
**Information technology — Process
assessment —**

Part 7:

Assessment of organizational maturity

Technologies de l'information — Évaluation des procédés —

Partie 7: Évaluation de maturité d'organisation

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

- type 1, when the required support cannot be obtained for the publication of an International Standard, despite repeated efforts;
- type 2, when the subject is still under technical development or where for any other reason there is the future but not immediate possibility of an agreement on an International Standard;
- type 3, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any of all such patent rights.

ISO/IEC TR 15504-7, which is a Technical Report type 2, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

ISO/IEC 15504 consists of the following parts, under the general title *Information technology — Process assessment*:

- *Part 1: Concepts and vocabulary*
- *Part 2: Performing an assessment*
- *Part 3: Guidance on performing an assessment*
- *Part 4: Guidance on use for process improvement and process capability determination*
- *Part 5: An exemplar Process Assessment Model*
- *Part 6: An exemplar system life cycle process assessment model* [Technical Report]
- *Part 7: Assessment of organizational maturity* [Technical Report]

Introduction

This part of ISO/IEC 15504 defines the conditions for an assessment of organizational maturity; it defines a framework for determining organizational maturity, based upon profiles of process capability derived from process assessment, and defines the conditions under which such assessments are valid. Other parts of this International Standard define and provide guidance on the assessment of process capability.

ISO/IEC 15504-2 sets out the minimum requirements for performing a process assessment that ensure consistency and repeatability of the ratings. The requirements help to ensure that the assessment output is self-consistent and provides evidence to substantiate the ratings and to verify compliance with the requirements.

This part of ISO/IEC 15504 identifies a measurement framework for the assessment of organizational maturity and the requirements for:

- a) constructing Organizational Maturity Models;
- b) performing an assessment of organizational maturity;
- c) verifying conformity of organizational maturity assessments.

The scope of reference for an assessment of organizational maturity is determined by the Organizational Maturity Model employed for the assessment.

As defined in this part of ISO/IEC 15504, organizational maturity is an expression of the extent to which an organization consistently implements processes within a defined scope that contributes to the achievement of its business goals (current or projected). An Organizational Maturity Model is based upon one or more specified Process Assessment Model(s), and addresses the domains and contexts for use of the Process Reference Model(s) from which the Process Assessment Model(s) are derived.

The assessment of organizational maturity is undertaken through the performance of process assessment as specified in ISO/IEC 15504-2. Specific conditions are defined in this part of ISO/IEC 15504 relating to the process scope of the organizational maturity assessment, the organizational scope of the assessment (which has to be specified as representing the elements characterised by the organizational maturity rating), and the data collection strategy (which needs to ensure that the results of the assessment are representative of the organizational scope). On completion of the assessment, the set of process profiles established for the organization determine the rating of the level of organizational maturity based on the framework defined in this part of ISO/IEC 15504, as specified in the relevant Organizational Maturity Model.

This part of ISO/IEC 15504 also contains guidance on implementing the requirements for constructing an Organizational Maturity Model; on performing assessments of organizational maturity; and on the application of organizational maturity ratings for process improvement and capability determination.

This part of ISO/IEC 15504 is published as a Technical Report Type 2, to enable experience in the use of the approach to assessment of organizational maturity to be gained. In future revisions of this International Standard, it is likely that the content of this part will be distributed across the complete document set.

Information technology — Process assessment —

Part 7:

Assessment of organizational maturity

1 Scope

This part of ISO/IEC 15504 addresses the expression of the results of assessment of processes in terms of the overall maturity of an organizational unit, and the application of the results of assessment of organizational maturity for process improvement and capability determination. It defines the conditions under which the results of conformant assessments of process capability determine the expressions of organizational maturity, ensuring that the results are objective, impartial, consistent, repeatable, comparable and representative of the assessed organizational units.

This part of ISO/IEC 15504 provides a structured approach for the assessment of organizational maturity for the following purposes:

- by or on behalf of an organization with the objective of understanding the status of its organizational maturity for process improvement;
- by or on behalf of an organization with the objective of determining the suitability of its organizational maturity for a particular requirement or class of requirements;
- by or on behalf of one organization with the objective of determining the suitability of another organization's processes for a particular contract or class of contracts.

NOTE Copyright release: Users of this part of ISO/IEC 15504 may freely reproduce relevant material as part of any Organizational Maturity Model, or as part of any demonstration of conformance with this International Standard, so that it can be used for its intended purpose.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 15504-1:2004, *Information technology — Process assessment — Part 1: Concepts and vocabulary*

ISO/IEC 15504-2:2003, *Information technology — Process assessment — Part 2: Performing an assessment*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 15504-1 and the following apply.