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Information technology — Process assessment — Process capability assessment model for service management

Technologies de l'information — Evaluation des processus — Modèle d'évaluation de la capabilité d'un processus pour le management des services

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Foreword

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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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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

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

This first edition cancels and replaces ISO/IEC TS 15504-8:2012, which has been technically revised.

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

— all processes and their base practices are changed to reflect the ISO/IEC TS 33054 processes;

— all process related information products and their descriptions are revised;

— this process assessment model includes a process quality attribute of process performance and can be used with other models of process quality, for instance capability as described in ISO/IEC 33020.

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

Introduction

This document provides a service management process assessment model for use in performing a conformity assessment of process capability in accordance with the requirements of ISO/IEC 33002. It is structured in accordance with the requirements of ISO/IEC 33004 to reflect processes associated with ISO/IEC 20000-1. The scale for assessing the extent of achievement of process capability is based on ISO/IEC 33020.

This document provides a framework of reference for the capability assessment of processes that support the domain of service management.

An integral part of conducting an assessment is to use a process assessment model that is constructed for that purpose. A process assessment model is related to a process reference model and is conformant with ISO/IEC 33004. ISO/IEC 33002 identifies the minimum requirements for performing an assessment in order to ensure consistency and repeatability of the ratings. ISO/IEC 33002 addresses the assessment of process and the application of process assessment for improvement and capability determination. Results of conformant process assessments may be compared when the scopes of the assessments are considered to be similar.

The requirements for process assessment defined in ISO/IEC 33002 form a structure which:

a) facilitates self-assessment;

b) provides a basis for use in process improvement and capability determination;

c) takes into account the context in which the assessed process is implemented;

d) produces a process rating;

e) addresses the ability of the process to achieve its purpose;

f) is applicable across all application domains and sizes of organization;

g) may provide an objective benchmark between organizations.

The relationship between ISO/IEC TR 24774, ISO/IEC 20000-1, ISO/IEC 33002, ISO/IEC 33004, ISO/IEC 33020, ISO/IEC TS 33054, and this document is shown in Figure 1.

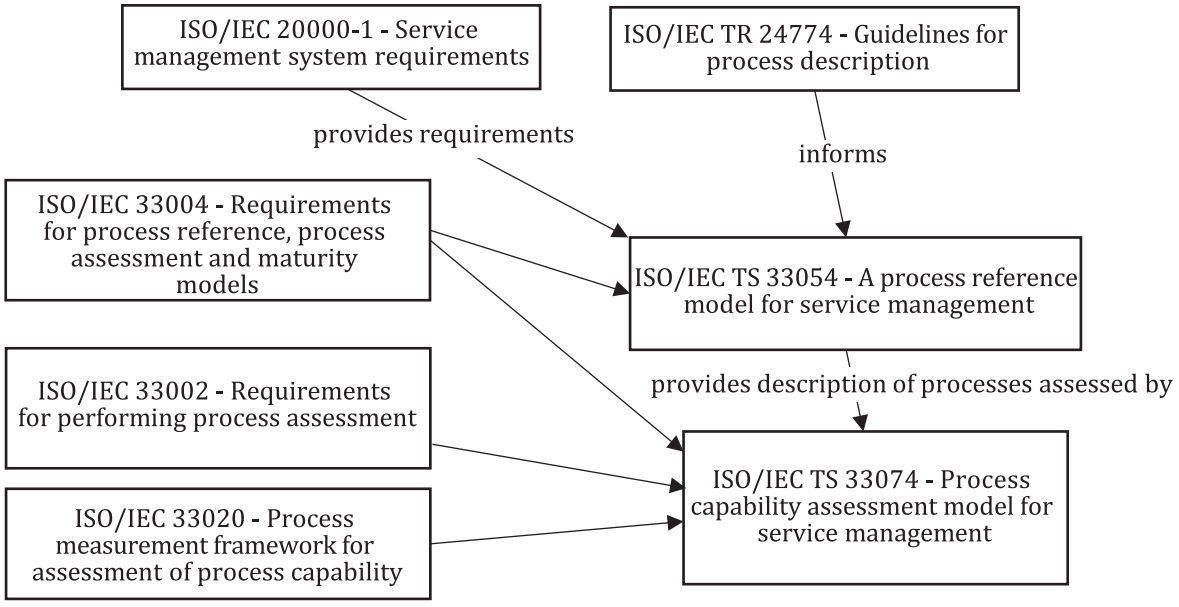

Figure 1 — Relationships between relevant standards

Any organization may use processes with additional elements in order to suit it to the environment and circumstances. This process assessment model contains a set of indicators to be considered when interpreting the intent of its process reference model. It provides greater detail to indicate process performance and capability. The indicators may also be used when implementing a process improvement program or to help evaluate and select an assessment model, method, methodology or tools.

This process assessment model embodies the core characteristics that could be expected of any process assessment model consistent with ISO/IEC 33004. Nevertheless, any other process assessment models meeting the requirements of ISO/IEC 33004 may be used in a conformity assessment.

This document has a similar structure to ISO/IEC TS 33072 and ISO/IEC TS 33073. It may be used in conjunction with these process assessment models to support joint assessment of service management processes, information security management, and quality management processes

Within this document:

— Clause 4 provides a detailed description of the structure and key components of a 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. The processes are described in the process assessment model in terms of purpose and outcomes. The process assessment model includes 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 inputs and outputs with each process. Clause 5 is also linked directly to Annex B, which defines the inputs/outputs characteristics.

— Clause 6 addresses the capability dimension. It duplicates the definitions of the capability levels and process attributes from ISO/IEC 33020, 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 inputs/outputs indicators. Annex B is also linked directly to Clause 6 as it defines the inputs/outputs characteristics.

— Annex A provides a statement of conformance of the process assessment model to the requirements defined in ISO/IEC 33004.

— Annex B provides selected characteristics for typical inputs/outputs to assist the assessor in evaluating the capability level of processes.

— Annex C contains three tables. Table C.1 identifies the base practices linked to requirements; Table C.2 identifies the requirements linked to base practices; and lastly, Table C.3 identifies the base practices not linked to requirements.