

**ISO/IEC JTC 1
Information Technology**

Document Type: Other Document (defined)

Document Title: Calling notice – Ballot Resolutoin Meeting, PAS Ballot, ISO/IEC DIS 26500 – Information technology – Application management – Requirements for application management – Part 1, Niigata, Japan, 2010-05-25

Document Source: SC 7

Reference:

Document Status: This document is circulated to JTC 1 National Bodies for information.

Action ID:

Due Date:

No. of Pages: 25

ISO/IEC JTC1/SC7 /N4583

2010-02-25

Document Type	Meeting Calling notice
Title	Calling notice – Ballot Resolution Meeting, PAS Ballot - ISO/IEC DIS 26500 - Information technology - Application management -- Requirements for application management - Part 1, Niigata, Japan, 2010-05-25
Source	WG7
Project	26500
Status	Final
Reference	DIS 26500, SC7 N4573, JTC 1 N9666
Action ID	INF or ACT
Distribution	AG
No. of Pages	24
Note	

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Document type	Calling notice
Title	Calling notice – Ballot Resolution Meeting PAS Ballot - ISO/IEC DIS 26500 -- Information technology -- Application management -- Requirements for application management -- Part 1
Source	ISO/IEC JTC 1/SC 7/WG 7 Convener
Status	Draft
Reference	
Action ID	FYI and ACT

Ballot Resolution Meeting
ISO/IEC DIS 26500 PAS Ballot
Niigata, Japan
May 25, 2010

Meeting Information

Ballot Resolution Meeting on a PAS Ballot for ISO/IEC DIS 26500 "Information technology – Application management – Requirements for application management - Part 1" will be held during SC 7 Plenary in Niigata, Japan, on Tuesday, May 25, 2010. The exact time and room for the meeting will be announced at a later date.

The PAS Ballot for ISO/IEC 26500 has failed. The ballot results and the consolidated comments submitted by National Bodies are attached. The Netherlands National Body will circulate proposed dispositions to all of the submitted comments 30 days prior to the Ballot Resolution Meeting. The overall goal of the meeting is to resolve the comments raised by national bodies.

All National Bodies are invited to participate in the meeting; however those having voted negatively on the ballot are required to attend.

Meeting Agenda

1. Presentation by the Netherlands' NB of general directions of the comments' dispositions.
2. Discussion of the proposed general directions
3. Specific comments discussions
4. Conclusions, decisions and way forward.

Document Type	FDIS Comment disposition report
Title	ISO/IEC 26500 DIS comment disposition
Source	ISO/IEC JTC 1/SC 7/WG 7 Convener
Status	Ballot Comments
Reference	
Action ID	FYI or ACT

Document information

Balloted document

ISO/IEC document code	ISO/IEC 26500
Document title	NEN 3434 DIS PAS Submission
Document status	DIS
WG document code	
SC7 document code	
JTC1 document code	Njtc1

Ballot summary

Ballot Type	FDIS
Ballot summary document code	
Ballot status	Disapproved

Comment disposition report

WG document code	
Report date	
Report status	Ballot Comments
Generated by	Comment database Version 4.2.2 on 22/02/2010 7:14:30 PM

Report selection criteria

National Body
Category
Clause
Outcome
No outcome
Classification
Issue
Status
Filter 1
Filter 2

Comments selected: 88

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
DEU-1	GE			Germany disagrees for the following reasonsEssential parts of NEN 3434 apply to ISO/IEC 20000-1:2005 and 20000-2:2005 which are currently under review and will be significantly modified. Therefore it is not suggestive to establish an international standard via Fast Track Procedure which is based on a soon obsolete standard.			
DEU-2	TH			NEN 3434 contains some terms and definitions, which are currently subject of the review of ISO/IEC 20000-1 and ISO/IEC 20000-2. Contradictions are likely to appear.			
DEU-3	TH			The Assesment-scheme for "process maturity" used by NEN 3434 is based on CMMI-DEV respectively on CMMI-SVC. Indeed it differs in denotation and content from the "process capability model" used by CMMI and is not compatible to ISO/IEC 15504-2 and ISO/IEC 15504-5. Beyond that there is a process assessment model for IT service management currently under development in ISO/IEC 15504-8, which is not reflected by NEN 3434			
DEU-4	TH			The process structure of NEN 3434 is not aligned with ISO/IEC 20000-4 (process reference model for it service management)			

