

**Information technology — IT Enabled Services-Business Process
Outsourcing (ITES-BPO) lifecycle processes
Part 3: Measurement framework (MF) and organization
maturity model (OMM)**

Amendment No. 1

Revised text amendment

Publishing and Approval Dates

Council of Standards Australia Approval: 6 April 2022

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Summary

This Amendment applies to the following elements:

- Front cover
- Preface
- Amendment 1

Amendment Details

AS ISO/IEC 30105.3:2017 is amended as follows. The amendments should be inserted in the locations as instructed.

Element	Instruction / New text
Front cover	Top right-hand corner, after ISO/IEC 30105-3:2016 <i>add</i> the following: ISO/IEC 30105-3:2016/Amd.1:2020 (Incorporating Amendment No. 1)
Preface	<ol style="list-style-type: none"> 1 After first paragraph, <i>add</i> the following: Amendment No. 1 to this Standard was prepared by the Australia members of the Joint Standards Australia/Standards New Zealand Committee IT-030, ICT Governance and Management. 2 <i>Delete</i> third paragraph and <i>replace</i> with the following: This Standard is identical with, and has been reproduced from, ISO/IEC 30105-3:2016, <i>Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes, Part 3: Measurement framework (MF) and organization maturity model (OMM)</i> and its Amendment No. 1 (2020) which has been added at the end of the source text.
Amd 1 (new)	After Bibliography, <i>add</i> the following Amendment No. 1 (2020):

Amendment 1

Page 2, Clause 3

Add the following definition entry (to reflect the definition in ISO 9000:2015):

3.1

organization

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

[SOURCE: ISO 9000:2015, 3.2.1, modified — Notes 1 and 2 to entry have not been included.]

Page 2, Clause 3

Add the following definition entry:

3.2

organization unit

identified part of an organization that deploys one or more processes that operate within a coherent set of business goals, and which forms the basis for the scope of an assessment

Note 1 to entry: An organization's unit is typically part of a larger organization, although in a small organization, the organization's unit may be the whole organization.

Page 4, Clause 5

Delete the third paragraph which was a duplicate of the second paragraph.

Each process attribute is defined in terms of a set of process attribute outcomes which can be evaluated to indicate the extent of achievement of the process attribute. The process attributes are organised into process capability levels, ranging from Incomplete (in which the process does not achieve its defined process outcomes) to Innovating (in which the process is continually improved to respond to organization's change).

Page 7, Clause 7

Replace [Table 2](#) as shown below. "Process measurement" and "Process control" process attribute names for Level 4 and Level 5 were changed to "Quantitative analysis" and "Quantitative control", respectively.

Table 2 — Capability level ratings

Scale	Process attribute	Rating
Level 0	Process performance	Largely(-) or below
Level 1	Process performance	Largely(+) or above
Level 2	Process performance	Fully
	Performance management	Largely(+) or above
	Work product management	Largely(+) or above
Level 3	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Largely(+) or above
	Process deployment	Largely(+) or above