

ISO/IEC 15504-3:2004-01 (E)

Information technology - Process assessment - Part 3: Guidance on performing an assessment

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Overview of Process Assessment	2
4.1	Introduction	2
4.2	Assessment process	2
4.3	Measurement Framework for Process Capability	3
4.4	Process Reference Model	3
4.5	Process Assessment Model	3
4.6	Assessment Tools	3
4.7	Competency of assessment team	4
4.8	Assessment approaches	4
4.9	Success factors for process assessment	4
5	Guidance on Requirements for Performing an Assessment	5
5.1	General	5
5.2	The assessment process activities	5
5.3	Roles and responsibilities	9
5.4	Defining the initial assessment input	10
5.5	Recording the assessment output	14
5.6	Selecting a Documented Assessment Process	14
6	Measurement Framework for Process Capability	15
6.1	Level 0: Incomplete process	16
6.2	Level 1: Performed process	16
6.3	Level 2: Managed process	17
6.4	Level 3: Established process	20
6.5	Level 4: Predictable process	22
6.6	Level 5: Optimizing process	25
6.7	Rating process attributes	27
6.8	Process capability level model	29
7	Process Reference Models	30
7.1	Interpreting The Requirements For A Process Reference Model	31
7.2	Selecting Process Reference Models	33
8	Process Assessment Models	34
8.1	Interpreting the requirements for a Process Assessment Model	34
8.2	Selection of a Process Assessment Model	37
9	Selecting and Using Assessment Tools	39
10	Guidance on Competency of Assessors	42
10.1	Overview	42

10.2	Gaining and maintaining competence	43
11	Guidance on Verification of Conformity	43
11.1	Verifying conformity of Process Reference Models	44
11.2	Verifying conformity of Process Assessment Models	44
11.3	Verifying conformity of process assessments	45
	Annex A (informative) An Exemplar Documented Assessment Process	46
	Annex B (informative) Guidance on Indicators	52
	Bibliography	54