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
FRA-1	GE	All	1	The scope shows a list of processes which are include in the document, but does not define the perimeter and the organizations which can use this standard	Define the scope. This project cannot use the fast track procedure		
FRA-2	GE		2.1	The definition for "application" includes the perimeter for ISO/IEC 20000-1 (physical storage structure) and use the terme "application software" which is not defined. The definition for "application" is the basis for this fast track and shall be discussed. The fast track procedure cannot be used.	This project cannot use the fast track procedure		
FRA-3	GE		ALL	The main proposed processes are included in ISO/IEC 20000-1 and the scope does not define a distinct perimeter from ISO/IEC 20000-1 : This project includes part of ISO/IEC 20000-1 perimeter.	Change the perimeter and align processes with existing standards as ISO/IEC 20000-1.		
FRA-4	GE		ALL	Main processes, including Capacity and availability management concern the service providers which are in the scope for ISO/IEC 20000-1	Change the perimeter and align processes with existing standards as ISO/IEC 20000-1.		
FRA-5	GE		ALL	The processes does not align to ISO/IEC 20000-1	Change the perimeter and align processes with existing standards as ISO/IEC 20000-1.		
FRA-6	GE		ALL	This project include testing which are under the scope for existing ISO/IEC standards	Do not include test requirements and use existing standards for tests		
FRA-7	GE		ALL	This standard is a maturity model (3.2.1 Level 2,...) which is under ISO/IEC 15504 and 33000 standard series.	Use existing maturity model standards.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-1	GE			The overall format, content and methodology is so much at variance with existing SC7 process standards that the document would just confuse matters if fast tracked to IS.A new standards development project should be established to align the document before any publication.	The new project should develop (in the first place) a TR that takes full account of the process description and assessment toolset within SC7. In this document Application Management should be presented as a view on the process standards that NEN 3434 lists. The main text of the TR should be no more than purpose and outcomes for application management process views (along with an application management process viewpoint). Tasks and activities from the relevant process standards should be presented with the application management perspective. If, after these activities, the contents of the maturity scale have not been re-assigned and still have a value they should be included as a separate annex developed to conform to the requirements of 15504-2 for capability scales.		
GBR-2	TH		3 to 28	ISO/IEC 26500 uses a mixture of approaches that is difficult to understand. The approach is not explained and it conflicts with the SC7 approach for process reference models and process assessment models. The audience for a wide range of current SC7 standards will be confused, particularly the audience of the ISO/IEC 12207, 15288, 20000 and 15504 series of standards.	Re-write to align with SC7 approach using ISO.IEC 20000 for the requirements, the ISO/IEC 20000-4 process reference model and process assessment models in ISO/IEC 15504. Process capability determination should be aligned with ISO.IEC 15504-2.		
GBR-3	TH		3 - 28	The alternative common industry approach of using CMMI has also not been followed. Instead a completely new maturity level approach has been used. In annex A it provides yet another re-interpretation of the CMMI model. However, there are several inconsistencies CMMI uses 26500 uses: nothing nothing, ad hoc ad hoc reactive structured proactive standardized measured optimized optimized chain-oriented. There is no value from introducing this difference and the difference will cause confusion from a non-standard approach.	Re-write to align with SC7 approach.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-4	TH		3 - 28	The checklists of 'process requirements' are in practice a mixture of activities, tasks, deliverables, objectives with little context or explanation within the document about the actual tasks or real deliverables. The requirements for each level are a mixture of requirements for individual processes and requirements for the service or requirements for the organization.	Plan what is really meant in the requirements to provide a consistent approach. Revisit all of the requirements		
GBR-5	TH		3 - 28	It avoids any useful numbering to link related activities or even to say level 3 = level 2 plus the following additional requirements, so there is no sense of flow, improvement or growing maturity as you go up the levels			
GBR-6	TH		3 - 28	All level 3 requirements lists relations with other processes to be defined, but no indication as to what interfaces are actually required for a Level 3 maturity - I would have expected specific minimum interfaces to be defined for each process	Review all level requirements to specify interfaces		
GBR-7	TH		3 - 28	The level 2 requires many things in a process description. It is not essential to include a flow chart – there are many good process descriptions without a flowchart.	Delete flow chart from all level 2 and 3 requirements		
