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Information technology — Process assessment — Concepts and terminology

*Technologies de l'information — Évaluation du processus — Concepts
et terminologie*



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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Terms relating to processes and process management.....	1
3.2 Terms relating to process assessment.....	3
3.3 Terms relating to process models.....	5
3.4 Terms relating to process measurement.....	6
4 Structure of the set of Standards	7
5 Concepts	10
5.1 General.....	10
5.2 Concepts of “process”.....	10
5.3 The assessment framework.....	11
5.3.1 Measuring process quality characteristics.....	11
5.3.2 Process reference models.....	11
5.3.3 Process assessment models.....	12
5.3.4 The process assessment process.....	12
5.4 Organizational process maturity.....	13
5.5 Competency of assessors.....	14
5.6 Application of Assessment Results.....	14
5.6.1 Improving performance.....	14
5.6.2 Evaluating process-related risk.....	14
5.6.3 Benchmarking performance.....	15
6 Assessment of process capability	15
7 Conformance	15
8 Conformity assessment	16
Annex A (informative) Cross Referencing ISO/IEC 330xx to ISO/IEC 15504	17
Bibliography	18

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.

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 on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/IEC JTC 1, *Information technology, SC 7, Software and systems engineering*.

This second edition cancels and replaces ISO/IEC 15504-1:2004, which has been technically revised.

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Introduction

This International Standard provides a glossary of terms related to the performance of process assessment, together with an overall introduction to the concepts and standards framework for process assessment. This International Standard identifies the principal components supporting the performance of process assessment, describes the results of process assessment, and gives an overview of the ways in which the results of assessment can be applied.

This International Standard is part of a set of International Standards designed to provide a consistent and coherent framework for the assessment of process quality characteristics, based on objective evidence resulting from implementation of the processes. The framework for assessment covers processes employed in the development, maintenance, and use of systems across the information technology domain and those employed in the design, transition, delivery, and improvement of services. The set of International Standards, as a whole, addresses process quality characteristics of any type. Results of assessment can be applied for improving process performance, benchmarking, or for identifying and addressing risks associated with application of processes.

The set of International Standards ISO/IEC 33001:2015, ISO/IEC 33099, termed the ISO/IEC 330xx family, defines the requirements and resources needed for process assessment. The overall architecture and content of the series is described in this International Standard. General issues relating to the application of conformity assessment to process capability and organizational process maturity are addressed in ISO/IEC 29169.

Several International Standards in the ISO/IEC 330xx family of standards for process assessment are intended to replace and extend parts of the ISO/IEC 15504 series of Standards^[13]. [Annex A](#) in this Standard provides a detailed record of the relationship between the ISO/IEC 330xx family and the ISO/IEC 15504 series.