



## **TEC-107 INCOSE Technical Product & Service Development and Delivery – 14 October 2021**

### **Purpose**

This policy provides guidelines for development of INCOSE and Affiliate Technical Products and Services that may be distributed by INCOSE central. Following this policy ensures INCOSE Technical Products and Services are efficiently developed and effectively delivered to targeted customers to maximize impact. Sufficient planning and organizational review prior to development by volunteer members ensures that valuable volunteer time is not wasted. This planning will also ensure high quality INCOSE Technical Products and Services are being created that will reach the broadest audience while being supported over time. Lastly, it addresses INCOSE's expectations for technical products and services made by or with INCOSE affiliates that are desired to be distributed by INCOSE central.

### **Applicability**

This policy applies to any INCOSE member conceptualizing, planning, contributing to, or updating an INCOSE or Affiliate Product or Service as defined below. This policy does not apply to INCOSE Non-Technical Products, as defined below.

### **Definitions (for use in this Policy)**

**A Product:** Information made by a person/people which is intended to be given to other people to use, consume or learn from for free or for a price.

**A Service:** The occupation or function of serving, the work performed by one that serves (from <https://www.merriam-webster.com/dictionary>). The action of helping or doing work for someone and a piece of work done for a client or customer that does not involve manufacturing goods (from the Bing dictionary).

**Non-Technical Product:** Product not in scope for this policy including advertisements, flyers, etc. that do not provide technical information or knowledge.

**INCOSE Technical Product:** Product which has been properly INCOSE branded, sufficiently reviewed by INCOSE for technical content, INCOSE business scope, and cleared for intellectual property. INCOSE owns the copyright for the product. The INCOSE central pricing and distribution of these types of products shall be in compliance with TEC-101 and its associated procedure.

**INCOSE Affiliate Product:** INCOSE Affiliate Product is technical product usually developed outside the INCOSE development process which is made by an INCOSE member, chapter, partner(s), or in cooperation with partner(s); then allowed by INCOSE central to be distributed from INCOSE central channels. In this case, the author(s) own the copyright and take(s) primary responsibility for proper branding, intellectual property, content quality and appropriate citations



with INCOSE central oversight based on this policy & related procedure. INCOSE reserves the right not to distribute the product in case it does not comply with INCOSE vision, mission, objectives and business scope. The INCOSE central pricing and distribution of these types of products will be decided on a case-by-case basis by the Publications Office with guidance from the INCOSE Board of Directors (or chartered delegates) and TEC-101.

INCOSE Service: a service which has been properly INCOSE branded, sufficiently reviewed by INCOSE for technical content, INCOSE business scope, and cleared for intellectual property.

### **Policy Content**

Active contribution and involvement across all of the relevant parts of the INCOSE organization and the Board of Directors is required to focus efforts on INCOSE Technical Product and Service generation with the highest quality.

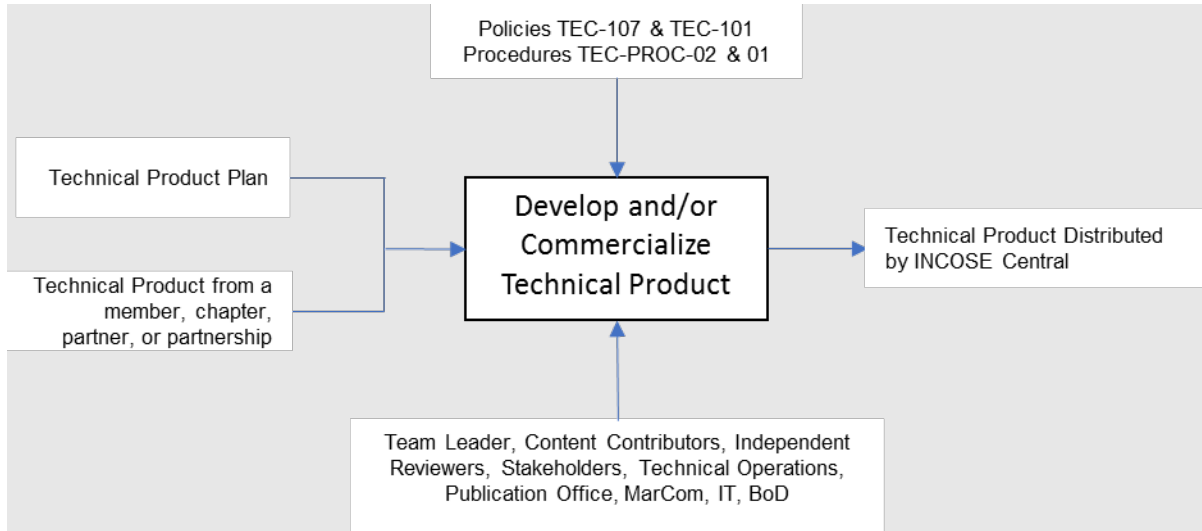
To ensure the high quality of INCOSE Technical Products and Services, a plan (Technical Product Plan [TPP] for Technical Products or a Service Operations Plan [ServOps Plan] for INCOSE Services) shall be created, reviewed, approved, and maintained.