GBR-8	TH		3 to 28	Many of the sections are out of date with current definitions and ways of working in IT departments that often use ISO/IEC 20000 and COBIT. Many groupings of activities are not aligned with ISO/IEC 20000, 12207 and 15288.	Re-write to align/harmonize with ISO/IEC 20000, 12207 and 15288		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-9	TH		3 – 28	Processes need to work across the end-to-end IT service e.g. capacity management should never be considered in isolation or have a duplicate process just for AM that feeds the same process in the rest of IT. Typically, many of these processes when operating across IT (including AM) will not be owned/under the control of the the AM process(es), e.g. incident, continuity or availability management. Ownership of these processes is more appropriate elsewhere in the IT service, due to the broad base on their impact/criticality etc on the service as a whole, not just on the AM component. The approach of 26500 therefore requires AM to have duplicate process, or 26500 covers the assessment of processes not owned/controlled in the AM space. This will cause serious issues on the scope of what is being assessed.	Review which processes are specific to AM and include these. Work with ISO/IEC 20000-1 (2005 edition and current FCD2) to consider all service management processes and the content required for these processes. Do not have separate processes for AM and other parts of IT if they are likely to be common to more than AM.		
GBR-10	TH		3 – 28	There is very little linking of the AM process(es) and requirements to the interaction with the business, business needs/requirements and the creation of end-to-end services	Ensure that the business is considered for a full end to end service.		
GBR-11	GE		3 – 28	Very repetitive with a lot of duplication of common requirements in the model, especially at the higher maturity levels	Review all requirements to remove duplication and consolidate duplicated requirements into one clause.		
GBR-12	GE		All	Some of the wording in the model is vague e.g. 'there is insight into' and as a result cannot be used consistently and reliably as part of an assessment.	Review all wording for clarity and replace imprecise words with unambiguous words, used as defined in an ISO approved dictionary.		
GBR-13	TL	All	ALL	It is not clear if supplier management is covered. It may be within each separate process through chain organisations, although supplier management can be an important part of AM, as very few AM department/organisations have no reliance at all on suppliers and many have a large reliance on suppliers. There is no requirement for clarity on the responsibility for managing suppliers, which risks the suppliers being unmanaged.	Make management of suppliers explicit. This could be done by adding a supplier management process rather than attempting to avoid confusion around supply chain management, where the requirements are scattered across many places currently. The clarification should include explicit references to responsibilities at a higher level for suppliers – not just across each process. I cannot see this currently.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-14	GE		All	<p>There many applications managers world-wide and ISO/IEC 26500 could have been an opportunity to provide a standard that is suitable for AM to use, by bringing ISO/IEC 20000 and 12207 together. However, in reality it creates more of a divergence issue in SC7 at a time when SC7 are trying to harmonise. ISO/IEC 26500 is also unclear & confusing, not intuitive or easy to follow or understand, even for an experienced AM specialist. There is a lack of clarity arising from the choice of terms, e.g. the use of different terms for the same thing, or the same term used with different meanings than when used by the rest of the industry compounds. Publishing this standard will create confusion in the marketplace and confusion for users.</p>	<p>This standards should not be published until it has been extensively re-drafted and to be developed starting with a WD. This re-drafting includes alignment to other SC7 standards, including ISO/IEC 20000 and 12207. Terms should be reviewed to ensure they are being used correctly and consistently. Where possible terms adopted should be those already used in established SC7 standards.</p>		
GBR-15	TH		All	<p>Although ISO/IEC 26500 clearly covers application development but there is no mention of project management and controls required to manage the application development activities. There is a major concern is that ISO/IEC 26500 focuses on all processes only from the AM perspective. This is an insular an unrealistic approach.</p> <p>There is no reference (other than exclusion statements) to the remainder of the components of an IT Service, although AM cannot and should not exist in isolation.</p>	<p>Revisit the entire standard to consider its scope and how it sits within other frameworks and standards, particularly those in SC7.</p>		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-16	TH		all	<p>ISO/IEC 26500 appears to be based on a maturity level structure copied from a CMM like framework, (although not copied exactly).</p> <p>Although the maturity level structure approach can be used successfully, in this Standard the requirements for a process through the levels are wrong. This is extremely dangerous to an IT project or organization. The main problem is that the standard allows immature processes to be used in a project (L2). This is due to the wrong use of the maturity model definition. The minimum requirements for a process are exactly that, "minimum", this is, they cannot be divided any further. Even CMM gives specific processes for L2, and then additional ones for L3, L4, L5. For example "Requirements management" is not sub-divided into in five levels. Instead 26500 refers to it being indispensable for a for a project to have a "Requirements Management" Process and describes the components needed. Using incident management as an example: Any incident management process for a PROJECT, must include: a) recording, b) prioritizing, c) classifying, d) updating, e) escalation f) closure of all incidents for that project.</p>	The entire Standard should be re-written and mapped sentence by sentence to ISO/IEC 20000-1.		
