ISO/IEC 15504-5:2006-03 (E)

Information technology - Process Assessment - Part 5: An exemplar Process Assessment Model

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Terms and definitions 2

4 Overview of the exemplar Process Assessment Model 2
4.1 Introduction 2
4.2 Structure of the exemplar Process Assessment Model 3
4.3 Assessment Indicators 10
4.4 Measuring process capability 13

5 The process dimension and process performance indicators (level 1) 15
5.1 The Acquisition Process Group (ACQ) 16
5.2 Supply Process Group (SPL) 21
5.3 Operation Process Group (OPE) 25
5.4 Engineering Process Group (ENG) 27
5.5 Supporting Process Group (SUP) 43
5.6 Management Process Group (MAN) 56
5.7 Process Improvement Process Group (PIM) 65
5.8 Resource and Infrastructure Process Group (RIN) 69
5.9 Reuse Process Group (REU) 74

6 Process capability indicators (level 1 to 5) 79
6.1 Level 1: Performed process 79
6.2 Level 2: Managed process 79
6.3 Level 3: Established process 84
6.4 Level 4: Predictable process 88
6.5 Level 5: Optimizing process 92
6.6 Related Processes for Process Attributes 96

Annex A (informative) Conformity of the exemplar process assessment model 98

Annex B (informative) Work product characteristics 103

Annex C (informative) Adaptation of the assessment model 158

Bibliography 162