ISO/IEC TR 29110-5-3:2018-01 (E)

Systems and software engineering - Lifecycle profiles for Very Small Entities (VSEs) - Part 5-3: Service delivery guidelines

Contents

Page

Foreword v

Introduction vi

1 Scope 1
1.1 Fields of application 1
1.2 Target audience 1

2 Normative references 1

3 Terms and definitions 1

4 Abbreviated terms and process structure 8
4.1 Abbreviated terms 8
4.2 Convention 8
4.2.1 Process description 8
4.2.2 Work Product Description 9

5 Overview of this document 9

6 Governance process (GO) 10
6.1 Introduction 10
6.2 GO purpose 10
6.3 GO objectives 11
6.4 GO diagram 11
6.5 GO activities 11
6.5.1 GO.1 Define the scope of the activity and required roles 12
6.5.2 GO.2 Define and implement the governance structure 13
6.5.3 GO.3 Manage resources including documentation 14
6.5.4 GO.4 Complete reporting and improvement activities 14

7 Service Control process (CO) 14
7.1 Introduction 14
7.2 CO purpose 15
7.3 CO objectives 15
7.4 CO diagram 15
7.5 CO activities 16
7.5.1 CO.1 Manage change to services 16
7.5.2 CO.2 Evaluate and build the service change 18
7.5.3 CO.3 Test and deploy approved service change 19

8 Service relationship process (RE) 19
8.1 Introduction 19
8.2 RE purpose 19
8.3 RE objectives 20
8.4 RE diagram 20
8.5 RE activities 20
8.5.1 RE.1 Create and/or maintain a suitable service catalogue 20
8.5.2 RE.2 Establish and manage agreements with customers and suppliers 21

9 Service incident process (IN) 22

9.1 Introduction 22
9.2 IN purpose 22
9.3 IN objectives 22
9.4 IN diagram 22
9.5 IN activities 22
9.5.1 IN.1 Prevent incidents 22
9.5.2 IN.2 Manage incidents 24

10 Service Delivery roles 24

11 Service Delivery Work Product Description 27

12 Software tools requirements 34

Bibliography 35