experience.

d) An alternative to the demonstration of competence is to validate an assessor's education, training, and experience.

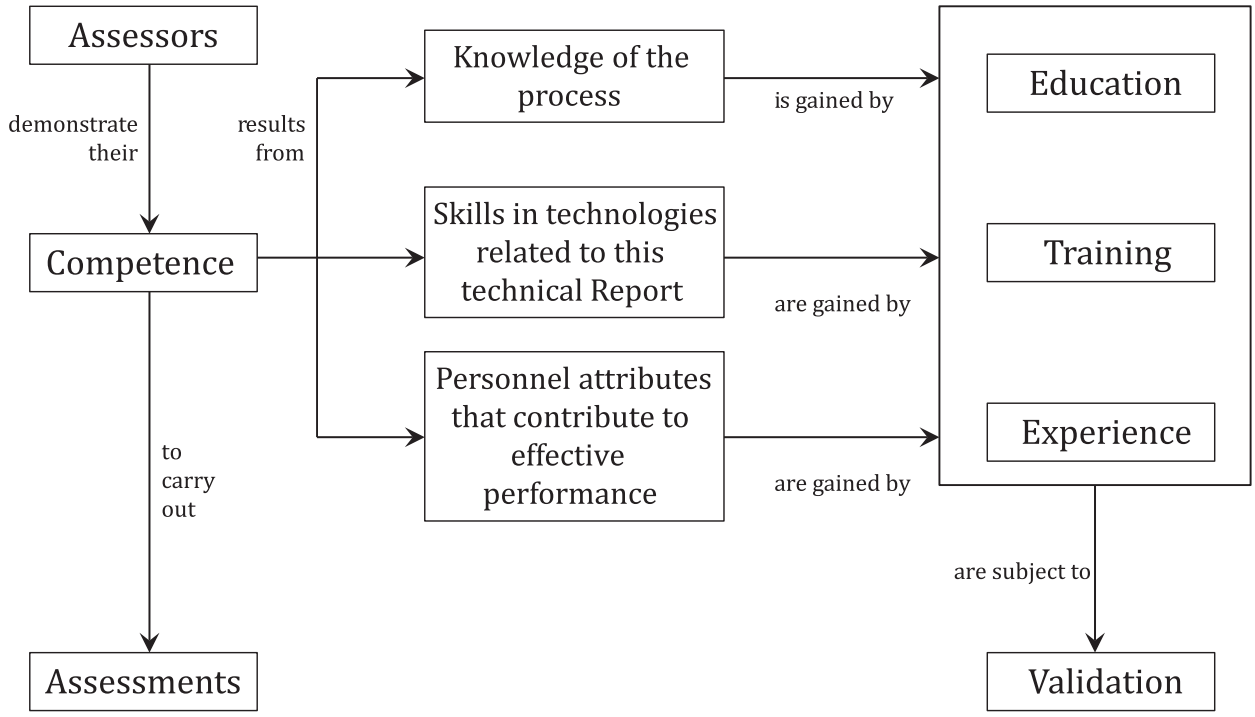


Figure 1 — Relationships

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Information technology — Process assessment — Guidance for assessor competency

1 Scope

This document provides general and specific guidance for the competency of assessors performing assessments in accordance with the ISO/IEC 330xx family of standards.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. 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 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 Competence requirements

4.1 Source of requirements

Requirements for the competencies required for certification related to process assessment in the domain of software and systems engineering are to be found in the ISO/IEC 24773 series. The principal standard is ISO/IEC 24773-1; It contains the requirements which are common to all other parts of the ISO/IEC 24773 series.

Guidance on the application of the ISO/IEC 24773 series is found in ISO/IEC TR 29154. It includes interpretive guidance on several clauses of the ISO/IEC 24773 series, as well as a review of potential typical scenarios for use of the ISO/IEC 24773 series.

4.2 Competence requirements for process assessors (general)

4.2.1 Knowledge of business management practices

Process assessors have knowledge of general organization types, size, governance, structure and work place practices, information and data systems, documentation systems, and information technology.

4.2.2 Knowledge of process assessment principles, practices and techniques

Process assessors have knowledge of process assessment principles, practices and techniques, sufficient to conduct third party and first party process assessments.

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