BS ISO/IEC 30105-1:2016

BSI Standards Publication

Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

Part 1: Process reference model (PRM)

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National foreword

This British Standard is the UK implementation of ISO/IEC 30105-1:2016.

The UK participation in its preparation was entrusted to Technical Committee IST/60/3, IT-enabled Services/Business Process Outsourcing.

A list of organizations represented on this committee can be obtained on request to its secretary.

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Published by BSI Standards Limited 2016

ISBN 978 0 580 83501 8

ICS 35.080

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This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 November 2016.

Amendments/corrigenda issued since publication

Date	Text affected

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INTERNATIONAL STANDARD

ISO/IEC 30105-1

First edition
2016-11-15

Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

Part 1: Process reference model (PRM)

Technologies de l'information — Processus du cycle de vie de la délocalisation du processus d'affaires des services activés par IT —

Partie 1: Modèle de référence du processus (PRM)

Reference number
ISO/IEC 30105-1:2016(E)

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Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 Overview of process reference model **1**
5 Process reference model **4**
5.1 Strategic enablement processes 4
5.2 Relationship processes 5
5.3 Solution processes 6
5.4 Transition in processes 7
5.5 Service delivery processes 11
5.6 Transition out process 13
5.7 Tactical enablement processes 13
5.8 Operational enablement processes 17
Annex A (informative) **Statement of conformity to ISO/IEC 33004** **22**
Bibliography **24**

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

A list of parts in the ISO/IEC 30105- series can be found on the ISO website.

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Introduction

ITES-BPO services encompass the delegation of one or more IT-enabled business processes to a service provider who uses appropriate technology to deliver service. Such a service provider manages, delivers, improves and administers the outsourced business processes in accordance with predefined and measurable performance metrics. This covers diverse business process areas such as finance, human resource management, administration, health care, banking and financial services, supply chain management, travel and hospitality, media, market research, analytics, telecommunication, manufacturing, etc. These services provide business solutions to customers across the globe and form part of the core service delivery chain for customers.

ISO/IEC 30105 (all parts) specifies the lifecycle processes requirements involved in the ITES-BPO industry.

— It provides an overarching standard for all aspects of ITES-BPO industry from the view of the service provider that performs the outsourced business processes. This is applicable for any ITES-BPO service provider providing services to customers through contracts and in industry verticals.

— It covers the entire outsourcing lifecycle and defines the processes that are considered to be good practices.

— It is an improvement standard that enables risk determination and improvement for service providers performing outsourced business processes. It also serves as a process reference model for service providers.

— It focuses on IT-enabled business processes which are outsourced.

— It is generic and can be applied to all IT-enabled business process outsourced services, regardless of type, size and the nature of the services delivered.

— Process improvement implemented using ISO/IEC 30105 (all parts) can lead to clear return on investment for customers and service providers.

— Alignment to ISO/IEC 30105 (all parts) can improve consistency, delivery quality and predictability in delivery of services.

Figure 1 illustrates the key entities and relationships involved in ITES-BPO service. It includes the customer, the ITES-BPO service provider and various levels of suppliers. This is as per the supply chain relationship depicted in ISO/IEC 20000-1:2011, 7.2.

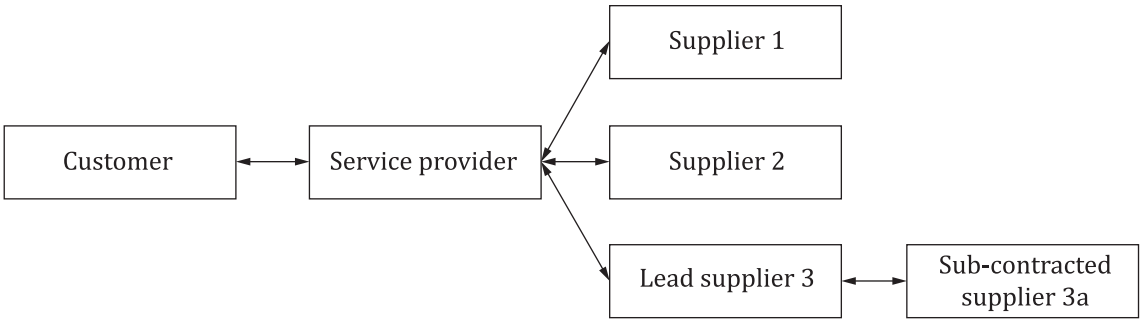

Figure 1 — ITES-BPO key entities

This document details the PRM. It contains process definitions across the lifecycle described in terms of process context, purpose and outcomes, together with a framework defining relationships between the processes.

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The process purpose details the high level objective of performing the process such that implementation of the process leads to tangible benefits for stakeholders. The process outcomes are clearly defined by observable results and aligned to the business benefits derived by the customer and service provider.

