

# Welcome to SPICE 1-2-1 for ISO 20000!

## SPiCE 1-2-1 for ISO 20000



Software Process Improvement & Capability  
dEtermination

### The Vision:

The quality of software development processes can be measured, improved and thus be managed!

### The Mission statement:

"If you don't know where you are, a map won't help."

So: first perform an assessment and second think about the necessary changes!

### The Mission:

SPICE 1-2-1 for ISO 20000 combines state of the art know-how of two different worlds:

- the process reference model for IT-Service Management according to ISO/IEC 20000
- the process assessment model according to ISO/IEC 15504 / SPICE