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Systems and software engineering — Information technology project performance benchmarking framework —

Part 2: Requirements for benchmarking

Ingénierie des systèmes et du logiciel — Cadre de conduite de tests de performance de projet de technologies de l'information —

Partie 2: Exigences pour le marquage de référence

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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.

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 or all such patent rights.

ISO/IEC 29155-2 was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

ISO/IEC 29155 consists of the following parts, under the general title *Systems and software engineering — Information technology project performance benchmarking framework*:

— *Part 1: Concepts and definitions*

— *Part 2: Requirements for benchmarking*

— *Part 3: Guidance for reporting*

— *Part 4: Guidance for data collection and maintenance*

Further parts might follow.

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Introduction

This part of ISO/IEC 29155 identifies the required activities and tasks that are necessary to successfully identify, define, select, apply, and improve benchmarking for information technology (IT) project performance.

This part of ISO/IEC 29155 is intended to provide guidance for organizations which are preparing to introduce and implement benchmarking techniques to evaluate performance of IT projects. This part of ISO/IEC 29155 assists organizations to establish a well-defined process to perform benchmarking. The process includes activities and tasks not only for data selection and comparison in IT project performance benchmarking but also for data collection, benchmarking repository management, and providing benchmarking instruments.

This part of ISO/IEC 29155 is developed as the second part of multiple parts which will complete the IT project performance benchmarking framework as is shown in Figure 1. This part of ISO/IEC 29155 provides the requirements for a benchmarking process.

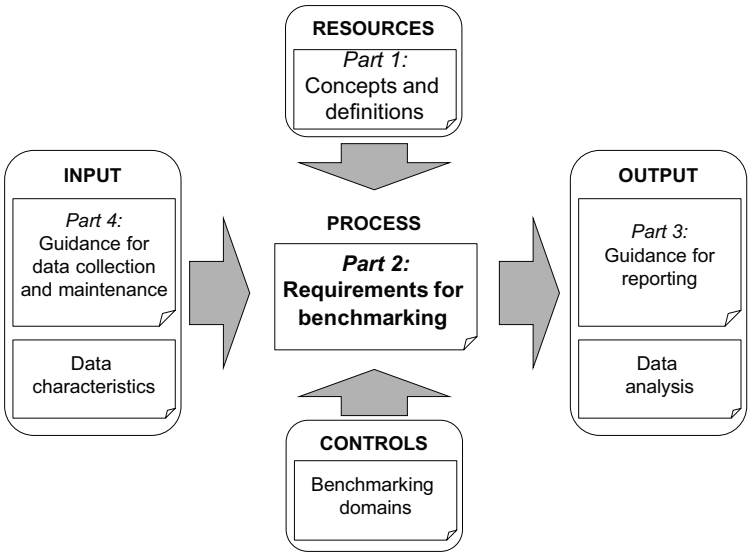

Figure 1 — IT project performance benchmarking standards overview

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Systems and software engineering — Information technology project performance benchmarking framework —

Part 2: Requirements for benchmarking

1 Scope

This part of ISO/IEC 29155 provides general requirements for processes of "the information technology (IT) project performance benchmarking framework" by prescribing:

— the requirements for the processes for individual activities within the benchmarking framework (e.g. conduct benchmarking, maintain repository, submit data),

— the tasks necessary to successfully execute activities and equip them with components, both of which are defined in ISO/IEC 29155-1.

This part of ISO/IEC 29155 is intended for use by any stakeholder(s) of IT project performance benchmarking (e.g. benchmarking user, benchmark provider, benchmarking service provider, and IT project team).

NOTE The following are examples of how this part of ISO/IEC 29155 can be used:

— by a systems and software supplier to implement a benchmarking process to estimate and/or evaluate performance of an IT project,

— by a systems and software acquirer (or a third-party agent) for evaluating the performance of the supplier's IT project,

— by a benchmark provider to implement processes to collect and analyze IT project data and provide benchmarks,

— by a benchmarking service provider to implement various services (e.g. providing instruments for benchmarking, or conducting an instance of benchmarking for a benchmarking user).

This part of ISO/IEC 29155 does not prescribe how to utilize benchmarking results, nor does it prescribe the name, format, or explicit content of the documentation that results from the benchmarking processes.

2 Normative references

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

ISO/IEC 29155-1, *Systems and software engineering — Information technology project performance benchmarking framework — Part 1: Concepts and definitions*

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