



DPC: 25/30467702 DC

BSI Group Headquarters

389 Chiswick High Road London W4 4AL

Tel: +44 (0)20 8996 9000

Fax: +44 (0)20 8996 7400

www.bsigroup.com

Date: 11 July 2025

Origin: International

Latest date for receipt of comments: 03 September 2025

Project No. 2022/03000

Responsible committee: IST/15 Software and systems engineering

Interested committees:

Title: Draft BS ISO/IEC 29110-5-3 Systems and software engineering - Life cycle profiles for very small entities (VSEs). Part 5-3: Service delivery guidelines.

Please notify admin.start@bsigroup.com if you are aware of any keywords that might assist in clarifying or identifying the standard or of the content of this standard:

- i) has any issues related to 3rd party IPR, patent or copyright
- ii) affects other national standard(s)
- iii) requires additional national guidance or information

WARNING: THIS IS A DRAFT AND MUST NOT BE REGARDED OR USED AS A BRITISH STANDARD. THIS DRAFT IS NOT CURRENT BEYOND 03 September 2025

This draft is issued to allow comments from interested parties; all comments will be given consideration prior to publication. No acknowledgement will normally be sent. **See overleaf for information on the submission of comments.**

No copying is allowed, in any form, without prior written permission from BSI except as permitted under the Copyright, Designs and Patent Act 1988 or for circulation within a nominating organization for briefing purposes. Electronic circulation is limited to dissemination by e-mail within such an organization by committee members.

Further copies of this draft may be purchased from BSI Shop <http://shop.bsigroup.com> or from BSI Customer Services, Tel: +44(0) 20 8996 9001 or email cservices@bsigroup.com. British, International and foreign standards are also available from BSI Customer Services.

Information on the co-operating organizations represented on the committees referenced above may be obtained from <https://standardsdevelopment.bsigroup.com/>.

E-mail: admin.start@bsigroup.com

Introduction

This draft standard is based on national and international discussions. Your comments on this draft are invited and will assist in the preparation of the consequent standard.

For international standards, comments will be reviewed by the relevant UK national committee before sending the consensus UK vote and comments to the international committee, which will then decide appropriate action. If the international standard is approved, it is usual for the text to be published as a British Standard.

For national standards, comments will be reviewed by the relevant UK national committee and the resulting standards published as a British Standard.

UK Vote

Please indicate whether you consider the UK should submit a negative (with supporting technical reasons) or positive vote on this draft. Please indicate if you are aware of any reason why this draft standard should not be published as a British Standard.

Submission of Comments

- **Annotated drafts are not acceptable and will be rejected.**
- All comments should be submitted online at <https://standardsdevelopment.bsigroup.com/>. You will need to register in order to comment.

Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
------------------	------------------------

1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



DRAFT International Standard

ISO/IEC DIS 29110-5-3

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

Part 5-3: Service delivery guidelines

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

Partie 5-3: Lignes directrices de prestation des services

ICS: 35.080

ISO/IEC JTC 1/SC 7

Secretariat: **BIS**

Voting begins on:
2025-07-11

Voting terminates on:
2025-10-03

This document is circulated as received from the committee secretariat.

THIS DOCUMENT IS A DRAFT CIRCULATED FOR COMMENTS AND APPROVAL. IT IS THEREFORE SUBJECT TO CHANGE AND MAY NOT BE REFERRED TO AS AN INTERNATIONAL STANDARD UNTIL PUBLISHED AS SUCH.

IN ADDITION TO THEIR EVALUATION AS BEING ACCEPTABLE FOR INDUSTRIAL, TECHNOLOGICAL, COMMERCIAL AND USER PURPOSES, DRAFT INTERNATIONAL STANDARDS MAY ON OCCASION HAVE TO BE CONSIDERED IN THE LIGHT OF THEIR POTENTIAL TO BECOME STANDARDS TO WHICH REFERENCE MAY BE MADE IN NATIONAL REGULATIONS.

RECIPIENTS OF THIS DRAFT ARE INVITED TO SUBMIT, WITH THEIR COMMENTS, NOTIFICATION OF ANY RELEVANT PATENT RIGHTS OF WHICH THEY ARE AWARE AND TO PROVIDE SUPPORTING DOCUMENTATION.

