

ISO/IEC 16350:2015-08 (E)

Information technology - Systems and software engineering - Application management

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
1.1	General	1
1.2	Applicability	4
1.2.1	Audience	4
1.2.2	Field of application	5
1.3	Limitations	5
2	Conformance	6
2.1	Intended usage	6
2.2	Full conformance	6
2.2.1	General	6
2.2.2	Full conformance to outcomes	6
2.2.3	Full conformance to tasks	6
2.3	Tailored conformance	6
3	Normative references	7
4	Terms and definitions	7
5	Application Management Processes	13
5.1	Application Support Processes	13
5.1.1	Use Support	13
5.1.2	Configuration Management	15
5.1.3	Application Operation Management	18
5.1.4	Continuity Management	21
5.2	Application Maintenance and Renewal Processes	23
5.2.1	Impact Analysis	23
5.2.2	Software Design	26
5.2.3	Software Construction and Integration	29
5.2.4	Software Testing	33
5.2.5	Preparation of Transfer to Production	35
5.3	Connecting Processes	37
5.3.1	Application Change Management	38
5.3.2	Software Control and Distribution	40
5.4	Management Processes	42
5.4.1	Agreement Management	42
5.4.2	Planning and Control	45
5.4.3	Quality Management	49
5.4.4	Financial Management	52
5.4.5	Supplier Management	55
5.5	Application Strategy Processes	58
5.5.1	Analysis of Developments in IT	58
5.5.2	Customer Organizations Analysis	59
5.5.3	Customer Environment Analysis	60
5.5.4	Application Life Cycle Management	62
5.5.5	Application Portfolio Management	63
5.6	Application Management Organization Strategy Processes	65

5.6.1	Account and Market Definition	65
5.6.2	Capabilities Definition	66
5.6.3	Technology Definition	68
5.6.4	Sourcing Definition	69
5.6.5	Service Delivery Definition	71
Annex A (informative) Explanatory statements		75
Annex B (normative) Tailoring Process		77
Annex C (informative) Process Reference Model for assessment purposes		79
Bibliography		85