

ISO/IEC TS 33010:2023-04 (E)

Information technology - Process assessment - Guidance for performing process assessments

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative reference	1
3	Terms and definitions	1
4	Overview of process assessment	1
4.1	Process assessment	1
4.2	Process attribute rating scheme	2
4.3	Process assessment classes	3
4.4	Process assessment approaches	3
4.5	Assessment process	3
4.6	Process assessment model	4
4.7	Supporting instruments and tools	4
4.8	Success factors for process assessment	5
4.8.1	General	5
4.8.2	Commitment	5
4.8.3	Motivation	5
4.8.4	Confidentiality	5
4.8.5	Relevance	5
4.8.6	Credibility	5
5	Selection and use of a process assessment model	5
5.1	General	5
5.2	Compatibility with the process reference model	6
5.2.1	General	6
5.2.2	Process assessment model purpose	6
5.2.3	Process assessment model scope	6
5.2.4	Model elements and indicators	7
5.2.5	Mapping	7
5.2.6	Conversion	7
5.3	Criteria for selecting a process assessment model	8
5.4	Using a process assessment model	8
6	Selection and use of a documented assessment process	9
6.1	General	9
6.2	Compatibility with the requirements	9
6.3	Process assessment input	9
6.3.1	Process assessment purpose including alignment with business goals	9
6.3.2	The process assessment scope	9
6.3.3	The process assessment constraints	10
6.4	The process assessment process	10
6.4.1	General	10
6.4.2	Planning	10
6.4.3	Data collection	11
6.4.4	Data validation	12
6.4.5	Process attribute rating	12

6.4.6	Reporting	14
6.4.7	Roles and responsibilities	14
6.5	Selecting a documented assessment process	15
7	Selection of instruments and tools	15
7.1	The purpose and use of instruments and tools	15
7.2	Selecting instruments and tools	16
Annex A (informative) Guidance on indicators		18
Bibliography		22