Reference number
ISO/IEC DIS 29110-5-3:2025(en)

Full document details: 25/30467702 DC



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2025

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Naming, diagramming and definitions conventions	6
4.1 General	6
4.2 Naming, diagramming and definition conventions	6
4.3 Abbreviated terms	8
5 Overview	8
5.1 General	8
5.2 Processes and activities of the Service Delivery profile	9
6 Governance (GO) process	9
6.1 GO process purpose	9
6.2 GO process outcomes	10
6.3 GO activities and tasks	10
6.3.1 Overview of the GO process	10
6.3.2 GO activities	10
7 Service Control (CO) process	13
7.1 CO process purpose	13
7.2 CO process outcomes	14
7.3 CO activities and tasks	14
7.3.1 Overview of the CO process	14
7.3.2 CO activities	15
8 Service relationship (RE) process	17
8.1 RE process purpose	17
8.2 RE process outcomes	18
8.3 RE activities and tasks	18
8.3.1 Overview of the RE process	18
8.3.2 RE activities	18
9 Service incident (IN) process	19
9.1 IN process purpose	19
9.2 IN process outcomes	20
9.3 IN activities and tasks	20
9.3.1 Overview of the IN process	20
9.3.2 IN activities	20
10 Service Delivery roles	22
11 Description of work products	24
12 Software tools requirements	35
Bibliography	36

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).

ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take no position concerning the evidence, validity, or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO and IEC had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents and <https://patents.iec.ch>. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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 Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 7, *Software and systems engineering*.

This first edition cancels and replaces ISO/IEC TR 29110-5-3:2018, which has been technically revised.

The main changes are as follows:

- A few definitions have been modified to align this document with the updated version of ISO/IEC 29110-1-2:2024.
- Naming, diagramming, and definition conventions have been revised and modified uniformly with other ISO 29110 profiles.
- Diagrams have been redrawn with the revised conventions.
- Minor editorial and technical changes have been made for clarification.

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

For the purpose of the ISO/IEC 29110 series, a VSE is an enterprise, organization (e.g., government agency, non-profit organization), department or 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.

Very small entities (VSEs) around the world are creating valuable products and services. 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 OECD 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, it is clear that the majority of International Standards do not address the needs of VSEs. Implementation of and conformity with these standards is 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 a number of employee 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; ISO/IEC 20000-1 for service management.

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, ISO/IEC/IEEE 15288 or ISO/IEC 20000 standards to the needs of a specific project. VSEs that have expertise in adapting/tailoring ISO/IEC/IEEE 12207 ISO/IEC/IEEE 15288 or ISO/IEC 20000 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 life cycle 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.

