

ISO/IEC 29155-1:2017-12 (E)

Systems and software engineering - Information technology project performance benchmarking framework - Part 1: Concepts and definitions

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Abbreviated terms	4
5	Overview of the framework	4
5.1	General	4
5.2	Concepts of IT project performance benchmarking	4
5.2.1	Overall framework	4
5.2.2	Core benchmarking activities	6
5.2.3	Supporting activities	6
5.2.4	Benchmarking information base	7
5.2.5	Benchmarking instruments	8
5.2.6	External reference base	8
5.2.7	Benchmarking experience base	8
5.3	Stakeholders	8
5.4	Types of benchmarking methods	10
5.5	IT project categories	11
6	Requirements for benchmarking	11
7	Benchmarking reporting	12
8	Data collection and maintenance	13
9	Additional standardization areas of benchmarking framework	14
9.1	General	14
9.2	Benchmarking domains	14
9.3	Data characteristics	15
9.4	Data analysis	15
9.5	Data exchange	15
Bibliography		16