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**AMENDMENT 2**  
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**Information technology — Software life  
cycle processes**

**AMENDMENT 2**

*Technologies de l'information — Processus du cycle de vie du logiciel*  
AMENDEMENT 2

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## Foreword

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The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member 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 shall not be held responsible for identifying any or all such patent rights.

Amendment 2 to ISO/IEC 12207:1995 was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

ISO/IEC 12207 was published on 1 August 1995 and is the first International Standard to provide a comprehensive set of life-cycle processes, activities and tasks for software that is part of a larger system, stand-alone software product, and software services. It provides common software process architecture for the acquisition, supply, development, operation and maintenance of software. It also provides the necessary supporting and organizational processes, activities and tasks for managing and improving the processes.

Amendment 1 was published in 2002 to establish a coordinated set of software process information that can be used for process definition and process assessment and improvement. Amendment 1 resolved the granularity issue related to the use of ISO/IEC 12207 for process assessment and provides the process purpose and outcomes to establish a Process Reference Model in accordance with the requirements of ISO/IEC 15504-2. A Process Reference Model provides definitions of processes in a life cycle described in terms of process purpose and outcomes, together with an architecture describing relationships between the processes. A Process Reference Model provides the mechanism whereby externally defined assessment models are related to the assessment framework defined by ISO/IEC 15504.

The use of Amendment 1 for process assessment revealed technical defects and editorial issues in certain processes of the Process Reference Model. These technical defects and editorial issues are documented in Defect Report N2873. The noted defects have impacted the development of the exemplar assessment model ISO/IEC 15504-5. Amendment 2 resolves these deficiencies and provides to the users of the Process Reference Model and to the developers of assessment models an improved basis for their work.

This amendment addresses a number of minor technical and editorial issues in Amendment 1, i.e. ISO/IEC 12207:1995/Amd.1:2002. The amendment contains:

- a) Statements of Purpose and Outcomes for several processes identified within the scope of Amendment 1;
- b) Corrections to statements of Purpose and Outcomes for several processes, for technical reasons; and
- c) Corrections to statements of Purpose and Outcomes for several processes, to correct editorial deficiencies.



# Information technology — Software life cycle processes

## AMENDMENT 2

### 1 Changes to the Text of ISO/IEC 12207:1995/AMD 1:2002:

#### 1.1 Clause F.1.2 is modified as follows:

##### F.1.2 Supply Process

**Purpose:**

The purpose of the *Supply process* is to provide a product or service to the customer that meets the agreed requirements.

**Outcomes:**

As a result of successful implementation of the *Supply process*:

1. a response to a customer's request is produced;
2. an agreement is established between the customer and the supplier for developing, maintaining, operating, packaging, delivering, and installing the product and/or service;
3. a product and/or service that meets the agreed requirements are developed by the supplier;
4. the product and/or service is delivered to the customer in accordance with the agreed requirements; and
5. the product is installed in accordance with the agreed requirements.

The *Supply Process* includes purposes and outcomes for the following sub-processes:

- Supplier tendering;
- Contract agreement;
- Product release;
- Product acceptance support.

##### F.1.2.1 Supplier tendering

**Purpose:**

The purpose of *Supplier tendering* is to establish an interface to respond to customer inquiries and requests for proposal, prepare and submit proposals, and confirm assignments through the establishing of a relevant agreement / contract.

**Outcomes:**

As a result of successful implementation of *Supplier tendering*:

- 1) a communication interface is established and maintained in order to respond to customer inquiries and requests for proposal;
- 2) requests for proposal are evaluated according to defined criteria to determine whether or not to submit a proposal;
- 3) the need to undertake preliminary surveys or feasibility studies is determined;
- 4) suitable resources are identified to perform the proposed work;
- 5) a supplier proposal is prepared and submitted in response to the customer request; and
- 6) formal confirmation of agreement is obtained.

**F.1.2.2 Contract agreement**

**Purpose:**

The purpose of *Contract agreement* is to negotiate and approve a contract / agreement that clearly and unambiguously specifies the expectations, responsibilities, work products / deliverables and liabilities of both the supplier(s) and the acquirer.

**Outcomes:**

As a result of successful implementation of *Contract agreement*:

- 1) a contract / agreement is negotiated, reviewed, approved and awarded to the supplier(s);
- 2) mechanisms for monitoring the capability and performance of the supplier(s) and for mitigation of identified risks are reviewed and considered for inclusion in the contract conditions;
- 3) proposers/tenderers are notified of the result of proposal /tender selection; and
- 4) formal confirmation of agreement is obtained.

**F.1.2.3 Product release**

**Purpose:**

The purpose of *Product release* is to control the availability of a product to the intended customer.