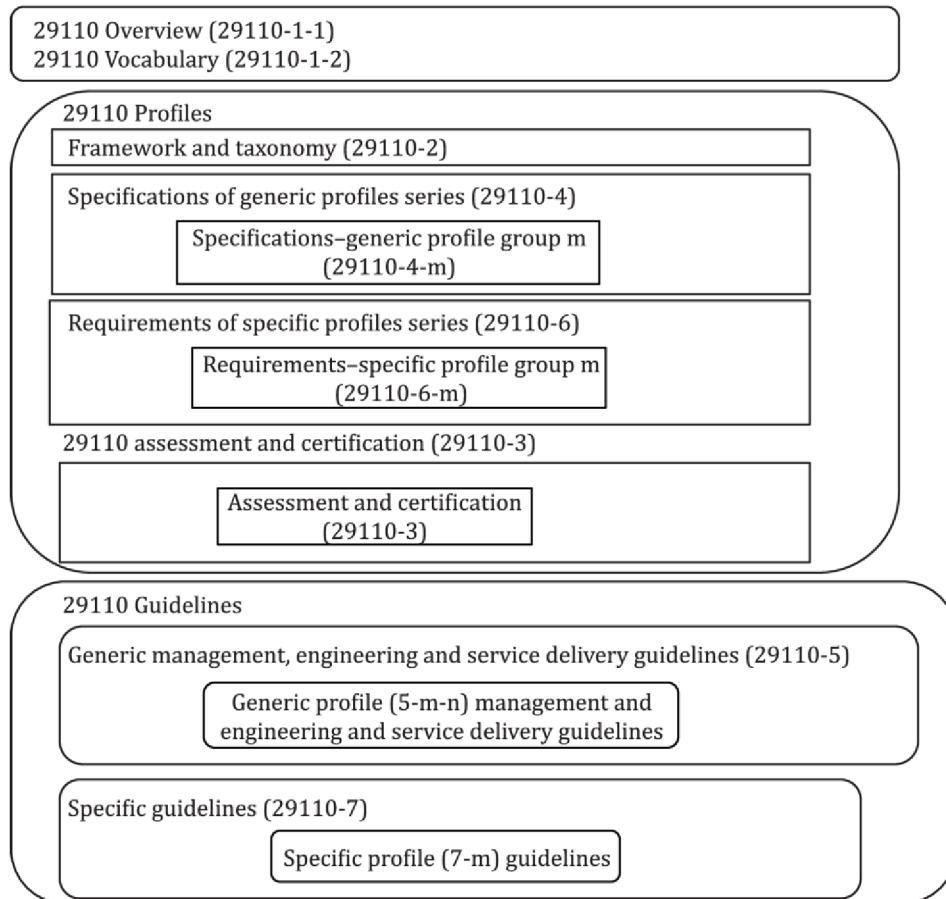


Figure 1 — The ISO/IEC 29110 series

ISO/IEC 29110-1-1 introduces processes, life cycle 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, conformity, and assessment). For domain-specific profiles (profiles that are not standardized and developed outside of the ISO process), it provides general guidance adapted from the definition of standardized 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, e.g., 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 and or ISO/IEC 29110-7, ISO/IEC 29110-5 can be developed with minimal impact to existing documents.

Since a VSE may be an enterprise, a project or a department of an organization, a customer of a VSE can be internal or external to the organization.

0.2 Introduction to this document

This document provides guidelines to manage a set of services delivered to customers. The services are digital or IT services, such as digital content, software as a service (SaaS), platform as a service (PaaS), information as a service (IaaS), information security services, and IT hardware services.

This document is intended to be used by VSEs to establish processes to implement effective and efficient service delivery. This service delivery guidelines document can be used by VSEs that offer only services to their customers, or it can be combined with the information from ISO/IEC 29110 systems and/or software management and engineering guidelines.

These Service Delivery guidelines are applicable to Very Small Entities (VSEs). A VSE is an enterprise, an organization, a department, or a project having up to 25 people.

Tasks described in this guideline document (and therefore activities and processes) are related by input/output relationships, which imply a logical execution sequence. The order of presentation of the processes or the associated numbering scheme is for identification purposes only, NOT to indicate implementation or execution order. As every VSE is different; tasks can be implemented in an order that is suitable for the organization, while respecting the relationships between tasks.

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

Part 5-3: Service delivery guidelines

1 Scope

This document provides guidance to manage a set of services delivered to customers. The VSE can act as an internal service provider (providing services internal to the VSE) or as an external service provider (providing services commercially to external customers). These lifecycle processes (Governance, Service Control, Service Relationship and Service Incident) support and enhance the activities of software and system operations (further to development and installation) to create effective and efficient services.

This document, when implemented, will assist and guide the VSE in the delivery of services which can benefit customers. This document does not promote uniformity in approach across all organizations as specific objectives and initiatives are tailored to suit an individual organization's needs.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

activity

set of cohesive tasks of a process

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.3]

3.2

agreement

mutual acknowledgement of terms and conditions under which a working relationship is conducted

EXAMPLE Contract, memorandum of agreement.

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.5]

3.3

audit

independent examination of a work product or set of work products to assess compliance with specifications, standards, contractual agreements, or other criteria

[SOURCE: ISO/IEC/IEEE 12207-1:2017, 3.1.10]

3.4
change

modification of an existing application comprising additions, alterations and deletions

[SOURCE: ISO/IEC 20968:2002, Clause 10, modified — In the definition, "changes" has been replaced by "alterations".]

3.5
configuration item
CI

item or aggregation of hardware, software or both that is designated for configuration management and treats as a single entity in the configuration management process

Note 1 to entry: Configuration items can vary widely in complexity, size and type, ranging from an entire system including all hardware, software and documentation, to a single module or a minor hardware component.

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.11, modified — The abbreviated term "CI" and note 1 to entry have been added.]

3.6
control manager
CM

role that approves/rejects change and manages change-related tasks such as testing and deployment

Note 1 to entry: This role may be combined with other roles and is a direct report (or shared role) with the Service Manager. If one person is appointed to the role, the person reports to the Service Manager for service matters and has the authority over change-related tasks.

3.7
customer
CUS

person or organization that could or does receive a product or a service that is intended for or required by this person or organization

EXAMPLE Consumer, client, end-user, retailer, receiver of product or service from an internal *process* (3.23), beneficiary and purchaser.

