



**International
Standard**

**ISO/IEC
29110-5-2-1**

**Systems and software
engineering — Life cycle profiles for
very small entities (VSEs) —**

**Part 5-2-1:
Organizational management
guidelines**

*Ingénierie des systèmes et du logiciel — Profils de cycle de vie
pour très petits organismes (TPO) —*

Partie 5-2-1: Lignes directrices de gestion organisationnelle

**First edition
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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Technical ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This first edition cancels and replaces ISO/IEC TR 29110-5-2-1:2016, which has been technically revised.

The main changes are as follows:

- major editorial changes were made to align this document with other parts in the ISO/IEC 29110 series;
- it has been clarified that this document can be used by VSEs that have at least one operational process implemented by projects or by services;
- Annex A has been deleted as this document can be applied to any type of VSE that has at least one operational process;
- Annex B has been deleted because the mapping to the base standards is made in ISO/IEC 29110-4-2.

A list of all parts in the ISO/IEC 29110 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

0.1 Introduction to the ISO/IEC 29110 series

Very small entities (VSEs) around the world are creating valuable products and services. For the purpose of the ISO/IEC 29110 series, a VSE is an enterprise, an organisation (e.g. government agency, non-profit organisation), a department or a project having up to 25 people. Many VSEs develop and/or maintain systems and the software components used in those systems, either as independent products or incorporated into the larger system. Due to this a recognition of VSEs as suppliers of high-quality products is required.

According to the World Bank, small and medium-sized enterprises (SMEs) account for about 90 % of enterprises worldwide. According to the Organisation for Economic Co-operation and Development (OECD), SMEs represent 99 % of all businesses and generate about 60 % of employment. Almost one person out of three is employed in a micro firm with less than 10 employees. The European Union reports that micro firms, with fewer than 10 persons, account for 93,5 % of all enterprises and small firms, with 10 to 49 employees, account for 5,5 % of all enterprises. The challenge facing governments is to provide a business environment that supports the competitiveness of this large heterogeneous business population and that promotes a vibrant entrepreneurial culture.

From studies and surveys conducted, the majority of International Standards did not address the needs of VSEs. Implementation of and conformity with these standards was difficult, if not impossible.

Consequently, VSEs have no, or very limited, ways to be recognized as entities that produce quality systems/system elements including software in their domain. Therefore, VSEs are excluded from some economic activities.

It has been found that VSEs find it difficult to relate International Standards to their business needs and to justify the effort required to apply standards to their business practices. Most VSEs can neither afford the resources, in terms of number of employees, expertise, budget and time, nor do they see a net benefit in establishing over-complex systems or software life cycle processes. To address some of these difficulties, a set of guidelines has been developed based on a set of VSE characteristics. The guidelines are based on subsets of appropriate standards processes, activities, tasks, and outcomes, referred to as profiles. The purpose of a profile is to define a subset of International Standards relevant to the VSEs' context; for example, processes, activities, tasks, and outcomes of ISO/IEC/IEEE 12207 for software; and processes, activities, tasks, and outcomes of ISO/IEC/IEEE 15288 for systems; and information products (documentation) of ISO/IEC/IEEE 15289 for software and systems.

VSEs can achieve recognition through implementing a profile and by being audited against ISO/IEC 29110 specifications.

The ISO/IEC 29110 series can be applied at any phase of system or software development within a life cycle. The ISO/IEC 29110 series is intended to be used by VSEs that do not have experience or expertise in adapting/tailoring ISO/IEC/IEEE 12207 or ISO/IEC/IEEE 15288 standards to the needs of a specific project. VSEs that have expertise in adapting/tailoring ISO/IEC/IEEE 12207 or ISO/IEC/IEEE 15288 are encouraged to use those standards instead of the ISO/IEC 29110 series.

The ISO/IEC 29110 series is intended to be used with any lifecycle such as: waterfall, iterative, incremental, evolutionary or agile.

Systems, in the context of the ISO/IEC 29110 series, are typically composed of hardware and software components.

The ISO/IEC 29110 series, targeted by audience, has been developed to improve system or software and/or service quality, and process performance. Figure 1 describes the ISO/IEC 29110 series and positions the parts within the framework of reference.

