Systems and software engineering —
Content of life-cycle information items
(documentation)

Ingénierie des systèmes et du logiciel — Contenu des articles
d’information du cycle de vie (documentation)
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10.64 Training plan
10.63 Training documentation
10.59 System element description
10.58 System architecture description
10.57 Supplier management procedure
10.55 Service level agreement (SLA)
10.53 Service catalog
10.52 Risk management plan
10.47 Release plan
10.41 Progress report
10.40 Product need assessment
10.39 Process improvement report
10.36 Problem management procedure
10.35 Operational concept
10.34 Monitoring and control report
10.33 Measurement procedure
10.32 Maintenance procedure
10.26 Integration and test report
10.25 Installation report
10.24 Information security plan
10.22 Information management plan
10.21 Incident report
10.20 Incident management procedure
10.19 Improvement plan
10.18 Implementation procedure
10.16 Development plan
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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.

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 ISO documents should be noted. This document was drafted in accordance with the rules given in the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by the Joint Technical Committee ISO/IEC JTC 1, Information Technology, Subcommittee SC 7, Software and systems engineering, in cooperation with the Systems and Software Engineering Standards Committee of the IEEE Computer Society, under the Partner Standards Development Organization cooperation agreement between ISO and IEEE.

This fourth edition cancels and replaces the third edition (ISO/IEC/IEEE 15289:2017), which has been technically revised.

The main changes compared to the previous edition are as follows:

— removed references to ISO/IEC 20000-1:2011 and ISO/IEC 20000-2:2012, which are no longer within the scope of ISO/IEC JTC 1/SC 7 and have been superseded.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these national standards bodies can be found at www.iso.org/members.html.
Introduction

The purpose of this document is to provide requirements for identifying and planning the specific information items (information products) to be developed and revised during systems and software life cycles and service processes. This document specifies the purpose and content of all identified systems and software life-cycle information items, as well as information items for information technology service management. The information item contents are defined according to generic document types and the specific purpose of the document. Information items are combined or subdivided as needed for project or organizational purposes.


ISO/IEC/IEEE 12207:2017 and ISO/IEC/IEEE 15288:2015 establish a common Information Management process as part of a framework for systems and software life-cycle processes, and identify, recommend or require a number of information items (documentation). ISO/IEC/IEEE 12207:2017 does not always specify when software information items are to be prepared, nor does it identify information item contents. This document is intended to be used in this context. IEEE contributed IEEE 12207.1-1997\(^1\) as a source for the first edition of this document.

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