Note 1 to entry: A customer can be internal or external to the organization.

[SOURCE: ISO 9000:2015, 3.2.4]

3.8
document

information and the medium on which it is contained

EXAMPLE Record, specification, procedure document, drawing, report, standard.

Note 1 to entry: The medium can be paper, magnetic, electronic or optical computer disc, photograph or master sample, or combination thereof.

Note 2 to entry: A set of documents, for example specifications and records, is frequently called "documentation".

Note 3 to entry: Some requirements (e.g. the requirement to be readable) relate to all types of documents. However, there can be different requirements for specifications (e.g. the requirement to be revision controlled) and for records (e.g. the requirement to be retrievable).

[SOURCE: ISO 9000:2015, 3.8.5]

3.9
effectiveness

extent to which planned activities are realized and planned results are achieved

[SOURCE: ISO 9000:2015, 3.7.11, modified — Note 1 to entry has been removed.]

3.10

efficiency

relationship between the result achieved and the resources used

[SOURCE: ISO 9000:2015, 3.7.10]

3.11

external service provider

person or organization providing services commercially to external customers

3.12

governance

human-based system comprising directing, overseeing and accountability

[SOURCE: ISO/IEC 38500:2024, 3.3]

3.13

incident

anomalous or unexpected event, set of events, condition, or situation at any time during the life cycle of a project, product, service, or system

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.17, modified — Note 1 to entry has been removed.]

3.14

incident manager

IM

role that has authority over all incidents and manages incident-related tasks

Note 1 to entry: This role may be combined with other roles. This role is a direct report (or shared role) with the Service Manager. The person can also be responsible for a Service Desk, if one exists.

3.15

information security policy

document that states, in writing, how an organization plans to protect its physical and information technology assets

[SOURCE: ISO/TS 21547:2010, 3.2.25]

3.16

internal service provider

person or organization providing services internal to the VSE

3.17

lifecycle

evolution of a system, product, service, project or other human-made entity, from conception through retirement

[SOURCE: ISO/IEC/IEEE 15288:2023, 3.21]

3.18

management

MGT

coordinated activities to direct and control an organization

Note 1 to entry: Management can include establishing *policies* and *objectives*, and *processes* to achieve these objectives.

Note 2 to entry: The word “management” sometimes refers to people, i.e. a person or group of people with authority and responsibility for the conduct and control of an organization. When “management” is used in this sense, it should always be used with some form of qualifier to avoid confusion with the concept of “management” as a set of activities defined above. For example, “management shall.” is deprecated whereas “top management shall.” is acceptable. Otherwise different words should be adopted to convey the concept when related to people, e.g. managerial or managers.

[SOURCE: ISO 9000:2015, 3.3.3]

3.19

operator

individual or organization that performs the operations of a system

Note 1 to entry: The role of operator and the role of user can be vested, simultaneously or sequentially, in the same individual or organization.

Note 2 to entry: An individual operator combined with knowledge, skills and procedures can be considered as an element of the system.

Note 3 to entry: An operator may perform operations on a system that is operated, or of a system that is operated, depending on whether or not operating instructions are placed within the system boundary.

[SOURCE: ISO/IEC/IEEE 12207:2017, 3.1.29]

3.20

organization

person or a group of people that has its own functions responsibilities, authorities and relationships to achieve its objectives

[SOURCE: ISO 9000:2015, 3.2.1, modified — Notes to entry have been removed.]

3.21

practitioner

PT

person or team performing the activities within one or more process areas

3.22

procedure

specified way to carry out an activity or a process

Note 1 to entry: Procedures can be documented or not.

[SOURCE: ISO 9000:2015, 3.4.5]

3.23

process

set of interrelated or interacting activities which transforms inputs into outputs

[SOURCE: ISO/IEC/IEEE12207:2017, 3.1.33]

3.24

profile

subset of appropriate standards' processes and their outcomes, activities and tasks combined to accomplish a particular function

Note 1 to entry: The base standards used to develop profiles for VSEs are ISO/IEC/IEEE 12207, ISO/IEC/IEEE 15288 and ISO/IEC/IEEE 15289.

3.25

record

document stating results achieved or providing evidence of activities performed

[SOURCE: ISO/IEC/IEEE 15289:2019, 3.1.21]

3.26

relationship manager

RM

role that develops and manages interactions with customers and suppliers