**Outcomes:**

As a result of the successful implementation of *Product release*:

- 1) the contents of the product release are determined;
- 2) the release is assembled from configured items;
- 3) the release documentation is defined and produced;
- 4) the release delivery mechanism and media is determined;
- 5) release approval is effected against defined criteria;
- 6) the product release is made available to the intended customer; and
- 7) confirmation of release is obtained.

**F.1.2.4 Product acceptance support****Purpose:**

The purpose of *Product acceptance support* is to assist the customer to achieve confidence that the product meets requirements.

**Outcomes:**

As a result of successful implementation of the *Product acceptance support*:

- 1) the product is completed and delivered to the customer;
- 2) customer acceptance tests and reviews are supported;
- 3) the product is put into operation in the customer's environment; and
- 4) problems detected during acceptance are identified and communicated to those responsible for resolution.

NOTE Incremental delivery would be in completed increments.

**1.2 Clause F.2.2 is modified as follows:****F.2.2 Configuration Management Process****Purpose:**

The purpose of the *Configuration management process* is to establish and maintain the integrity of the work products/items of a process or project and make them available to concerned parties.

**Outcomes:**

As a result of successful implementation of the *Configuration management process*:

- 1) a configuration management strategy is developed;
- 2) work products/items generated by the process or project are identified, defined and baselined;
- 3) modifications and releases of the work products/items are controlled;
- 4) modifications and releases are made available to affected parties;
- 5) the status of the work products/items and modifications are recorded and reported;
- 6) the completeness and consistency of the work products/items is ensured; and
- 7) the storage, handling and delivery of the work products/items are controlled.

**1.3 Clause F.2.8 is modified as follows:****F.2.8 Problem Resolution Management Process****Purpose:**

The purpose of the *Problem resolution management process* is to ensure that all discovered problems are identified, analyzed, managed and controlled to resolution.

**Outcomes:**

As a result of successful implementation of the *Problem resolution management process*:

- 1) a problem management strategy is developed;
- 2) problems are recorded, identified and classified;
- 3) problems are analyzed and assessed to identify acceptable solution(s);
- 4) problem resolution is implemented;
- 5) problems are tracked to closure; and
- 6) the status of all problems reported is known

NOTE Problem resolution management may initiate a change request.

**1.4 A new Clause F.2.11 is inserted as follows:**

**F.2.11 Change Request Management Process**

**Purpose:**

The purpose of the *Change request management process* is to ensure that change requests are managed, tracked and controlled.

**Outcomes:**

As a result of successful implementation of the *Change request management process*:

- 1) a change management strategy is developed;
- 2) requests for change are recorded and identified;
- 3) dependencies and relationships to other change requests are identified;
- 4) criteria for confirming implementation of change requests are defined;
- 5) requests for change are approved, prioritized, and resource requirements estimated;
- 6) changes are initiated on the basis of priority and availability of resources;
- 7) approved changes are implemented and tracked to closure; and
- 8) the status of all change requests is known.

**1.5 Clause F.3.1.5 is modified as follows:**

**F.3.1.5 Risk management**

**Purpose:**

The purpose of *Risk management* is to identify, analyze, treat and monitor the risks continuously.

**Outcomes:**

As a result of successful implementation of *Risk management*:

- 1) the scope of risk management to be performed is determined;

- 2) appropriate risk management strategies are defined and implemented;
- 3) risks are identified in project planning as they develop and during the conduct of the project;
- 4) risks are analysed in terms of probability and consequences, and the priority in treatment of these risks is determined;
- 5) risk measures are defined, applied, and assessed to determine changes in the status of risk and the progress of the treatment activities; and
- 6) appropriate treatment is taken to correct or avoid the impact of risk based on its priority, probability, and consequence or other defined risk threshold.

## 1.6 Clause F.3.2 is modified as follows:

### F.3.2 Infrastructure Process

#### Purpose:

The purpose of the *Infrastructure process* is to maintain a stable and reliable infrastructure that is needed to support the performance of any other process.

#### Outcomes:

As a result of successful implementation of the *Infrastructure process*:

- 1) the requirements for infrastructure to support processes in the organizational unit are defined;
- 2) the infrastructure elements are identified and specified;
- 3) infrastructure elements are acquired;
- 4) the infrastructure elements are implemented; and
- 5) a stable and reliable infrastructure is maintained.

NOTE The infrastructure may include hardware, software, methods, tools, techniques, standards, and facilities for development, operation, or maintenance.

## 1.7 Clause F.3.3.3 is modified as follows:

### F.3.3.3 Process improvement

#### Purpose:

The purpose of *Process improvement* is to continually improve the organization's effectiveness and efficiency through the processes used and maintained aligned with the business need.

