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Systems and software engineering — Capabilities of issue management tools

*Ingénierie du logiciel et des systèmes — Capacités des outils de
gestion des écarts*



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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.

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Introduction

Issue management tools have become increasingly important in project management and been applied to a wide range of lifecycle processes, from development process to operation process. Information managed by these tools has been expanded further than ever before, such as work items and claims as well as defects. These tools need to cooperate with many other tools such as configuration management tools, build tools, etc.

There are many issue management tools on the market but with no clear definition of their category and their capabilities. Therefore, it is becoming difficult for project managers to choose the right tool.

This document provides a framework of category of issue management tools and a list of their capabilities. The capabilities are gathered from existing tools (see [Annex B](#)). This document is prepared as one of the capability series to select the appropriate tool in combination with ISO/IEC 20741 "Guideline for the evaluation and selection of software engineering tools" (see [Annex A](#)).

Systems and software engineering — Capabilities of issue management tools

1 Scope

This document defines the capabilities of issue management tools and is used to select the most appropriate one from many issue management tools. The evaluation and selection of the issue management tools is performed in accordance with ISO/IEC 20741 which defines the general evaluation selection process and evaluation characteristics. Issue management is based on the tasks described in several activities in their processes (e.g. project assessment and control, decision management, and system/software requirements definition) of ISO/IEC/IEEE 12207.

This document is independent of development methodology or approaches (e.g. Waterfall or Agile) or lifecycle processes (e.g. implementation or operation).

2 Normative reference

There is no normative reference in this document.