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## Software Engineering — Software Life Cycle Processes — Maintenance

*Ingénierie du logiciel — Processus du cycle de vie du logiciel —  
Maintenance*



Reference number  
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Std 14764-2006

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**IEEE Std 14764-2006**

(Revision of IEEE Std 1219-1988)

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Date 2005-06-29

# **Standard for Software Engineering — Software Life Cycle Processes — Maintenance**

*Norme pour ingénierie du logiciel — Processus de cycle de vie du logiciel — Maintenance*

Sponsor

**Software & Systems Engineering Standards Committee**  
of the  
**IEEE Computer Society**

Approved 30 March 2006  
**IEEE SA Standards Board**



**Abstract:** The process for managing and executing software maintenance activities is described.

**Keywords:** life cycle, maintenance, software, software maintenance

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ISO/IEC/IEEE 14764 was prepared by Joint Technical Committee ISO/IEC JTC 1, Subcommittee SC 7, (Software and System Engineering).

The first edition of ISO/IEC 14764 was prepared by ISO/IEC JTC 1/SC 7. The current edition is the result of merging the original edition with IEEE Std 1219-1998. ISO/IEC JTC 1/SC 7 and the IEEE Computer Society cooperated in this project to merge the two standards. This second edition cancels and replaces the first edition (1999).



International Organization for Standardization/International Electrotechnical Commission  
Case postale 56 • CH-1211 Genève 20 • Switzerland

## IEEE Introduction

This introduction is not part of ISO/IEC/IEEE 14764:2005(E), Standard for Software Engineering—Software Life Cycle Processes—Maintenance.

This International Standard provides guidance on the Software Maintenance Process. Software Maintenance is a primary process in the life cycle of a software product, as described in ISO/IEC 12207, “Information technology – Software life cycle processes.” The Maintenance Process contains the activities and tasks of the maintainer. This International Standard is part of the ISO/IEC 12207 family of documents. In this International Standard, ISO/IEC 12207 refers to ISO/IEC 12207:1995 as amended in 2002 and 2004. The only mandatory clauses in this International Standard come from ISO/IEC 12207. The mandatory clauses contain shalls and each shall from ISO/IEC 12207 that is duplicated in this International Standard is boxed. The related ISO/IEC 12207 clause number is listed after the boxed ISO/IEC 12207 shalls. This International Standard is the result of the harmonization of ISO/IEC 14764 and IEEE Std 1219-1998.<sup>1</sup>

Because maintenance consumes a major share of a software life cycle financial resources, it should be an important project consideration.

During operation of the software, problems may be detected that were not detected during validation and acceptance. Therefore, a maintenance effort is needed to cope with these problems. This maintenance effort also covers software improvements needed to meet new or modified user requirements. Software maintenance is commonly needed when upgrading system components, such as operating systems and databases, as well as when modifications are made to external software and systems interfaces. Software maintenance may be a significant portion of life cycle costs.

Software maintainers use a number of specific tools, methods, and techniques. This International Standard does not specify how to implement or perform the activities and tasks in the Software Maintenance Process since these are dependent upon the formal agreement and organizational requirements. Maintenance is required on all types of software, whatever the technology, technique, or tool used to create it.

Clause 1 provides the scope of this International Standard. Clause 2 provides conformance information. Clause 3 provides normative references. Clause 4 provides terms and definitions. Clause 5 provides the application of this International Standard. Clause 6 provides the details of the Maintenance Process. Clause 7 provides execution considerations for the Maintenance Process. Clause 8 provides the software maintenance strategy. Annex A provides a cross reference between clauses in this International Standard and ISO/IEC 12207. Annex B provides a list of abbreviations used in this International Standard. Annex C provides a bibliography.

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## **Participants**

At the time this standard was completed, the Software Maintenance Working Group had the following membership:

**Paul Croll, Chair**  
**Thomas Pigoski, Editor**  
**James W. Moore, Liaison to ISO/IEC JTC 1/SC 7**

The following members of the individual balloting committee voted on this standard. Balloters may have voted for approval, disapproval, or abstention.

Edward Bartlett	Christof Ebert	Carol Long	Mike Smith
Bakul Banerjee	John Fendrich	James Moore	Mitchell Smith
Juris Borzovs	Gregg Giesler	Jeremy Moore	Luca Spotorno
Curtis Browne	John Garth Glynn	Richard Moore	Thomas Starai
Bruce Bullock	Lewis Gray	Rajesh Moorkath	Richard Thayer
Joseph Butchko	Michael Grimley	Gerald Radack	Scott Valcourt
Keith Chow	Victoria Hailey	Annette Reilly	John Walz
Antonio M. Cicu	John Horch	Garry Roedler	Oren Yuen
Todd Cooper	Peeya Iwagoshi	Terence Rout	Janusz Zalewski
Paul Croll	William Junk	James Ruggieri	Li Zhang
Geoffrey Darnton	Joerg Kampmann	James Sanders	Geraldine Zimmerman
Guru Dutt Dhingra	Piotr Karocki	Robert J. Schaaf	
Einar Dragstedt	Ron Kenett	David Schultz	
Clint Early	J. Dennis Lawrence	Carl Singer	