GBR-17	TH		all	<p>The ISO/IEC 26500 approach seems to be based strongly on ISO/IEC 20000-1 elements but develops different process and maturity dimensions. It is a concern that extensive development appears to have been done separately from ISO/IEC 20000. Whilst this separate development may serve valid local needs it may cause confusion in the market in future unless a common course of development is agreed.</p>	Agree a common course of process/maturity development aligned with 20000 / WG25 development and in the context of SC7's commitment to harmonisation of standards. .		
GBR-18	E	All	Foreword	<p>Although the fast track process allows some non-standard wording for a first edition that passes a ballot, much of the Foreword is very different to that used by other JTC1 standards. Wording needs to change to fit that of an international standard from JTC1.</p>	See standard words for an international standard foreword section, as provided in the ISO template when the help text is retained.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-19	E	All	Introduction	References to ISO standards should not be named as NEN standards, only ISO standards are normally allowed and ISO does not normally refer to a national implementation of an ISO or ISO/IEC standard.	Delete references to NEN for ISO standards		
GBR-20	TH	Para 4	Introduction	Reference is made to: In practice application management organizations which have grafted their process design onto NEN 3434 comply to a considerable degree with NEN-ISO/IEC 20000, certainly if they have reached maturity level 3 (standardized) according to NEN 3434. Grafted is not used correctly, as defined in ISO approved dictionaries.	See GB 20 – this whole sentence is incorrect and should be re-worded, but in the rewording grafted should not be used.		
GBR-21	TH	Para 4	Introduction	It is not correct to say that an organization will have "certainly" met the requirements of ISO/IEC 20000 at maturity level 3. Requirements in ISO/IEC 20000-1: 2005 are a mixture of different levels, as is often the case with management system standards. In practice, application management organizations which have aligned their process design to NEN 3434 at maturity level 3 will definitely not have met all of the requirements of ISO/IEC 20000-1. Requirements in ISO/IEC 20000-1 that are judged to be level 3 or less based on a standardised multi-level approach may also be different to the requirements that are level 3 in ISO/IEC 26500, so meeting ISO/IEC 20000-1 requirements cannot be assumed to meet the requirements ISO/IEC 26500, even for level 3 or less.	This statement should be corrected. However, the editors of ISO/IEC 26500 should also consider the work done on ISO/IEC 20000-1, ISO/IEC 20000-4 and ISO/IEC 15504-8 before attempting to correct the description of the relationship between ISO/IEC 20000-1, a management system standard and the PRM ISO/IEC TR 20000-2 and the PAM ISO/IEC TR 15504-8 and 26500.		
GBR-22	E	Para 1	Introduction and other places	There are a few examples of use of the word "concrete" which is not used in a normal/correct English sense. e.g. Introduction para 1 says "NEN 3434 aims to offer application management organizations a concrete, directly applicable and complete standards framework for their specific activities."	Delete the word "concrete" in para 1 of Introduction and replace by an appropriate term. Review other uses and decide on best solution to delete the word or change it to an alternate word.		
GBR-23	E	All	Introduction	There is reference to CMMI which is not an ISO standard. It is not allowed to reference other frameworks or methods	Delete all references to CMMI		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-24	TH	All	1	Scope sections need to include who the standard is aimed at	Add words about the audience for the standard – see ISO directives and the ISO template help for guidelines on wording.		
GBR-25	TH	All	1	It would be useful to have a figure to show all the processes.	Add a figure showing all processes and how they are linked.		
GBR-26	TH	All	2	Many terms are in the dictionary so do not need to be defined, e.g. Business case, best practice. Including special terms when they are not required adds an overhead to use of the standards and to plans for harmonisation of ISO and ISO/IEC standards.	Review all definitions and remove those that are in normal English usage in acceptable ISO approved dictionaries		
GBR-27	TH	All	2	There are many definitions which do not align to ISO/IEC 20000-1 and will cause confusion. Some are direct definition, others are related items. 2.6 availability, 2.11 and 2.12 change, 2.13 configuration item, 2.2 and 2.22 organisational unit, 2.25 and 2.30 release, 2.27 and 2.2.8 and 2.29 service, 2.39 user org	Review definitions and aim to use those in ISO/IEC 20000-1 in order to avoid confusion.		
GBR-28	TH	2.3 Application management	2	Application management definition overlaps with business process lifecycle	Delete reference to business process lifecycle		
GBR-29	TH	2.4 Application object	2	Application object is defined as application component so is not needed	Delete		
GBR-30	TH	2.6 Availability	2	Definition of availability conflicts with ISO/IEC 20000-1	Use ISO/IEC 20000-1 definitions and check all usage to ensure that it is used in this way		
GBR-31	TH	2.9 Business information management	2	Business information management definition is not a definition.	Delete or rewrite		
GBR-32	TH	2.10 Chain organization	2	Does not make sense and will not be understandable another languages	Delete – suggest use another word such as supplier or other party		
