

ISO/IEC/IEEE 15289:2017-06 (E)

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

Contents		Page
Foreword		vi
Introduction		vii
1	Scope	1
2	Normative references	3
3	Terms, definitions, and abbreviated terms	3
3.1	Terms and definitions	3
3.2	Abbreviated terms	6
4	Applicability	6
4.1	Purpose	6
4.2	Intended users of this document	6
4.3	Applicability to work efforts	7
4.4	Applicability to information item audiences	7
5	Conformance	7
5.1	Definition of conformance	7
5.2	Conformance situations	8
5.3	Type of conformance	9
6	Life-cycle data and information items	9
6.1	Life-cycle data characteristics	9
6.2	Records compared to information items (documents)	9
6.3	Management of life-cycle data (records)	10
6.4	Management of information items (documents)	10
6.4.1	Developing the documentation plan	10
6.4.2	Managing and controlling information items	11
7	Generic types of information items	11
7.1	General	11
7.2	Description - generic content	11
7.3	Plan - generic content	12
7.4	Policy - generic content	14
7.5	Procedure - generic content	15
7.6	Report - generic content	16
7.7	Request - generic content	18
7.8	Specification - generic content	18
8	Mapping of information items to the life cycle and service management processes	19
8.1	Mapping of information items to the system life cycle	20
8.2	Mapping of information items to the software life cycle	25
8.3	Mapping of information items to the service management processes	32
9	Records	37
9.1	Record - generic content	37
9.2	Specific record contents	38
10	Specific information item (document) contents	41

10.1	General	41
10.2	Acceptanceplan	41
10.3	Acceptance report	41
10.4	Acquisitionplan	42
10.5	Asset management plan	42
10.6	Auditacknowledgementreport	42
10.7	Audit plan	43
10.8	Auditprocedure	43
10.9	Audit report	43
10.10	Capacityplan	43
10.11	Capacitymanagementprocedure	44
10.12	Changerequest	44
10.13	Communicationprocedure	44
10.14	Complaintprocedure	44
10.15	Concept of operations	45
10.16	Configuration management plan and policy	45
10.17	Configurationmanagementprocedure	46
10.18	Configuration status report	47
10.19	Contract	47
10.20	Customersatisfactionsurvey	48
10.21	Databasesdesignndescription	48
10.22	Developmentplan	49
10.23	Disposal plan	49
10.24	Documentationplan	50
10.25	Documentationprocedure	50
10.26	Domain engineering plan	50
10.27	Evaluationreport	50
10.28	Implementationprocedure	51
10.29	Improvementplan	51
10.30	Improvementprocedure	51
10.31	Incidentmanagementprocedure	52
10.32	Incidentreport	52
10.33	Informationmanagementplan	53
10.34	Informationmanagementprocedure	53
10.35	Informationsecurityplan	53
10.36	Informationsecuritypolicy	54
10.37	Informationsecurityprocedure	54
10.38	Installationplan	55
10.39	Installationreport	55
10.40	Integration and test report	55
10.41	Integrationplan	55
10.42	Interfacedescription	56
10.43	Life-cycle policy and procedure	56
10.44	Maintenanceplan	56
10.45	Maintenanceprocedure	57
10.46	Measurementplan	57
10.47	Measurementprocedure	57
10.48	Monitoring and control report	57
10.49	Operational test procedure	58
10.50	Problemmanagementprocedure	58
10.51	Problemreport	58
10.52	Processassessmentprocedure	59
10.53	Process improvement report	59
10.54	Product need assessment	59
10.55	Progressreport	60
10.56	Project management plan	60
10.57	Proposal	61
10.58	Qualificationtestprocedure	61
10.59	Qualification test report	62
10.60	Qualitymanagement plan	62
10.61	Qualitymanagement policy and procedure	62
10.62	Releaseplan (and policy)	63

10.63	Request for proposal (RFP)	64
10.64	Resourcerequest	64
10.65	Reuse plan	64
10.66	Review minutes	65
10.67	Risk action request	65
10.68	Risk management policy and plan	65
10.69	Servicecatalog	65
10.70	Service continuity and availability plan	65
10.71	Service level agreement (SLA)	66
10.72	Service management plan (and policy)	67
10.73	Serviceplan	67
10.74	Service report	68
10.75	Software architecture description	68
10.76	Software design description	69
10.77	Software requirements specification	70
10.78	Software unit description	71
10.79	Software unit test procedure	71
10.80	Software unit test report	71
10.81	Supplier management procedure	71
10.82	Supplier selection procedure	72
10.83	System architecture description	72
10.84	System element description	73
10.85	System requirements specification	73
10.86	Training documentation	74
10.87	Training plan	74
10.88	User documentation	74
10.89	User notification	75
10.90	Validation plan	75
10.91	Validation procedure (validation test specification)	75
10.92	Validation report	75
10.93	Verification plan	75
10.94	Verification procedure	77
10.95	Verification report	77
Annex A(informative) Procedure for identifying information items and their contents		78
Annex B(informative) Information items and records by source		80
Bibliography		84
List of Tables cycle process		21
for each software life-cycle process		26
(IEEE Std 20000-2:2013) clauses to information items for each service management process		33
Table 4 -- Record references and contents		38
Table B.1 -- Information items by source		80
Table B.2 -- Records by source		83