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Joseph Bruder	Herman Koch	Frank Stone
Richard Cox	Joseph L. Koepfinger*	Malcolm V. Thaden
Bob Davis	David J. Law	Richard L. Townsend
Julian Forster*	Daleep C. Mohla	Joe D. Watson
Joanna N. Guenin	Paul Nikolich	Howard L. Wolfman
Mark S. Halpin	T. W. Olsen	
Raymond Hapeman	Glenn Parsons	

\*Member Emeritus

Also included are the following non-voting IEEE-SA Standards Board liaisons:

Satish K. Aggarwal, *NRC Representative*  
Richard DeBlasio, *DOE Representative*  
Alan H. Cookson, *NIST Representative*

Mike Fisher  
*IEEE Standards Project Editor*



## CONTENTS

1	Overview .....	1
1.1	Scope .....	1
1.2	Purpose .....	1
1.3	Field of application .....	1
1.4	Limitations .....	2
1.5	Conformance .....	2
2	Normative references .....	2
3	Definitions and terms .....	3
4	Application of this International Standard .....	4
4.1	Maintenance Process .....	4
4.2	Organization of this International Standard .....	5
5	Maintenance Processes .....	5
5.1	Process Implementation .....	6
5.1.1	Inputs .....	6
5.1.2	Tasks .....	7
5.1.3	Controls .....	8
5.1.4	Support .....	8
5.1.5	Outputs .....	8
5.2	Problem and Modification Analysis .....	9
5.2.1	Inputs .....	9
5.2.2	Tasks .....	9
5.2.3	Controls .....	12
5.2.4	Support .....	12
5.2.5	Outputs .....	12
5.3	Modification Implementation .....	13
5.3.1	Inputs .....	13
5.3.2	Tasks .....	13
5.3.3	Controls .....	14
5.3.4	Support .....	14
5.3.5	Outputs .....	15
5.4	Maintenance Review/Acceptance .....	15
5.4.1	Inputs .....	15
5.4.2	Tasks .....	15
5.4.3	Controls .....	16
5.4.4	Support .....	16
5.4.5	Outputs .....	17
5.5	Migration .....	17
5.5.1	Inputs .....	17
5.5.2	Tasks .....	17
5.5.3	Controls .....	20
5.5.4	Support .....	20
5.5.5	Outputs .....	21
5.6	Software retirement .....	21
5.6.1	Inputs .....	21
5.6.2	Tasks .....	22
5.6.3	Controls .....	24
5.6.4	Support .....	24
5.6.5	Outputs .....	24
6	Execution considerations .....	24
6.1	Introduction .....	24
6.2	Types of maintenance .....	25
6.3	Arrangements for maintenance .....	25

6.4	Tools for maintenance .....	26
6.5	Software maintenance measurement .....	27
6.6	Documentation of process .....	27
6.7	Early involvement in development .....	27
6.8	Maintainability.....	28
6.8.1	Maintainability and the development process.....	28
6.8.2	Maintainability and specific activities in the development process .....	29
6.9	Software transition.....	30
6.10	Documentation.....	31
7	Software maintenance strategy.....	31
7.1	Introduction .....	31
7.2	The maintenance concept .....	32
7.2.1	Scope .....	32
7.2.2	Defining the process .....	32
7.2.3	Designation of who will provide maintenance.....	32
7.2.4	Estimate of maintenance costs .....	33
7.3	Maintenance planning.....	33
7.3.1	Introduction.....	33
7.3.2	The maintenance plan .....	33
7.3.3	Maintenance plan topics .....	34
7.4	Resource analysis .....	37
7.4.1	Personnel resources.....	38
7.4.2	Environment resources .....	38
7.4.3	Financial resources .....	38
Annex A (informative)	Cross-reference between ISO/IEC/IEEE 14764 and ISO/IEC 12207 and ISO/IEC 12207 Amd 1.....	39
Annex B (informative)	Abbreviations .....	42
Annex C (informative)	Bibliography.....	43

# Standard for Software Engineering — Software Life Cycle Processes — Maintenance

## 1 Overview

This International Standard describes in greater detail management of the Maintenance Process described in ISO/IEC 12207, including Amendments. This International Standard also establishes definitions for the various types of maintenance. This International Standard provides guidance that applies to planning, execution and control, review and evaluation, and closure of the Maintenance Process. The scope of this International Standard includes maintenance for multiple software products with the same maintenance resources. “Maintenance” in this International Standard means software maintenance unless otherwise stated.