GBR-33	TH	2.11 Change package	2	Change package is defined as being for applications only and to align with ISO/IEC 20000 this should be application release	Delete or change to application release		
GBR-34	TH	2.12 Change set	2	Change set should be application release	Delete or change to application release		
GBR-35	TH	2.13 Configuration item	2	Definition of configuration item conflicts with ISO/IEC 20000-1 and other SC7 standards. It should not be limited to IT objects. Some assets and configuration items are shared between the business / customer and IT service provider	Adopt definition in ISO/IEC 20000-1		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-36	TH	2.15 Data object	2	Is wrongly defined as the abstraction of a real object	Delete or rewrite		
GBR-37	TH	2.16 Design documentation	2	Design documentation is wrongly defined as being just for applications and you can have design documentation for systems and services	Delete or rewrite		
GBR-38	TH	2.17, 2.31	2	Definition is limited to development although it describes infrastructure generallyIt also conflicts with the definition of IT infrastructure and technical infrastructure	Delete definitions for Development infrastructure, IT infrastructure and technical infrastructure or align definitions with SC7 glossary		
GBR-39	TH	2.19 Functional system test	2	Functional system test is defined as system functional test and definition is wrong	Delete or rewrite		
GBR-40	TH	2.21 off the shelf software	2	Off-the-shelf software is defined as standard software applications and as a standard it should be simplified to one term	Delete use of off-the shelf software throughout the document.		
GBR-41	TH	2.22 organizational unit	2	Organizational unit is used in an IT context only but it is a general definition	Delete or remove references to IT		
GBR-42	TH	2.23 Performance	2	Refers to only application performance	Delete definition or change to application performance.		
GBR-43	TH	2.24 point of contact	2	Point of contact is defined as just being service desk or help desk and confined to being the contact point between the user organization and the application management organization and that is responsible among other things for incident management	Delete		
GBR-44	TH	2.25 Release	2	Release is limited to applications only but ISO/IEC 20000 uses release for release of a new or changes service than can comprise application, information, infrastructure	Delete or align definition with ISO/IEC 20000 and other SC7 standards		
GBR-45	TH	All	3	Problem management is missing. This is required for alignment with ISO/IEC 20000-1 and also so that underlying causes of incidents can be found and rectified. Without this, there is less room for improvement. There is some mention in incident management but it is very weak.	Add a problem management process or change the title of incident to incident and problem management and strengthen what is in incident management.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
GBR-46	TH		3.2.1	Incident management as part of a project allows at level 2 for a process to have incidents ONLY recorded and assessed with no specific requirements for the two tasks.Closing an incident is at L3. This means that we would encourage a project to record and assess Incidents but not follow it up to closure as a valid process. This is misleading and of the highest risk.	The minimum requirements for incident management records as defined in ISO/IEC 20000-1 must be part of L2.		
GBR-47	TH	7	4.2.1	Is it acceptable to state a percentage success? What is 100%?	Remove such specific references to % achievementsOrdefine what is meant by 100% and what is included in the % stated.		
GBR-48	TH	All	7	Information security management is missing as a separate process. This is required for alignment with ISO/IEC 20000-1 and ISO/IEC 27001. Application management handles data. Information security is therefore a vital process for AM.Some of information security appears to be in continuity management but it is not at all clear. Having information security management it within continuity management is confusing compared to ISO/IEC 20000-1 and all other ISO and ISO/IEC standards.	Add an information security management process and split out from continuity management.		
GBR-49	TH	All	8 and 9	Change management and impact analysis are separated into 2 processes, which is against widespread industry practice and other SC7. This specifically conflicts with ISO/IEC 20000-1 and will cause confusion.	Pull together into one change management processIf it does sit alone, then it must also apply to incident and problem management.		
GBR-50	TH	all	14	Software control and distribution – this is similar to release management in ISO/IEC 20000-1. Using a different title will cause confusion.	Change title to release management		
GBR-51	TH		22	Application life cycle management process seems to deliver a strategy rather than be a process	Determine if this is a process (ongoing) or a one off review to provide a strategy. Consideration should be given to it being part of portfolio management.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
ITA-1	TH			Italy disapproves the proposed document for the following reasons:1) The maturity model proposed for the processes is in contrast with the models in the ISO/IEC 15504 series on process capability and organizational maturity2) Many processes overlap with requirements in ISO/IEC 20000-1 but no detailed mapping is provided to facilitate the use of both standards.3) The document does not take into account that WG25 and WG10 are developing a Process Reference and Process Assessment models for IT services management processes based on the requirements of ISO/IEC 20000-1 and ISO/IEC 15504-2.			

