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Information technology - Process assessment - Part 8: An exemplar process assessment model for IT service management

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 2

3 Terms and definitions 2

4 Overview of the exemplar Process Assessment Model 2
4.1 Introduction to Overview 2
4.2 Structure of the exemplar Process Assessment Model 3
4.2.1 Processes 4
4.2.2 Process dimension 5
4.2.3 Capability dimension 5
4.3 Assessment Indicators 6
4.3.1 Process Capability Indicators 8
4.3.2 Process Performance Indicators 9
4.4 Measuring process capability 10

5 The process dimension and process performance indicators (Level 1) 11
5.1 General 11
5.2 CON.1 Change management 12
5.3 CON.2 Configuration management 13
5.4 CON.3 Release and deployment management 14
5.5 DTR.1 Service requirements 15
5.6 DTR.2 Service design 16
5.7 DTR.3 Service transition 16
5.8 DTR.4 Service planning 17
5.9 REL.1 Business relationship management 18
5.10 REL.2 Supplier management 20
5.11 RES.1 Incident management 21
5.12 RES.2 Service request management 21
5.13 RES.3 Problem management 22
5.14 SDE.1 Budgeting and accounting for IT services 23
5.15 SDE.2 Capacity management 24
5.16 SDE.3 Information security management 25
5.17 SDE.4 Service availability management 26
5.18 SDE.5 Service continuity management 27
5.19 SDE.6 Service level management 28
5.20 SDE.7 Service reporting 28
5.21 SMS.1 Audit 29
5.22 SMS.2 Improvement 30
5.23 SMS.3 Information item management 31
5.24 SMS.4 Management review 32
5.25 SMS.5 Resource management 34
5.26 SMS.6 Risk management 34
5.27 SMS.7 Service measurement 35
5.28 SMS.8 SMS Establishment and improvement 36
5.29 SMS.9 SMS Implementation and operation 37

6 Process capability indicators (Level 1 to 5) 38
6.1 Level 1: Performed process 39
6.1.1 PA 1.1 Process performance attribute 39
6.2 Level 2: Managed process 39
6.2.1 PA 2.1 Performance management attribute 39
6.2.2 PA 2.2 Work product management attribute 42
6.3 Level 3: Established process 44
6.3.1 PA 3.1 Process definition attribute 44
6.3.2 PA 3.2 Process deployment attribute 46
6.4 Level 4: Predictable process 48
6.4.1 PA 4.1 Process measurement attribute 49
6.4.2 PA 4.2 Process control attribute 51
6.5 Level 5: Optimizing process 53
6.5.1 PA 5.1 Process innovation attribute 53
6.5.2 PA 5.2 Process optimization attribute 55
6.6 Related Processes for Process Attributes 57

Annex A (informative) Conformity of the exemplar Process Assessment Model 58

Annex B (informative) Input and output characteristics 65

Bibliography 204