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Systems and software engineering - Information technology project performance benchmarking framework - Part 1: Concepts and definitions

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Terms and definitions	1
3	Abbreviated terms	2
4	Overview of the framework	3
4.1	General	3
4.2	Concepts of IT project performance benchmarking	3
4.2.1	Overall framework	3
4.2.2	Core benchmarking activities	4
4.2.3	Supporting activities	5
4.2.4	Benchmarking information base	5
4.2.5	Benchmarking instruments	6
4.2.6	External reference base	7
4.2.7	Benchmarking experience base	7
4.3	Stakeholders	7
4.4	Types of benchmarking methods	9
4.5	IT project categories	9
5	Additional standardization areas of benchmarking framework	9
5.1	General	9
5.2	Requirements for benchmarking	10
5.3	Benchmarking domains	11
5.4	Data collection and retention	11
5.5	Data characteristics	11
5.6	Data analysis	11
5.7	Benchmarking reporting	11
Bibliography		12