



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

Part 1: Process reference model (PRM)

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Australian Standard®

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Services-Business Process Outsourcing
(ITES-BPO) lifecycle processes**

Part 1: Process reference model (PRM)

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PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, ICT Governance and Management.

The objective of the AS ISO/IEC 30105 series is to assess the capability of lifecycle processes performed by the IT-enabled services business process outsourcing service provider. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. This Standard serves as a process reference model for organizations providing ITES-BPO services'.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-1:20166, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes—Part 1: Process reference model (PRM)*

This Standard is part of a series for the lifecycle processes requirements involved in the ITES-BPO industry, as follows:

AS ISO/IEC

30105	Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes
30105.1	Part 1: Process reference model (PRM) (this Standard)
30105.2	Part 2: Process assessment model (PAM)
30105.3	Part 3: Measurement framework (MF) and organization maturity model (OMM)
30105.4	Part 4: Terms and concepts
30105.5	Part 5: Guidelines

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text 'this part of 30105' should read 'this Australian Standard'.
- (b) A full point substitutes for a comma when referring to a decimal marker.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

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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 2009-1:2011, 7.2.

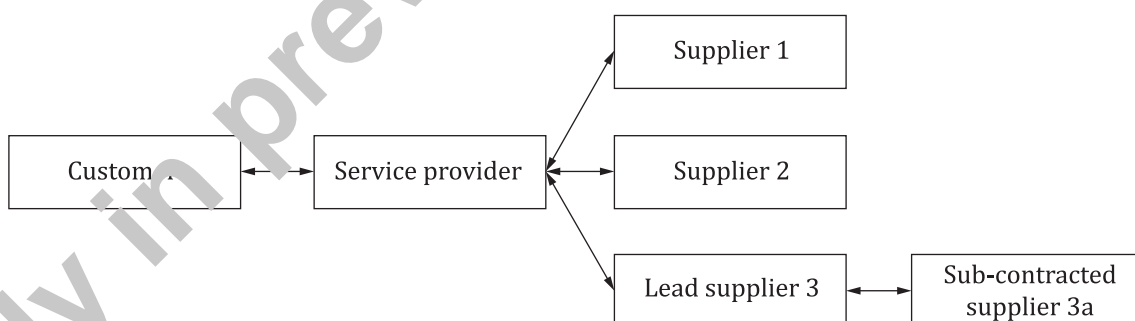


Figure 1 — ITES-BPO key entities

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.

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.

AUSTRALIAN STANDARD

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 related 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.