The plan shall include key roles & responsibilities, deliverables and decision gates for the entire lifecycle including development, verification, validation, operation (for Services), maintenance, and retirement. The plan may contain appropriate appendices. Both plans shall address making the product or service being accessible to a broad range of INCOSE members. This includes hearing access and vision access for people with disabilities and to benefit non-native speakers. The plan shall include periodic obsolescence/improvement reviews by the developer(s) (i.e. annually).

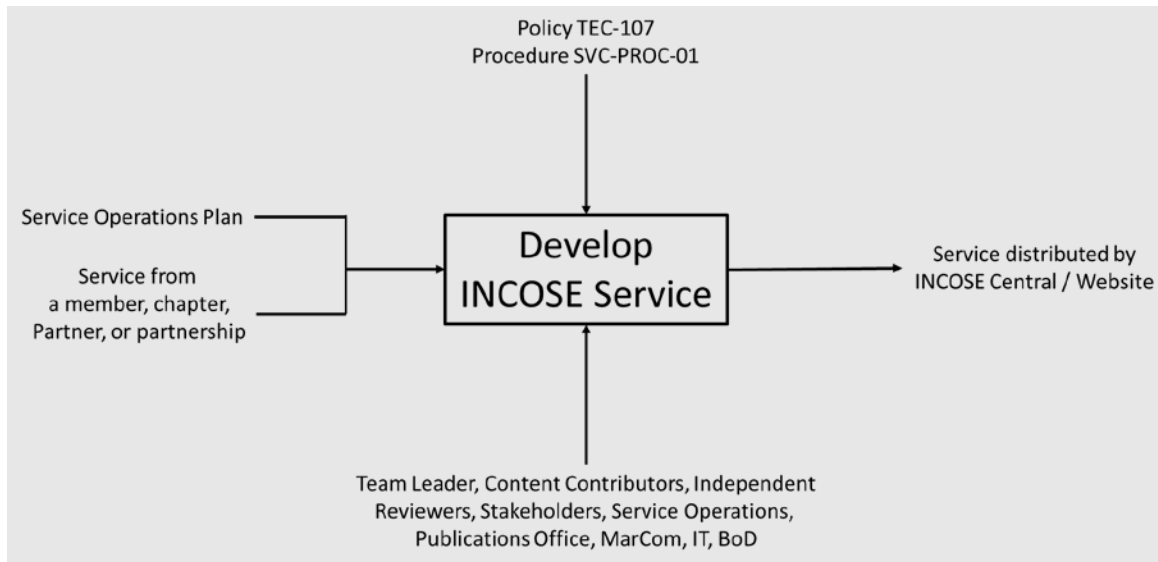
The plan shall be approved by an INCOSE Director (Technical Director for the TPP and Service Director for the ServOps Plan). The INCOSE Director ensures the planned INCOSE or Affiliate Technical Product or Service is aligned with INCOSE vision, mission, objectives, and business scope. Other stakeholders such as the Impactful Products Committee (IPC) defined in TEC-PROC-02 are encouraged to be approvers as shown in the Process Models below as well to help assure proper support and execution. In case the scope of the planned INCOSE or Affiliate Technical Product or Service exceeds the responsibility of the INCOSE Director, the plan shall be approved by the INCOSE President. Relevant INCOSE procedures (TEC-PROC-02 for technical product development and SVC-PROC-01 for service operations development) shall be followed when planning an INCOSE Technical Product or Service. The same procedure shall be used as a guideline when assessing candidate INCOSE Affiliate Technical Products or Services for potential distribution.



## Process Model for Technical Products



## Process Model for Service Operations



## Consequences of Non-Compliance

Technical Products and Service Operations that are not created in compliance of this policy risk being delayed, significantly changed, or rejected as an INCOSE Technical Product or INCOSE Service Operation.



### **Responsible Position**

The INCOSE Technical Director and the INCOSE Services Director are co-responsible for this policy, while the President-Elect is the accountable INCOSE Officer.

### **Related Policies**

ADM-103 Intellectual Property  
CIO -100 Information Technology  
COM-100 Marketing and Communication  
COM-101 Use of INCOSE Name & Logo  
PUB-100 Publications Office  
TEC-100 Technical Infrastructure  
TEC-101 Sales & Distribution of Technical Products

### **Related Procedures, Templates, and Forms**

TEC-PROC-02 Technical Products Development & Commercialization Procedure  
TEC-PROC-03 Technical Products Sale and Distribution Procedures  
TEC-FORM-01 Technical Product Plan (TPP) Form  
SVC-PROC-01 Service Operations Development Procedure  
SVC-FORM-01 Service Operations Plan (ServOps Plan) Form

**SUPERSEDES: TEC-107 dated 1 February 2021**

**APPROVED BY: INCOSE Board of Directors, Virtual, 14 October 2021**

**POLICY OWNER (RACI Co-Responsible R): Technical Director and Services Director**

**MAINTAINED BY (RACI Accountable A): President Elect**