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
JPN-1	TH			Consistencies to related International standards such as ISO/IEC 20000, ISO/IEC 12207, ISO/IEC 15288 and ISO/IEC 15504 are unclear.	It shall be ensured that consistencies to related standards are maintained. For example, the definition of terms shall be aligned to related standards.		
JPN-2	TH		1	There are some definitions of levels on each process at clause 1. But there are no definition of the each levels at main text.	The 5 levels shall be defined in clause 3 or later at main text. The levels should be mapped to other standard defining levels.		
JPN-3	TH			There are some requirements on process and levels. But there are no consensus about assign of the contents.	The data to applicability shall be reported.		
JPN-4	TH			The higher levels need more costs and investments, but there are no applicability to deal about them.	Some guide is needed.		
JPN-5	TH			There are no contract process.	Some processes about contracts shall be defined to refer ISO/IEC 12207 and ISO/IEC 15288.		
JPN-6	TH			There are no guide to resolve the problems.	A guide is needed. It focus to 5 topics on the document.		
JPN-7	TH			There are no tailoring process. The detailed descriptions may be considered as fixed definition.	The tailoring process shall be defined in this document such as . ISO/IEC 12207 and ISO/IEC 15288.		
JPN-8	TH			There are no scenarios to use this document.	Add "Field of application". It may be include below.) Application management process and level determination and improvement on.b) Contract with Service supplier and acquirec) use with other related standard such as ISO/IEC20000,ISO/IEC15288/12207、ISO/IEC 15504.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
PER-1	GE		3 to 28	This standard introduces a maturity levels scheme diferente to ISO/IEC 15504 part 2 and 7 scheme. In additional, 15504-8 An exemplar process assessment model for IT service Management is under development.	Harmonize with ISO/IEC 15504 and 20000.		
PER-2	GE		12, 13 and 17	These clausules are about processes shared (full or partially) with ISO/IEC 12207 and 15504-5	Harmonize with ISO/IEC 15504-5 and 12207:2008.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
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Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
RUS-1	GE		The project as a whole	<p>The title "IT – Application management – Requirements for application management" covers all aspects defined as Application management. According to ISO/IEC DIS 26500 "Application management – all of the tasks, responsibilities and activities that serve to bring applications into a state where they meet the requirements and needs of their owners throughout the entire lifecycle of the business processes that are supported by the applications". "Application – automated part of an information systems, consisting of application software, application related data, the (physical) storage structures in which these data are embedded and the corresponding documentation". According to ISO/IEC 24570 application - a system for collecting, saving, processing, and presenting data by means of a computer. Syn: application system, information system According to ISO/IEC 15288, 12207 system - combination of interacting elements organized to achieve one or more stated purposes. According to ISO/IEC 2382-1 information system - an information processing system, together with associated organizational resources such as human, technical, and financial resources, that provides and distributes information According to ISO/IEC 18019 application software - (1) software designed to help users perform particular tasks or handle particular types of problems, as distinct from software that controls the computer itself. According to ISO/IEC 2382-1 application software - (2) software or a program that is specific to the solution of an application problem. According to ISO/IEC 18019 application software - (3) software designed to fulfill specific needs of a user. According to ISO/IEC 2382-20 application problem - a problem submitted by an end user and requiring information processing for its solution Resume: according to the title "IT – Application management – Requirements for application management" standard should cover different application systems. Definition of Applications in ISO/IEC DIS 26500 are very narrow. The propositions of ISO/IEC DIS 26500 do not meet fully the defined title "IT – Application management – Requirements for application</p>	<p>It is recommended the further development of the document for transformation in two parts Part 1 "IT. System and Software Engineering – Application management – System Requirements for application management" Part 2 "IT. System and Software Engineering – Application management – Requirements for Information Systems application management" Part 1 should coordinate with system engineering standards and use full set and definitions of system processes defined according to ISO/IEC 15288 Part 2 should coordinate with system and software engineering standards and use full set and definitions of processes defined according to ISO/IEC 12207.</p>		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
