
Guidance on project management

Lignes directrices sur le management de projet





COPYRIGHT PROTECTED DOCUMENT

© ISO 2012

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Terms and definitions	1
3 Project management concepts	2
3.1 General	2
3.2 Project	3
3.3 Project management	4
3.4 Organizational strategy and projects	4
3.5 Project environment	5
3.6 Project governance	6
3.7 Projects and operations	6
3.8 Stakeholders and project organization	6
3.9 Competencies of project personnel	7
3.10 Project life cycle	8
3.11 Project constraints	8
3.12 Relationship between project management concepts and processes	8
4 Project management processes	9
4.1 Project management process application	9
4.2 Process groups and subject groups	9
4.3 Processes	13
Annex A (informative) Process group processes mapped to subject groups	31

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

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.

ISO 21500 was prepared by Project Committee ISO/PC 236, *Project management*.

For the purposes of research on project management standards, users are encouraged to share their views on ISO 21500:2012 and their priorities for changes to future editions of the document. Click on the link below to take part in the online survey:

<http://www.surveymonkey.com/s/21500>

Introduction

This International Standard provides guidance on concepts and processes of project management that are important for, and have impact on, the performance of projects.

The target readership for this International Standard is the following:

- senior managers and project sponsors, in order to provide them with a better understanding of the principles and practice of project management and to help them give appropriate support and guidance to their project managers, project management teams and project teams;
- project managers, project management teams and project team members, so that they have a common basis upon which to compare their project standards and practices with those of others;
- developers of national or organizational standards, for use in developing project management standards, which are consistent at a core level with those of others.

