SC7-ISO20000 Alignment issues

Aligning ITIL to existing ISO JTC1-SC7 Software Engineering Standards

Dr. A. April – ETS University
Table of Contents

- Objectives
- Audience
- Current clash
- An ITIL overview
- ISO SC7 work program
- ISO20000 overview
- ISO work with ISO20000
Objectives

Present the Alignment issues:

1. Assume that ISO20000 will align to existing SC7 standards;
2. Assume that foundation documents have priority over specific technical area standards;
3. Assume that some SC7 standards will have some adjustments.
Audience

The participants:

1. ISO and IEEE Standards Architects;
2. ISO/JTC1/SC7 Editors;
3. Master SC7 Terminology
4. Know ISO20000:2005 content
Issue

How can it be done:
1. Identify a strategy;
2. Who can help;
3. How it can be divided
4. What is the potential impact to ITIL
Agreement between BSI and ISO/SC7 on 2004-11-10;
Voted Yes – with 25% opposition and a series of comments (to be resolved).

Overview of objections ISO20000:
- Harmonization is the single most important objection to this standard
- Terminology is a major issue
- Alignment issues with ISO/JTC1/SC7 existing international standards
Where to start

ISO 20000 = O&M for software so start with:

- ISO 12207 (the O and the M area)
- ISO 14764 (the M area)
- ISO 90003 (the quality system for software organizations)
**ITIL vs ISO12207**

- ISO12207 has:
  - Operational processes;
  - Support Processes;
  - Management Processes.

- ITIL has:
  - No class of processes

Leading to:
- Difficulty in mapping
Create that notion for ISO20000

5 Primary life-cycle processes
- 5.1 Acquisition process
- 5.2 Supply process
- 5.3 Development process
- 5.4 Operation process
- 5.5 Maintenance process

6 Supporting life-cycle processes
- 6.1 Documentation
- 6.2 Config. Management
- 6.3 Quality Assurance
- 6.4 Verification
- 6.5 Validation
- 6.6 Joint Review
- 6.7 Audit
- 6.8 Problem Resolution

7 Organisational life-cycle processes
- 7.1 Management
- 7.2 Infrastructure
- 7.3 Improvement
- 7.4 Training
ISO20000 into ISO12207

5.4 Operations Process
- 5.1 Acquisition process
- 5.2 Supply process
- 5.3 Development process
- 5.4 Operation process
- 5.5 Maintenance process

5.5 Maintenance Process
- 5.1 Acquisition process
- 5.2 Supply process
- 5.3 Development process
- 5.4 Operation process
- 5.5 Maintenance process
Operational areas impacted

- Service Reporting
- Service Level Management
- Service Continuity & Availability
- IS/IT Budgeting & Accounting
- Information Security Management
- Capacity Management
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Business Relationship
- Supplier Management
The components

From the Service Delivery (red) and Service Support (blue):

- Service Reporting
- Service Level Management
- Service Continuity & Availability
- IS/IT Budgeting & Accounting
- Capacity Management
- Incident & Problem Management
- Configuration Management
- Change Management
- Release Management
The components (cont’d)

Additional to the blue and red book, the Business Perspective book:

- Service
- Business perspective:
  - Complaint management;
  - Feedback to customers.
- Supplier Management:
  - Communications process;
  - End of service process;
  - Contract complaint and escalation.
Principles and objectives

17 objectives to meet:

- The standard has 17 objectives.
- For example: 6.2 «To produce agreed, timely, reliable, accurate service report for informed decision making and effective communications »
- Example: 7.2 «To manage suppliers to ensure the provision of seamless, quality services »
Qualifications and competencies

To implement this standard you may require experienced and trained personnel:

- ITIL Foundation, Practitioners and Master
- Quality auditor ISO9001:2000 (ISO90003) and ISO20000:2005
Qualifications and competencies

ISO/IEC 20000:2005, 3.3
And re-assess the internal competencies:

- All personnel roles and responsibilities:
  1. Define;
  2. Link to competence required to carry on the tasks.
- Training requirements **shall** be reviewed and managed to enable staff to perform their role effectively.
Software Engineering Terminology

Terminology helps to communicate:

- Review the terminology;
- All personnel should understand and use the terminology which will be fully aligned with the SWEBOK;
Aligned with known concepts:

- The PDCA methodology, Plan, Do, Check, Act (Shewhart 1920, publicized by Dr. Deming)
- Follow the ISO 9001:2000 guidance to ensure the success of your improvement approach.
ISO9001 quality concepts (cont’d)

Management Requirements:

- Clear Leadership;
- Actions when needed;
- Define the Management policies;
- Communicate, communicate, communicate;
- Supply the funding and time;
- Identify and empower a quality rep.
- Identify and manage the risks;
- Have a project plan for improvement and establish the goals clearly.
ISO9001 concepts (cont’d)

Organizational requirements:

- **Documentation and Quality Records:**
  - Show that you plan;
  - Demonstrate you follow the plans;
  - Keep the records to show there are controls (CobiT)

- Make sure that the processes (process maps), procedures and quality records are kept.
General requirements

Service Management staff:

- Must be trained;
- Must conform;
- Participate in its improvement;
- Show they know and use the processes.
Registrar Audit

- Choose a Registrar which can audit using the standard;
- Debate the scope of the certification;
- Train the staff/ ensure the competencies;
- Implement the processes identified in part 1 of the standard;
- Do a number of PDCA cycles using your own internal auditor (mock audits);
- Call in the external auditor (registrar)
Summary of ISO20000 scope (52 items)

- Management system (3)
  - Management responsibility
  - Documentation requirements
  - Competences, awareness & training

- Planning & implementing (4)
  - Plan, Implement, Monitor, Improve
    (Plan, Do, Check, Act)

- Planning new services (5)
  - Planning & implementing
    new or changed services

Service Delivery Processes (6)
- Capacity Management
- Service Continuity & Availability Management
- Service Level Management
- Service Reporting
- Information Security Management
- Budgeting & Accounting for IT services

Control Processes (9)
- Configuration Management
- Change Management

Release Processes (10)
- Release Management

Resolution Processes (8)
- Incident Management
- Problem Management

Relationship Processes (7)
- Business Relationship Management
- Supplier Management
A new standard!!

Questions?
Dr. Alain April

Professor Dr. Alain April is a member of The Software Engineering Lab of ETS University of Montreal, Canada. He has obtained his Ph.D. at the Otto-von-Guericke University of Magdeburg Germany in Software Engineering.

He is co-editor of the SWEBOK Software Quality and Software Maintenance chapters.

Prof April specializes in establishing IS/IT R&D programs in process improvement.

He also helps with local CSTE and CSQA training and certification at the local QAI Montreal (see http://www.apql-sqpa.org/)

He has deployed quality assurance processes at Bell Canada, Cable & Wireless and currently for Rona;

He has helped many organizations in their R&D efforts surrounding: outsourcing, ISO9001 and 20000, CMMi and S^3m for software maintenance.