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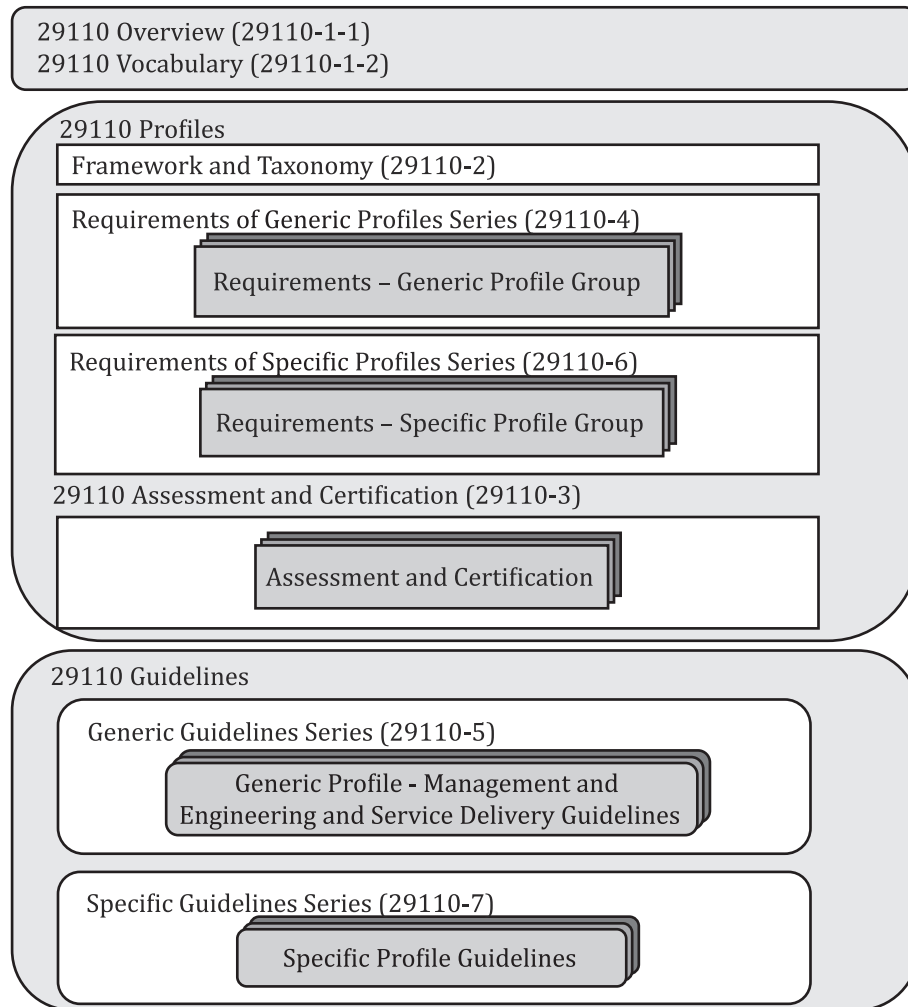


Figure 1 — ISO/IEC 29110 series

ISO/IEC 29110-1-1 introduces processes, lifecycle and standardization concepts, the taxonomy (catalogue) of ISO/IEC 29110 profiles and the ISO/IEC 29110 series. ISO/IEC 29110-1-1 also introduces the characteristics and needs of a VSE, and clarifies the rationale for specific profiles, documents, standards and guidelines. ISO/IEC 29110-1-2 defines the terms common to the ISO/IEC 29110 series. ISO/IEC 29110-1-1 and ISO/IEC 29110-1-2 are targeted at VSEs and their customers, assessors, standards producers, tool vendors and methodology vendors.

ISO/IEC 29110-2 introduces the concepts for systems and software engineering profiles for VSEs. It establishes the logic behind the definition and application of profiles. For standardized profiles, it specifies the elements common to all profiles (structure, requirements, conformance, assessment). For domain-specific profiles (profiles that are not standardised and developed outside of the ISO process), it provides general guidance adapted from the definition of standardised profiles. ISO/IEC 29110-2 is targeted at profile producers, tool vendors and methodology vendors.

ISO/IEC 29110-3 defines certification schemes, assessment guidelines and compliance requirements for process capability assessment, conformity assessments, and self-assessments for process improvements. ISO/IEC 29110-3 also contains information that can be useful to developers of certification and assessment methods and developers of certification and assessment tools. ISO/IEC 29110-3 is addressed to people who have direct involvement with the assessment process, for example, the auditor, certification and accreditation bodies and the sponsor of the audit, who need guidance on ensuring that the requirements for performing an audit have been met. ISO/IEC 29110-3 is targeted at VSEs and their customers, assessors, accreditation bodies.

ISO/IEC 29110-4 provides the specifications for all generic profiles of the generic profile group that are based on subsets of appropriate standards elements. ISO/IEC 29110-4 is targeted at VSEs, customers, standards producers, tool vendors and methodology vendors.

ISO/IEC 29110-5 provides a management, engineering and service delivery guidelines for profiles of the Generic profile group. ISO/IEC 29110-5 is targeted at VSEs and their customers.

ISO/IEC 29110-6 provides the specifications for specific profiles that are based on subsets of appropriate standards elements. ISO/IEC 29110-6 is targeted at VSEs, customers, standards producers, tool vendors and methodology vendors.

ISO/IEC 29110-7 provides a guideline for each profile of the specific profile group. ISO/IEC 29110-7 is targeted at VSEs and their customers.

If a new profile is needed, ISO/IEC 29110-4 or ISO/IEC 29110-6 can be developed with minimal impact to existing documents.

0.2 Introduction to this document

This document is intended to be used with any processes, techniques and methods that enhance the VSE's customer satisfaction and productivity.

The life cycle processes described in the ISO/IEC 29110 series are not intended to preclude or discourage their use by organizations larger than VSEs.

Using this document, a VSE can obtain the following benefits:

- formalizing and following its business strategy in a measurable and controlled way;
- controlling projects or services' human and material resources;
- managing the generation and accomplishment of its projects or services;
- continuously improving its operational and administrative processes;
- continuously monitoring the customers satisfaction.

Conformity requirements for implementations of this document can be found in ISO/IEC 29110-4-2.

Systems and software engineering — Life cycle profiles for very small entities (VSEs) —

Part 5-2-1: Organizational management guidelines

1 Scope

This document provides management guidelines to the organizational profile specified in ISO/IEC 29110-4-2 through organizational management, product portfolio management, resource management and process management processes.

This document applies to VSEs that develop software or works thru operating processes.

This document is intended to be used with any processes, techniques and methods that enhance the VSEs' customer satisfaction and productivity.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 29110-1-2, *Systems and software engineering — Lifecycle profiles for Very Small Entities (VSEs) — Part 1-2: Vocabulary*