#### Outcomes:

As a result of successful implementation of *Process improvement*:

- 1) commitment is established to provide resources to sustain improvement actions;
- 2) issues arising from the organization's internal / external environment are identified as improvement opportunities and justified as reasons for change;
- 3) analysis of the current status of the existing process is performed, focusing on those processes from which improvement stimuli arise;

- 4) improvement goals are identified and prioritized, and consequent changes to the process are defined and implemented;
- 5) the effects of process implementation are monitored and confirmed against the defined improvement goals;
- 6) knowledge gained from the improvements is communicated within the organization; and
- 7) the improvements made are evaluated and consideration given for using solutions elsewhere within the organization.

NOTE 1 Information sources providing input for change may include: process assessment results, audits, customer's satisfaction reports, organizational effectiveness / efficiency, cost of quality.

NOTE 2 The current status of processes may be determined by process assessment.

### 1.8 Clause F.3.6 is modified as follows:

#### F.3.6 Reuse Program Management Process

##### Purpose:

The purpose of the *Reuse program management process* is to plan, establish, manage, control, and monitor an organization's reuse program and to systematically exploit reuse opportunities.

##### Outcomes:

As a result of successful implementation of *Reuse program management process*:

- 1) the organization's reuse strategy, including its purpose, scope, goals and objectives, is defined;
- 2) the domains for potential reuse opportunities are identified;
- 3) the organization's systematic reuse capability is assessed;
- 4) the reuse potential of each domain is assessed;
- 5) reuse proposals are evaluated to ensure the reuse product is suitable for the proposed application;
- 6) the reuse strategy is implemented in the organization;
- 7) feedback, communication, and notification mechanisms are established, that operate between affected parties; and
- 8) the reuse program is monitored and evaluated.

NOTE The affected parties may include reuse program administrators, asset managers, domain engineers, developers, operators, and maintainers.

## 1.9 Updated Table E.1 to Annex E of ISO/IEC 12207:1995/Amd.1:2002

Table E.1 — Correlation of ISO/IEC 12207:1995 to Annex F

12207	12207 Processes & activities	Annex F Source	Annex F Process Structure	Process Type
5.	<i>Primary life cycle processes</i>			
5.1	Acquisition process	ISO/IEC 12207	Acquisition process	basic
		ISO/IEC TR 15504-2	Acquisition preparation	component
		ISO/IEC TR 15504-2	Supplier selection	component
		ISO/IEC TR 15504-2	Supplier monitoring	component
		ISO/IEC TR 15504-2	Customer acceptance	component
5.2	Supply process	ISO/IEC 12207	Supply process	basic
			Supplier tendering	component
			Contract agreement	component
			Product release	component
			Product acceptance support	component
5.3	Development process	ISO/IEC 12207	Development process	basic
5.3.1	Process implementation			
		ISO/IEC TR 15504-2	Requirements elicitation	extended
5.3.2	System requirements analysis	ISO/IEC 12207	System requirements analysis	basic
5.3.3	System architectural design	ISO/IEC 12207	System architectural design	basic
5.3.4	Software requirements analysis	ISO/IEC 12207	Software requirements analysis	basic
5.3.5	Software architectural design	ISO/IEC TR 15504-2	Software design	component
5.3.6	Software detailed design	ISO/IEC TR 15504-2	Software design	component
5.3.7	Software coding and testing	ISO/IEC TR 15504-2	Software construction	component
5.3.8	Software integration	ISO/IEC 12207	Software integration	basic
5.3.9	Software qualification testing	ISO/IEC TR 15504-2	Software testing	component
5.3.10	System integration	ISO/IEC TR 15504-2	System integration	component
5.3.11	System qualification testing	ISO/IEC TR 15504-2	System testing	component
5.3.12	Software installation	ISO/IEC 12207	Software installation	basic
5.4	Operation process	ISO/IEC 12207	Operation process	basic
		ISO/IEC TR 15504-2	Operational use	extended
		ISO/IEC TR 15504-2	Customer support	extended
5.5	Maintenance process	ISO/IEC 12207	Maintenance process	basic
6.	<i>Supporting life cycle processes</i>			
6.1	Documentation process	ISO/IEC 12207	Documentation process	basic
6.2	Configuration management process	ISO/IEC 12207	Configuration management process	basic
6.3	Quality assurance process	ISO/IEC 12207	Quality assurance process	basic
6.4	Verification process	ISO/IEC 12207	Verification process	basic
6.5	Validation process	ISO/IEC 12207	Validation process	basic
6.6	Joint review process	ISO/IEC 12207	Joint review process	basic