

# ISO/IEC/IEEE 15289:2011-11 (E)

## Systems and software engineering - Content of life-cycle information products (documentation)

---

<b>Contents</b>		<b>Page</b>
Foreword .....		vii
Introduction .....		viii
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Applicability .....</b>	<b>2</b>
2.1	Purpose .....	2
2.2	Intended users of this International Standard .....	3
2.3	Applicability to work efforts .....	3
2.4	Applicability to information item audiences .....	3
<b>3</b>	<b>Conformance .....</b>	<b>4</b>
3.1	Definition of conformance .....	4
3.2	Conformance situations .....	4
3.3	Type of conformance .....	5
<b>4</b>	<b>Normative references .....</b>	<b>5</b>
<b>5</b>	<b>Terms and definitions .....</b>	<b>5</b>
<b>6</b>	<b>Life cycle data and information items .....</b>	<b>8</b>
6.1	Life cycle data characteristics .....	8
6.2	Records compared to information items (documents) .....	8
6.3	Management of life cycle data (records) .....	9
6.4	Management of information items (documents) .....	9
6.4.1	Developing the documentation plan .....	9
6.4.2	Managing and controlling information items .....	10
<b>7</b>	<b>Generic types of information items .....</b>	<b>10</b>
7.1	General .....	10
7.2	Description - generic content .....	10
7.3	Plan - generic content .....	11
7.4	Policy - generic content .....	13
7.5	Procedure - generic content .....	13
7.6	Report - generic content .....	14
7.7	Request - generic content .....	15
7.8	Specification - generic content .....	16
<b>8</b>	<b>Mapping of information items to the life cycle and service management processes .....</b>	<b>16</b>
8.1	Mapping of information items to the system life cycle .....	17
8.2	Mapping of information items to the software life cycle .....	22
8.3	Mapping of information items to the service management processes .....	33
<b>9</b>	<b>Records .....</b>	<b>38</b>
9.1	Record - generic content .....	38
9.2	Specific record contents .....	38
<b>10</b>	<b>Specific information item (document) contents .....</b>	<b>42</b>
10.1	General .....	42
10.2	Acceptance plan .....	42

10.3	Acceptance review and testing report .....	43
10.4	Acquisition plan .....	43
10.5	Asset management plan .....	43
10.6	Audit acknowledgement report .....	44
10.7	Audit plan .....	44
10.8	Audit procedure .....	44
10.9	Audit report .....	44
10.10	Capacity plan .....	45
10.11	Capacity management procedure .....	45
10.12	Change request .....	45
10.13	Complaint procedure .....	45
10.14	Concept of operations .....	46
10.15	Configuration management plan and policy .....	46
10.16	Configuration management procedure .....	47
10.17	Configuration status report .....	48
10.18	Contract .....	48
10.19	Customer satisfaction survey .....	49
10.20	Database design description .....	49
10.21	Development plan .....	50
10.22	Disposal plan .....	51
10.23	Documentation plan .....	51
10.24	Domain engineering plan .....	51
10.25	Evaluation report .....	51
10.26	Implementation procedure .....	52
10.27	Improvement plan .....	52
10.28	Improvement policy .....	52
10.29	Incident management procedure .....	53
10.30	Incident report .....	53
10.31	Information management plan .....	54
10.32	Information security plan .....	54
10.33	Information security policy .....	55
10.34	Installation plan .....	55
10.35	Installation report .....	56
10.36	Integration and test report .....	56
10.37	Integration plan .....	56
10.38	Interface description .....	56
10.39	Life cycle policy and procedure .....	57
10.40	Maintenance plan .....	57
10.41	Maintenance procedure .....	58
10.42	Measurement plan .....	58
10.43	Monitoring and control report .....	58
10.44	Operational test procedure .....	59
10.45	Problem management procedure .....	59
10.46	Problem report .....	59
10.47	Process assessment procedure .....	60
10.48	Process improvement analysis report .....	60
10.49	Product need assessment .....	61
10.50	Progress report .....	61
10.51	Project management plan .....	62
10.52	Proposal .....	63
10.53	Qualification test procedure .....	63
10.54	Qualification test report .....	63
10.55	Quality management plan .....	63
10.56	Quality management policy and procedure .....	64
10.57	Release plan .....	64
10.58	Request for proposal (RFP) .....	65
10.59	Resource request .....	65
10.60	Reuse plan .....	65
10.61	Review minutes .....	66
10.62	Risk action request .....	66
10.63	Risk management policy and plan .....	66
10.64	Service availability and continuity plan .....	66

10.65	Service catalog .....	67
10.66	Service level agreement (SLA) .....	67
10.67	Service management plan .....	68
10.68	Service report .....	68
10.69	Software architecture description .....	68
10.70	Software design description .....	69
10.71	Software requirements specification .....	70
10.72	Software unit description .....	71
10.73	Software unit test procedure .....	71
10.74	Software unit test report .....	72
10.75	Supplier management procedure .....	72
10.76	Supplier selection procedure .....	72
10.77	System architecture description .....	72
10.78	System element description .....	73
10.79	System requirements specification .....	73
10.80	Training documentation .....	74
10.81	Training plan .....	74
10.82	User documentation .....	74
10.83	User notification .....	75
10.84	Validation plan .....	75
10.85	Validation report .....	76
10.86	Validation test specification .....	76
10.87	Verification plan .....	76
10.88	Verification report .....	77
 <b>Annex A (informative) Procedure for identifying information items and their contents .....</b>		<b>78</b>
 <b>Annex B (informative) Information Items and Records by Source .....</b>		<b>79</b>
 <b>Bibliography .....</b>		<b>83</b>
 <b>List of Tables for Each System Life Cycle Process .....</b>		<b>18</b>
<b>for Each Software Life Cycle Process .....</b>		<b>24</b>
<b>for Each Service Management Process .....</b>		<b>34</b>
 <b>Table 4 -- Record References and Contents .....</b>		<b>39</b>
 <b>Table B.1 -- Information Items by Source .....</b>		<b>79</b>
 <b>Table B.2 -- Records by Source .....</b>		<b>81</b>