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Information technology — Process assessment — Application of ISO/IEC TS 33073 processes to the ISO/IEC 33020 process capability measurement scale

Technologies de l'information — Évaluation du processus — Application des processus ISO/IEC TS 33073 à l'échelle de la mesure de la capacité de processus de l'ISO/IEC 33020

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Foreword

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Introduction

This document provides a mapping of the ISO/IEC TS 33073 processes to the ISO/IEC 33020 process attributes with the intent of demonstrating support for the levels 1 to 3 of the ISO/IEC 33020 process capability measurement framework.

This document is primarily addressed to developers of process assessment models for the process quality characteristic of process capability. It is also addressed to the lead assessor and other stakeholders, such as the sponsor of the assessment, who need to be assured that the requirements of the ISO/IEC 33020 process measurement framework have been met.

Within this document:

— Clause 4 provides a summary description of the relationship between the ISO/IEC 33020 process attribute outcomes and the ISO/IEC TS 33073 processes.

— Annex A extends the summary mapping in Clause 4 by providing details of the relationship between the ISO/IEC 33020 process attribute outcomes and the ISO/IEC TS 33073 process outcomes. Links to the information items listed in Annex C are identified. These details are provided for validating by inspection the relationships between the ISO/IEC 33020 process attribute outcomes and the ISO/IEC TS 33073 process outcomes.

— Annex B focuses on the relationships between the generic practices associated with ISO/IEC 33020 and the ISO/IEC TS 33073 base practice descriptions. These model elements are linked via the information item characteristics listed in Annex C.

— Annex C provides a listing of the applicable information items and their characteristics.

— Annex D provides an overview of the key concerns arising from the application of ISO/IEC/IEEE 24774 when attempting to demonstrate objective relationships between process model elements.

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Information technology — Process assessment — Application of ISO/IEC TS 33073 processes to the ISO/IEC 33020 process capability measurement scale

1 Scope

This document provides a specification for associating the processes of ISO/IEC TS 33073 with the process attribute outcomes of ISO/IEC 33020 with the intent of demonstrating support for levels 1 to 3 of the process capability measurement scale defined in ISO/IEC 33020.

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 vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 33001 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/

4 Content of the process capability measurement framework

4.1 General

In ISO/IEC 33020:2019, Clause 5 the relationship between process attributes and process capability levels is described.

Process capability is defined in ISO/IEC 33020:2019 Clause 5 on a six-point ordinal scale that enables process capability to be assessed from the bottom of the scale, 'incomplete', through to the top end of the scale, 'innovating'. The scale represents increasing capability of an implemented process, from failing to achieve the process purpose through to continually improving and able to respond to process change.

The relationship between the process capability levels and the process attributes is show in Table 1. In addition, a summary view is presented of the relationship of the process attributes to the processes associated with ISO/IEC TS 33073.

The process ORG-03 supplier management from ISO/IEC TS 33073:2017 do not appear in the list in Table 1. The outcomes of this process do not have any discernible relationship to the process attribute outcomes of ISO/IEC 33020.

The name of the process ORG-01 (asset management) has been renamed in this document as customer property management in order to bring it in line with the intent of ISO 9001:2015, 8.5.3 (property belonging to customers or external providers).

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