ISO/IEC 33071:2016-10 (E)

Information technology - Process assessment - An integrated process capability assessment model for Enterprise processes

Contents

Page

Foreword v

About Enterprise SPICE vi

Introduction vii

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 General 1

5 Process assessment model architecture 2
5.1 Two dimensional model 2
5.2 Assessment indicators 3

6 The process dimension and process performance indicators 4
6.1 General 4
6.2 Governance/Management Category 6
6.2.1 Enterprise Governance 6
6.2.2 Investment Management 9
6.2.3 Human Resource Management 11
6.2.4 Enterprise Architecture 14
6.2.5 Business Relationship Management 16
6.2.6 Supplier Agreement Management 17
6.2.7 Tendering 20
6.2.8 Project Management 23
6.2.9 Risk Management 27
6.3 Life Cycle Category 30
6.3.1 Needs 30
6.3.2 Requirements 33
6.3.3 Design 35
6.3.4 Design Implementation 37
6.3.5 Integration 38
6.3.6 Evaluation 40
6.3.7 Deployment and Disposal 43
6.3.8 Operation and Support 45
6.4 Support Category 47
6.4.1 Alternatives Analysis 47
6.4.2 Measurement and Analysis 49
6.4.3 Quality Assurance and Management 52
6.4.4 Change and Configuration Management 55
6.4.5 Information Management 58
6.4.6 Knowledge Management 61
6.4.7 Training 63
6.4.8 Research and Innovation 66
6.4.9 Work Environment 69
6.4.10 Process Definition 71
6.4.11 Process Improvement 74

6.5 Special Applications 77
6.5.1 Safety and Security 77

7 The capability dimension and process capability indicators 81
7.1 Process capability Level 0: Incomplete process 82
7.2 Process capability Level 1: Performed process 82

Annex A (informative) Conformity of the process reference model and process assessment A.1 Introduction 83

Annex B (informative) Application and use of the process assessment model 90

B.1 Relationship to other standards and models 90
B.2 Contexts of Use 91
B.3 Support for Assessment and Process Improvement 92

Annex C (informative) Relationship Tables 95

Annex D (informative) High-level Mapping Tables 108

Annex E (informative) Project Participants 145

E.1 Sponsor 145
E.2 Advisory Board 145
E.2.1 Current Advisory Board Members 145
E.2.2 Previous Advisory Board Members (other than those on current Advisory Board) 145
E.3 Project Leader 146
E.4 Architecture Team 146
E.4.1 Current Members 146
E.4.2 Previous Members (other than those on current team) 146
E.5 Author Team 146
E.6 Buddies and Key Early Reviewers 147
E.7 Editorial Team 147
E.8 General Reviewers 148
E.9 Project Stakeholders 148

Bibliography 153

1 Enterprise SPICE Sources 153

2 Enterprise SPICE References 155

3 [iCMM] Sources and References 156

4 [iCMM-SS] Sources and References 158
4.1 Safety Source Standards 158
4.2 Security Source Standards 158
4.3 Other Safety and Security References 158
4.3 Work Environment Sources and References 159

5 [iCMM] Source Change Annotations 159

6 Enterprise SPICE post publication references 160