				management” .			
RUS-2	GE		The project as a whole	DIS 26500 do not cover full set of processes and is not harmonised with processes defined in ISO/IEC 15288, ISO/IEC 12207. For example, there are missed processes of information management, risk management, “human factor” etc.	<p>Part 1 “IT. System and Software Engineering – Application management – System Requirements for application management” should cover system processes defined according to ISO/IEC 15288 Part 2 “IT. System and Software Engineering – Application management –Requirements for Information Systems application management” should cover processes defined according to ISO/IEC 12207.The processes from ISO/IEC DIS 26500 may be used additionally.</p> <p>Presented ISO/IEC DIS 26500 should be rejected. Its propositions do not meet fully the defined title “IT – Application management – Requirements for application management”.</p>		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
SWE-1	GE	All	All	ISO/IEC 26500 must be coordinated with ISO/IEC 20000-1. Many organization are today using the terminology and definition set by ISO/IEC 20000, which also are the same as used in ITIL (the IT Infrastructure Library). To release another standard from ISO/IEC that claim to define the same processes as in ISO/IEC 20000, though from another angel with some different description, will just confuse the market and create bad will to the international standardization.	ISO/IEC 26500 must be coordinated with ISO/IEC 20000-1. Many organization are today using the terminology and definition set by ISO/IEC 20000, which also are the same as used in ITIL (the IT Infrastructure Library). To release another standard from ISO/IEC that claim to define the same processes as in ISO/IEC 20000, though from another angel with some different description, will just confuse the market and create bad will to the international standardization.		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
USA-1	GT		All	The standard does not fit very well with the other ISO/IEC JTC1/SC7 standards. The standard appears to significantly overlap other ISO standards and appears to be an orthogonal cut across ISO standards for a particular class of software product (Application Management).	Contribute the standard as a draft for the development of a consistent standard that meets the intended need of this standard. Define how this standard fits into the set of SC7 standards and include a description for the user.		
USA-2	GT		All	The standard has a number of processes that are inconsistent in name and scope with similar processes already defined in the life cycle process standards. This will create confusion for users and will make it difficult to use the standards collectively.	Revise the standard to use consistent process names and scope, ensuring that the processes fit into a useful process "architecture" or set that provides utility to the user of these standards collectively.		
USA-3	GT		All	The process definitions are not even close in format or normative content to the processes in other SC7 standards due to not being defined using the guidance in ISO/IEC 24774.	Rewrite the process descriptions such that they provide the recommended format and content defined in ISO/IEC 24774.		
USA-4	GT		All	In many cases the level of prescription is not appropriate for a standard. For example, in the Plan and Control process (which would be 2 processes in the WG7 or WG10 standards), it includes a process requirement as follows: "The agreed delivery times are achieved in more than 70% of the cases." In addition, what rationale is there for making such statements?	Rewrite the "processes" to include information at the "what" level and not the "how" level.		
USA-5	GT		All	The standard establishes a set of levels of maturity for application management, but it is not clear that it is consistent with 15504.	Analysis is needed to and a description of its relationship to the 15504.		
USA-6	GT		All	Where the document does recognize overlap, as with 20000-2 Service Management Code Of Practice, it does not provide strong rationale why duplication is a good thing.	Need to ensure consistency when there is overlap and add rationale for the inclusion, along with notes for the user.		
USA-7	GT		All	Reference is made to ISO 9001:2000, Quality Management Systems - Requirements, with the comment "has to be organized with regard to customer satisfaction and efficiency of ...".as an apparent justification for this new document. However, no mention is made of ISO/IEC 90003, Guidelines for the application of ISO 9001:2000 to computer software, and any necessary correspondence.	A standard on application management should make relevant reference to ISO/IEC 90003.		
USA-8	GT		All	CMMI is a trademarked term. The appropriate references to and acknowledgement of CMMI are not included in the standard.	Revise to include the proper references to and acknowledgement of CMMI		

