ISO/IEC TR 15504-7:2008-12 (E)

Information technology - Process assessment - Part 7: Assessment of organizational maturity

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 A measurement framework for organizational maturity 2
4.1 Introduction 2
4.2 A scale for organizational maturity 3
4.2.1 Level 0 Organization- Immature 3
4.2.2 Level 1 Organization - Basic 3
4.2.3 Level 2 Organization - Managed 3
4.2.4 Level 3 Organization - Established 4
4.2.5 Level 4 Organization - Predictable 4
4.2.6 Level 5 Organization - Innovating 5
4.3 Architecture of an Organizational Maturity Model 6
4.3.1 Relationship between assessment of process capability and determination of organizational maturity 6
4.3.2 Rules for deriving maturity levels from capability levels 7
4.4 Requirements for an Organizational Maturity Model 8
4.4.1 Model characteristics 8
4.4.2 Basic process set 9
4.4.3 Extended process sets 9
4.5 Interpreting the requirements for an Organizational Maturity Model 9
4.6 Guidance on selecting an Organizational Maturity Model 11

5 Assessing organizational maturity 12
5.1 Introduction 12
5.1.1 Class 1 assessment 12
5.1.2 Class 2 assessment 12
5.1.3 Class 3 assessment 12
5.2 The assessment process 13
5.2.1 General 13
5.2.2 Planning 13
5.2.3 Data collection 13
5.2.4 Data validation 14
5.2.5 Process attribute and maturity level rating 14
5.2.6 Reporting 15
5.3 Roles and responsibilities 15
5.4 Defining the initial assessment input 16
5.4.1 General requirements 16
5.4.2 Assessment purpose 16
5.4.3 Assessment scope 16
5.4.4 Class of assessment 16
5.4.5 Organizational Maturity Model 16
5.4.6 Roles and responsibilities 17
5.5 Recording the assessment output 17

5.5.1 General requirements 17
5.5.2 Specific requirements - Class 1 and Class 2 assessments 17
5.6 Guidance on the assessment of organizational maturity 17
5.6.1 Assessment scope 17
5.6.2 Assessment sample 18

6 Guidance in the use of organizational maturity assessment results 18
6.1 Introduction 18
6.2 Validity and comparability of results 19
6.2.1 Class of assessment 19
6.2.2 Scope of assessment 19
6.2.3 Independence of the assessment body and assessment team 19
6.2.4 Assessor qualification 21
6.2.5 Information available to qualify the assessment result 21

7 Mechanisms for verification of conformity 22
7.1 Introduction 22
7.2 Verifying conformity of Organizational Maturity Models 22
7.3 Verifying conformity of assessments of organizational maturity 22

Annex A (informative) An exemplar Organizational Maturity Model 23

A.1 Introduction 23
A.2 Content of the exemplar Organizational Maturity Model 23
A.3 Conformity of the exemplar Organizational Maturity Model 25
A.3.1 Introduction 25
A.3.2 Requirements for Organizational Maturity Models (from Clause 4.4) 25

Annex B (informative) Extensions to Process Reference Model 27

B.1 Introduction 27
B.2 Quantitative Performance Management process 27
B.2.1 Purpose 27
B.2.2 Outcomes 27
B.3 Quantitative Process Improvement process 27
B.3.1 Purpose 27
B.3.2 Outcomes 28

Annex C (informative) Extensions to Process Assessment Model 29

C.1 Introduction 29
C.2 The Quantitative Management Process Group (QNT) 29
C.2.1 QNT.1 Quantitative Performance Management 29
C.2.2 QNT.2 Quantitative Process Improvement 32
C.2.3 Description of additional specific work products 34

Bibliography 36