



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

**Part 3: Measurement framework (MF)
and organization maturity model (OMM)**

STANDARDS
Australia



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Australian Standard®

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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. This Standard serves as a measurement framework for processes and provides an organization maturity model for organizations providing ITES-BPO services.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-3:20166, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes, Part 3: Measurement framework (MF) and organization maturity model (OMM)*.

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)
- 30105.2 Part 2: Process assessment model (PAM)
- 30105.3 Part 3: Measurement framework (MF) and organization maturity model (OMM) (this Standard)
- 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.

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The terms ‘normative’ and ‘informative’ are used in a Standard to define the application of the appendices or annexes to which they apply. A ‘normative’ appendix or annex is an integral part of a Standard, whereas an ‘informative’ appendix or annex is only for information and guidance.

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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 to 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 an 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 30000-1:2011, 7.2.

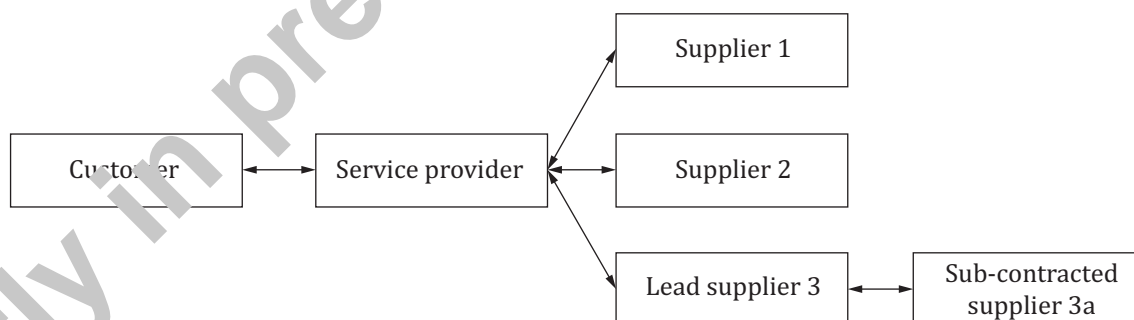


Figure 1 — ITES-BPO key entities

This document details a measurement framework (MF) and an organization maturity model (OMM). It provides the overview of how an organization can use the PRM and PAM to measure their capability and maturity levels.

This document is to be used in concurrence with the other parts of ISO/IEC 30105 and the assessment approach provided by ISO/IEC 33002 for assessing processes.

In this document, the following clauses of ISO/IEC 33020 have been replicated:

- Clause 5: Measurement framework;
- Clause 6: Extract of selected parts of rating and aggregating process attributes;
- Clause 7: Capability level model.

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AUSTRALIAN STANDARD

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

Part 3:

Measurement framework (MF) and organization maturity model (OMM)

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 cover IT services but includes similar, relevant processes for completeness;
- is applicable to the service provider, not to the customer;
- is applicable to all lifecycle processes of ITES-BPO;
- serves as a measurement framework for processes and provides an organization maturity model for organizations providing ITES-BPO services that:
 - conforms to the requirements of ISO/IEC 33002 and ISO/IEC 33004;
 - supports the performance assessment by providing a framework to measure and derive capability and organization maturity levels.

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 33002, *Information technology — Process assessment — Requirements for performing process assessment*

ISO/IEC 33003, *Information technology — Process assessment — Requirements for process measurement frameworks*

ISO/IEC 33004:2013, *Information technology — Process assessment — Requirements for process reference, process assessment and maturity models*

ISO/IEC 33000:2015, *Information technology — Process assessment — Process measurement framework for assessment of process capability*

ISO/IEC 30105-2:2016, *Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 2: Process assessment model*