Comments by National Body

ID	Cat	Clause	Para	Comment and rationale	Proposed text	Outcome	Disposition
ZAF-1	GT		All	The processes identified in the document do not comply with the requirements of ISO/IEC 24774 in terms of process description, regarding name, purpose and outcomes. Noted the content of Section A.4, but that this content does not satisfy 24774 requirements.	Redraft the processes to comply with the requirements of ISO/IEC 24774.		
ZAF-2	GT		All	The process content is not aligned to the normative requirements of ISO/IEC 20000-1, notwithstanding the comments in the Introduction of the document. Noted also that the document also ignores other highly influential repositories of good practice, notably CobiT and ITIL. Noted the content of Section A.4: The traceability of this content to (at least) ISO/IEC 20000-1 must be demonstrated.	Redraft the process purpose statements and outcomes to reflect the internationally accepted practices in ISO/IEC 20000-1 92006), Cobit and ITIL.		
ZAF-3	GT		All	In the ISO suite, this document (i.e. 26500) will overlap with the intent of ISO/IEC 20000-4 (PDTR3) and ISO/IEC 15504-8 (in preparation)	The role of this document (i.e. 26500) needs to be clarified with respect to ISO/IEC 20000-4 and ISO/IEC 15504-8.		
ZAF-4	GT		All	The document relies heavily on the notion of 'process maturity' – a term that is not defined. The 'process maturity' content is arbitrary, and not traceable to accepted standards in this field i.e. ISO/IEC 15504-2, and ISO/IEC 15504-7. Although CMMI is mentioned, the alignment to CMMI is not demonstrated.	Redraft the 'process maturity' content to reflect the normative requirements of ISO/IEC 15504-2 (2003), and indicate the direction of proposed conformity to ISO/IEC 15504-7.		