ISO/IEC 19770-1:2012-06 (E)

Information technology - Software asset management - Part 1: Processes and tiered assessment of conformance

Contents

Page

Foreword iv

Introduction v

1 Scope 1
1.1 Purpose 1
1.2 Field of application 1
1.3 Limitations 3

2 Conformance 3
2.1 Intended usage 3
2.2 Methods of demonstrating full conformance 3

3 Terms and definitions 4

4 SAM processes 6
4.1 General 6
4.2 Control environment for SAM 8
4.3 Planning and implementation processes for SAM 12
4.4 Inventory processes for SAM 16
4.5 Verification and compliance processes for SAM 19
4.6 Operations management processes and interfaces for SAM 23
4.7 Life cycle process interfaces for SAM 27

5 Tiers 33
5.1 Overview 33
5.2 Tier 1 - trustworthy data 35
5.3 Tier 2 - practical management 36
5.4 Tier 3 - operational integration 37

Annex A (informative) Reference chart of outcomes by tier 39

Annex B (informative) Guidance on selected topics 43

Annex C (informative) Cross reference to industry best practice guidance 45

Annex D (informative) Roadmap 73

Annex E (informative) Industry capability/maturity approaches 75

Bibliography 80