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Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

Part 1: Process reference model (PRM)

1 Scope

ISO/IEC 30105 specifies the lifecycle process requirements performed by the IT-enabled business process outsourcing service provider for the outsourced business processes. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. This document:

— covers IT-enabled business processes that are outsourced;

— is not intended to address IT processes but includes references to them at key touchpoints for completeness;

— is applicable to the service provider, not to the customer;

— is applicable to all lifecycle processes of ITES-BPO;

— serves as a process reference model for organizations providing ITES-BPO services.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 33004:2015, *Information technology — Process assessment — Requirements for process reference, process assessment and maturity models*.

3 Terms and definitions

For the purposes of this document, the terms and definition given in ISO/IEC TR 20000-10, ISO/IEC 30105-4, and ISO/IEC 33001 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at http://www.iso.org/obp

4 Overview of process reference model

ISO/IEC 33004 requires that processes included in a process reference model satisfy the following. Annex A provides detailed requirements as per ISO/IEC 33004.

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A process description shall meet the following requirements:

a) a process shall be described in terms of its purpose and outcomes;

b) the set of process outcomes shall be necessary and sufficient to achieve the purpose of the process;

c) process descriptions shall not contain or imply aspects of the process quality characteristic beyond the basic level of any relevant process measurement framework conformant with ISO/IEC 33003.

Each process in the PRM has the following descriptive elements.

a) **Name**: the name of a process is a short noun phrase that summarizes the scope of the process, identifying the principal concern of the process, and distinguishes it from other processes within scope of the process reference model.

b) **Context**: for each process, a brief overview describes the intended context of the application of the process.

c) **Purpose**: the purpose of the process is a high level and overall goal for performing the process.

d) **Outcomes**: an outcome is an observable result of the successful achievement of the process purpose. Outcomes are measurable, tangible technical or business results that are achieved by a process. They are observable and assessable.

Figure 2 lists the processes from this document that are included in the process dimension of the process assessment model for ITES-BPO. It includes all aspects of an ITES-BPO outsourced service, from developing an ITES-BPO solution through service delivery and to transitioning out. It includes the leadership, relationship management and enabling processes which support the outsourced business across its lifecycle.

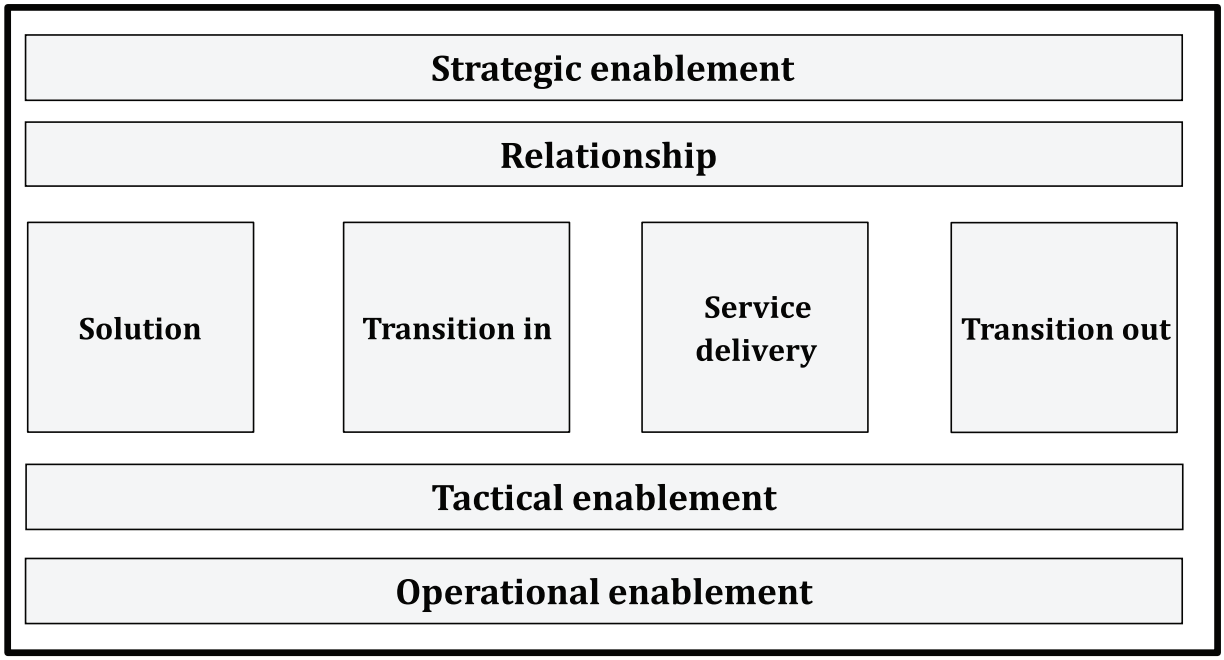

Figure 2 — ITES-BPO lifecycle process categories

The ITES-BPO process categories are as follows.

— **Strategic enablement processes**: include strategic direction and review of the business performance against plan for the service provider organization and Innovation process to bring in breakthrough changes.

