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BS ISO/IEC 15504-5:2012



BSI Standards Publication

Information technology — Process assessment

Part 5: An exemplar software
life cycle process assessment model

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This British Standard is the UK implementation of ISO/IEC 15504-5:2012. It supersedes BS ISO/IEC 15504-5:2006, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee IST/15, Software and systems engineering.

A list of organizations represented on this committee can be obtained on request to its secretary.

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© The British Standards Institution 2013.
Published by BSI Standards Limited 2013.

ISBN 978 0 580 76894 1

ICS 35.080

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 April 2013.

Amendments issued since publication

Date	Text affected
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Information technology — Process assessment —

Part 5: An exemplar software life cycle process assessment model

Technologies de l'information — Évaluation des procédés —

*Partie 5: Un exemple de modèle d'évaluation des procédés du cycle de
vie d'un logiciel*

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Published in Switzerland

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 15504-5 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This second edition cancels and replaces the first edition (ISO/IEC 15504-5:2006), which has been revised as follows:

- Clause 2 has been modified by updating the reference to ISO/IEC 12207;
- Clauses 4 and 5 have been replaced with new text;
- 6.6 has been replaced with new text;
- B.2 has been replaced with new text;
- a new Annex D – Supplementary process definitions has been added;
- the Bibliography has been updated to reflect current versions of works referenced.

ISO/IEC 15504 consists of the following parts, under the general title *Information technology — Process assessment*:

- *Part 1: Concepts and vocabulary*
- *Part 2: Performing an assessment*
- *Part 3: Guidance on performing an assessment*
- *Part 4: Guidance on use for process improvement and process capability determination*
- *Part 5: An exemplar software life cycle process assessment model*
- *Part 6: An exemplar system life cycle process assessment model* [Technical Report]
- *Part 7: Assessment of organizational maturity* [Technical Report]

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— *Part 9: Target process profiles* [Technical Specification]

— *Part 10: Safety extension* [Technical Specification]

The following part is under preparation:

— *Part 8: An exemplar process assessment model for IT service management* [Technical Report]

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Introduction

An integral part of conducting an assessment is to use a Process Assessment Model constructed for that purpose, related to a Process Reference Model and conformant with the requirements defined in ISO/IEC 15504-2. ISO/IEC 15504-2 provides a framework for process assessment and sets out the minimum requirements for performing an assessment in order to ensure consistency and repeatability of the ratings.

A Process Reference Model cannot be used alone as the basis for conducting consistent and reliable assessments of process capability since the level of detail is not sufficient. Therefore:

- the descriptions of process purpose and process outcomes provided by the Process Reference Model need to be supported with a comprehensive set of indicators of process performance; and
- the capability levels and process attributes defined in ISO/IEC 15504-2 and its associated rating scale need to be supported with a set of indicators of process capability.

Used in this way, in conjunction with a documented process, consistent and repeatable ratings of process capability will be possible.

The ISO/IEC 15504-5 exemplar Process Assessment Model contains a set of indicators to be considered when interpreting the intent of the Process Reference Model. These indicators may also be used when implementing a process improvement program or to help evaluate and select an assessment model, method, methodology or tools.

The Process Reference Model defined in ISO/IEC 12207:2008 has been used as the basis for the ISO/IEC 15504-5 exemplar software life cycle Process Assessment Model.

As an exemplar, this Process Assessment Model embodies the core characteristics that could be expected of any Process Assessment Model consistent with ISO/IEC 15504-2. Nevertheless, use of this Process Assessment Model is not required to meet the requirements of ISO/IEC 15504; any other Process Assessment Models meeting the requirements of ISO/IEC 15504-2 may be used in a conformant assessment.

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Information technology — Process assessment —

Part 5:

An exemplar software life cycle process assessment model

1 Scope

This part of ISO/IEC 15504 provides an example of a Process Assessment Model for use in performing a conformant assessment in accordance with the requirements of ISO/IEC 15504-2.

This part of ISO/IEC 15504 is structured as follows.

- Clause 4 provides a detailed description of the structure and key components of the Process Assessment Model, which includes two dimensions: a process dimension and a capability dimension; assessment indicators are introduced in this clause.
- Clause 5 addresses the process dimension. It uses process definitions from ISO/IEC 12207:2008 to identify a Process Reference Model. The processes of the Process Reference Model are described in the Process Assessment Model in terms of purpose and outcomes and are grouped in three process categories. The Process Assessment Model expands the Process Reference Model process definitions by including a set of process performance indicators called base practices for each process. The Process Assessment Model also defines a second set of indicators of process performance by associating work products with each process. Annex B is also linked directly to Clause 5 as it defines the work product characteristics.
- Clause 6 addresses the capability dimension. It duplicates the definitions of the capability levels and process attributes from ISO/IEC 15504-2, and expands each of the nine attributes through the inclusion of a set of generic practices. These generic practices belong to a set of indicators of process capability, in association with generic resource indicators, and generic work product indicators.
- Annex A provides a statement of conformance of the Process Assessment Model to the requirements defined in ISO/IEC 15504-2.
- Annex B provides selected characteristics for typical work products to assist the assessor in evaluating the capability level of processes.
- Annex C contains style guides for defining base practices, work products and generic practices for adjusting the Process Assessment Model, and guidance explaining how to expand or adapt the model.
- Annex D presents some processes supplementary to the Process Assessment Model.

NOTE Copyright release for the Exemplar Process Assessment Model: Users of this part of ISO/IEC 15504 may freely reproduce the detailed descriptions contained in the exemplar assessment model as part of any tool or other material to support the performance of process assessments, so that it can be used for its intended purpose.