### 1.1 Scope

This standard describes an iterative process for managing and executing software maintenance activities. Use of this standard is not restricted by size, complexity, criticality, or application of the software product. This standard uses a process model to discuss and depict each phase of software maintenance. The criteria established apply to both the planning of maintenance for software while under development, as well as the planning and execution of software maintenance activities for existing software products. Ideally, maintenance planning should begin during the stage of planning for software development.

This International Standard provides the framework within which generic and specific software maintenance plans may be executed, evaluated, and tailored to the maintenance scope and magnitude of given software products.

This International Standard provides the framework, precise terminology, and processes to allow the consistent application of technology (tools, techniques, and methods) to software maintenance.

This International Standard provides guidance for the maintenance of software. The basis for the Maintenance Process and its activities comes from the definitions of ISO/IEC 12207. It defines the activities and tasks of software maintenance, and provides maintenance planning requirements. It does not address the operation of software and the operational functions, e.g., backup, recovery, system administration, which are normally performed by those who operate the software.

This International Standard is written primarily for maintainers of software and additionally for those responsible for development and quality assurance. It may also be used by acquirers and users of systems containing software who may provide inputs to the maintenance plan.

### 1.2 Purpose

This International Standard provides guidance on the management of (or how to perform) the Maintenance Process. It identifies how the Maintenance Process can be invoked during acquisition and operation. This International Standard also emphasizes the following in the Maintenance Process: the maintainability of software products; the need for maintenance service models; and the need for a maintenance strategy and plan.

### 1.3 Field of application

This International Standard is intended to provide guidance for the planning for and maintenance of software products or services, whether performed internally or externally to an organization. It is not intended to apply to the operation of the software.

This International Standard is intended to provide guidance for two-party situations and may be equally applied where the two parties are from the same organization. This International Standard is intended to also be used by a single party as self-imposed tasks (ISO/IEC 12207).

This International Standard is not intended for software products that are “throw-away” or a “short-term” solution.

It is intended for self-imposition by developers of off-the-shelf software products to maintain such products. It is not intended for software products customized by users and products maintained as end-user applications. Maintenance is applied to computer programs, code, data, and documentation. It is intended to apply to software products created during the development of the software product. This may include such things as the test software, test databases, the Software Test Environment (STE), or the Software Engineering Environment (SEE).

This International Standard is intended for use in all maintenance efforts, regardless of the life cycle model (e.g., incremental, waterfall, evolutionary). This International Standard is not restricted by size, complexity, criticality, or application of the software product. This International Standard is intended to guide the use of results from the Maintenance Process as input to the next development in order to improve the maintainability of the software product.

## **1.4 Limitations**

This International Standard describes the framework of the Software Maintenance Process but does not specify the details of how to implement or perform the activities and tasks included in the process.

In this International Standard, there are a number of lists. None of these is presumed to be exhaustive. They are intended as examples.

## **1.5 Conformance**

This International Standard provides guidance for the execution of the Maintenance Process of ISO/IEC 12207. The guidance in this standard is completely consistent with ISO/IEC 12207. Conformance cannot be claimed to this standard but can be claimed to the ISO/IEC 12207 Maintenance Process and related tailoring.

## **2 Normative references**

The following normative documents contain provisions which, through reference in this text, constitute provisions of this part of ISO/IEC/IEEE 14764. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this part of ISO/IEC/IEEE 14764 are encouraged to investigate the possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to applies. Members of ISO and IEC maintain registers of currently valid International Standards.

ISO/IEC 9126-1:2001, *Software engineering -- Product quality -- Part 1: Quality model*.<sup>2</sup>

ISO/IEC 12207:1995, *Information technology -- Software life cycle processes*.

ISO/IEC 12207: Amd 1:2002, *Information technology -- Software life cycle processes (AMENDMENT 1)*.

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<sup>2</sup> ISO/IEC publications are available from the ISO Central Secretariat, Case Postale 56, 1 rue de Varembe, CH-1211, Genève 20, Switzerland/Suisse (<http://www.iso.ch/>). ISO/IEC publications are also available in the United States from Global Engineering Documents, 15 Inverness Way East, Englewood, CO 80112, USA (<http://global.ihs.com/>). Electronic copies are available in the United States from the American National Standards Institute, 25 West 43rd Street, 4th Floor, New York, NY 10036, USA (<http://www.ansi.org/>).

ISO/IEC 12207: Amd 2:2004, *Information technology -- Software life cycle processes (AMENDMENT 2)*.

ISO/IEC 15939:2002, *Software engineering – Software measurement process*.

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<sup>3</sup> Notes in text, tables, and figures are given for information only, and do not contain requirements needed to implement the standard.

<sup>4</sup> Information on references can be found in Clause 2.