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— **Relationship processes**: cover the relationship of the service provider with the customer and the suppliers.

— **Solution processes**: include details on how the ITES-BPO solution is envisaged and the contract developed and managed.

— **Transition in processes**: cover the movement of business process delivery from the customer to the service provider, establishing the required management, people and infrastructure capability, and concluding with piloting the transitioned service.

— **Service delivery processes**: include all the processes that are required for the day-to-day management and delivery of ITES-BPO services.

— **Transition out process**: covers the movement of the business process delivery back to the customer or to a different service provider.

— **Tactical enablement processes**: involve a set of processes that enables achievement of the objective of the core service delivery processes. These are tactical in nature.

— **Operational enablement processes**: involve a set of processes that ensures day–to-day operations of service delivery are supported and are performed alongside the service delivery processes.

Figure 3 shows process categories and processes in the ITES-BPO lifecycle.

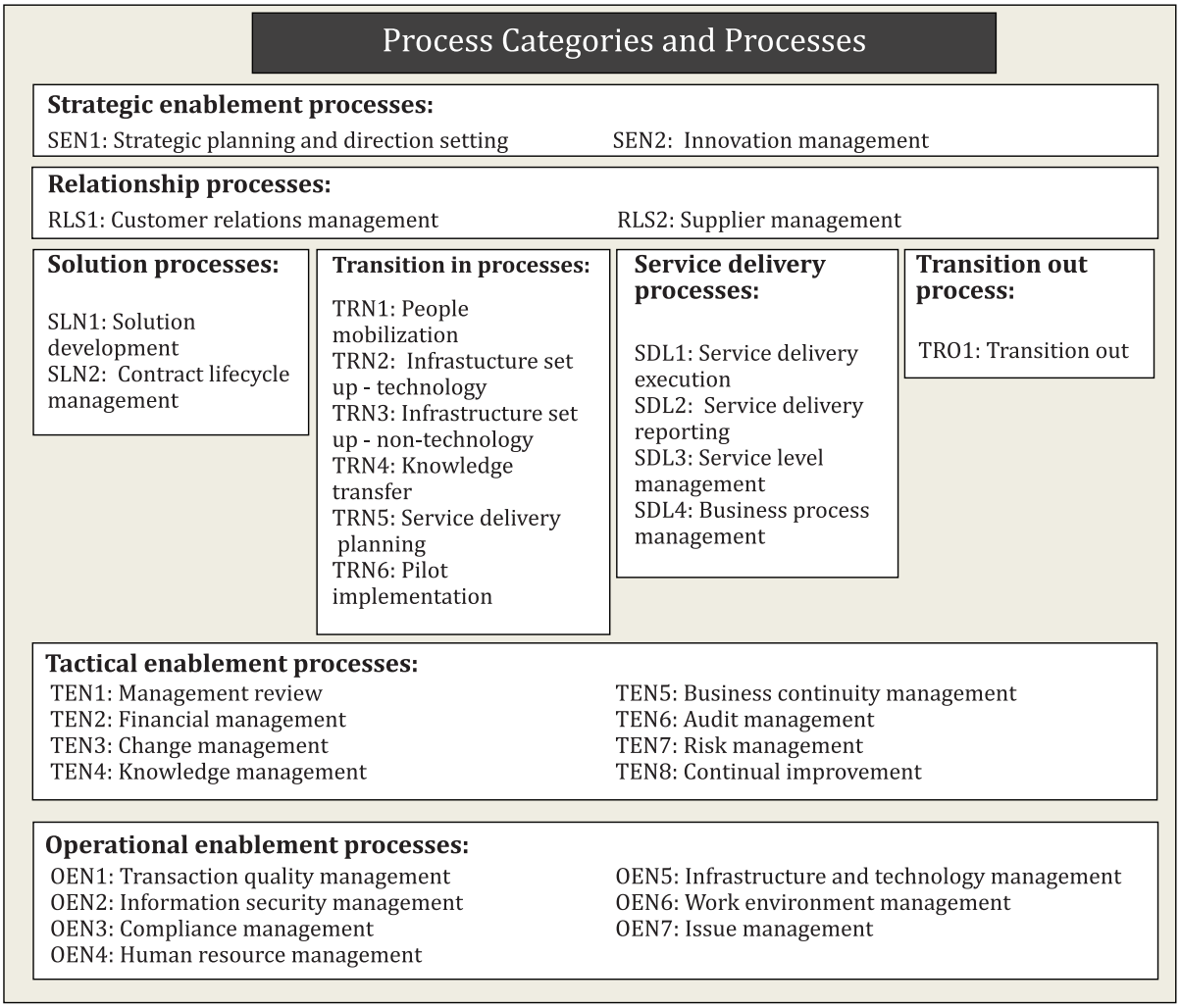

Figure 3 — ITES-BPO lifecycle process categories and processes

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