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Information technology — Process assessment — Process assessment model for quantitative processes to support higher levels of process capability in ISO/IEC 33020

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Foreword

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

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Introduction

The standards on process assessment developed by ISO/IEC JTC 1/SC 7 define the requirements and resources needed for process assessment. The overall architecture and content of standards on process assessment developed by ISO/IEC JTC 1/SC 7 is described in ISO/IEC 33001. Several standards on process assessment developed by ISO/IEC JTC 1/SC 7 are intended to replace and extend parts of the ISO/IEC 15504 series. Abstracts and previews of on process assessment developed by ISO/IEC JTC 1/SC 7 can be found on the ISO and IEC websites.

A process assessment model is related to one or more process reference models. The process reference model for quantitative processes is used as the basis for the process assessment model in this document.

A process assessment model incorporates a process measurement framework conforming to the requirements of ISO/IEC 33003 and is expressed as a process quality characteristic with a defined set of process attributes.

A process assessment model includes a set of assessment indicators. Process performance indicators address the process purpose and outcomes of each process in the process assessment model. Process quality indicators demonstrate the achievement of the process attributes in the process measurement framework. These indicators may also provide a reference source of practices when implementing a process improvement program.

The assessment indicators are used as a basis for collecting objective evidence to support an assessor's judgement in assigning ratings of the performance and quality of an implemented process. The set of indicators defined in this document are not intended to be an all-inclusive set and applicable in its entirety. Subsets appropriate to the context and scope of the assessment should be selected and potentially augmented with additional indicators.

A process assessment is conducted according to a documented assessment process. A documented assessment process identifies the rating method to be used in rating process attributes and identifies or defines the aggregation method to be used in determining ratings.

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Information technology — Process assessment — Process assessment model for quantitative processes to support higher levels of process capability in ISO/IEC 33020

1 Scope

This document defines a process assessment model for quantitative processes, conforming to the requirements of ISO/IEC 33004, for use in performing a process assessment in accordance with the requirements of ISO/IEC 33002.

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*

ISO/IEC 33004:2015, *Information technology — Process assessment — Requirements for process reference, process assessment and maturity models*

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 The process assessment model

4.1 General

This document provides a basis for a process assessment model that is two-dimensional. In one dimension, the process dimension, the processes are defined and classified into process groups together with the set of assessment indicators of process performance. In the other dimension, the quality dimension, for each process attribute in the process measurement framework a set of process quality indicators is defined for the selected process quality characteristic.

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