BS ISO/IEC 30105-4:2022

BSI Standards Publication

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

Part 4: Key concepts

Documents
Document Sharing Hub

Full document details: BS ISO/IEC 30105-4:2022

National foreword

This British Standard is the UK implementation of ISO/IEC 30105-4:2022. It supersedes BS ISO/IEC 30105-4:2016, which is withdrawn.

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 committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

© The British Standards Institution 2022
Published by BSI Standards Limited 2022

ISBN 978 0 539 05408 8

ICS 35.020

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 November 2022.

Amendments/corrigenda issued since publication

Date	Text affected

Documents
Document Sharing Hub

Full document details: BS ISO/IEC 30105-4:2022

INTERNATIONAL STANDARD

ISO/IEC 30105-4

Second edition
2022-11

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

Part 4: Key concepts

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

Partie 4: Concepts clés

Reference number
ISO/IEC 30105-4:2022(E)

Documents
Document Sharing Hub
© ISO/IEC 2022

Full document details: BS ISO/IEC 30105-4:2022

COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2022

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

© ISO/IEC 2022 – All rights reserved

Documents
Document Sharing Hub

Full document details: BS ISO/IEC 30105-4:2022

Contents

Page

Foreword ..... **iv**
Introduction ..... **v**
1 Scope **1**
2 Normative references **1**
3 Terms, definitions and abbreviated terms **1**
3.1 Terms and definitions 1
3.2 Abbreviated terms 5
4 Concepts **6**
4.1 General 6
4.2 ITES-BPO lifecycle process categories 6
4.3 The assessment framework 11
4.3.1 ISO/IEC 30105-1 — Process reference model (PRM) 11
4.3.2 ISO/IEC 30105-2 — Process assessment model (PAM) 13
4.3.3 ISO/IEC 30105-3 — Measurement framework (MF) and organization maturity model (OMM) 17
4.3.4 ISO/IEC 30105-4 — Key concepts 19
4.3.5 ISO/IEC 30105-5 — Guidelines 19
5 Interrelationship between International Standards **20**
Bibliography **21**

© ISO/IEC 2022 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO/IEC 30105-4:2022

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.

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 or www.iec.ch/members_experts/refdocs).

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) or the IEC list of patent declarations received (see https://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, 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 www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management IT Governance*.

This second edition cancels and replaces the first edition (ISO/IEC 30105-4:2016), which has been technically revised.

The main changes are as follows:

— This edition addresses editorial issues in the 1st edition of ISO/IEC 30105-4:2016.

— This edition modifies terms to use the same definition as the source, except for the ones agreed for modification.

— This edition is revised to contain only those terms that are relevant to ISO/IEC 30105-4.

— The title has been modified from “Terms and concepts” to “Key concepts.”

— “Work product” has been changed to “Information item” by reflecting the term used in ISO/IEC/IEEE 24774:2021.

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

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

© ISO/IEC 2022 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO/IEC 30105-4:2022

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 that services. 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.

The ISO/IEC 30105 series specifies the lifecycle process 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 PRM 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 improvements implemented using the ISO/IEC 30105 series can lead to a clear return on investment for customers and service providers.

— Alignment to the ISO/IEC 30105 series can improve consistency, quality and predictability in delivery of services.

Figure 1 illustrates the key entities and relationships involved in an ITES-BPO service. It includes the customer, the ITES-BPO service provider and various levels of suppliers. This is aligned with the supply chain relationship depicted in ISO/IEC 20000-1:2018, 8.3.1.

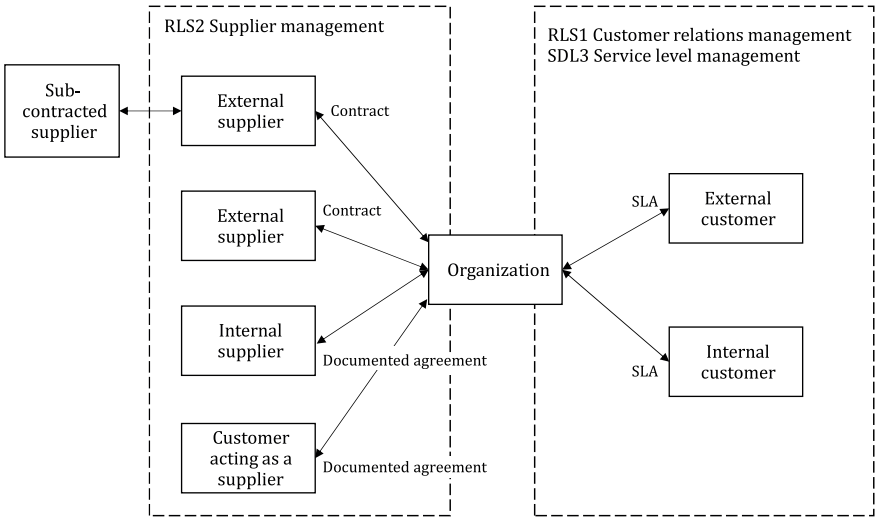

Figure 1 — ITES-BPO key entities

© ISO/IEC 2022 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO/IEC 30105-4:2022

NOTE The ITES-BPO process IDs RLS1, RLS2, SDL3 are shown in Figure 3 — ITES-BPO lifecycle process categories and processes.

© ISO/IEC 2022 – All rights reserved
Documents
Document Sharing Hub
Full document details: BS ISO/IEC 30105-4:2022

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

Part 4: Key concepts

1 Scope

The ISO/IEC 30105 series 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 cover IT services but includes similar, relevant process for completeness;

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

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

— details the lifecycle of ITES-BPO and the relationship between ISO/IEC 30105-1, ISO/IEC 30105-2, ISO/IEC 30105-3, ISO/IEC 30105-5 and other relevant International Standards.

2 Normative references

There are no normative references in this document.

3 Terms, definitions and abbreviated terms

For the purposes of this document, the following terms and definitions apply.

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

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

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

3.1 Terms and definitions

3.1.1
assessment indicator
sources of objective evidence used to support the assessor's judgement in rating process attributes

Note 1 to entry: Examples include practice, information item, or resource.

[SOURCE: ISO/IEC 33001:2015, 3.3.1]

© ISO/IEC 2022 – All rights reserved

Documents
Document Sharing Hub
Full document details: BS ISO/IEC 30105-4:2022