



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

Part 4: Terms and concepts

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 - Governance Institute of Australia
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 - Project Management Institute
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-

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Australian Standard®

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

Part 4: Terms and concepts

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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 defines terms and concepts used in AS ISO/IEC 30105 series and provides an overview of each document.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-4:20166, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes, Part 4: Terms and concepts*.

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 organizational maturity model (OMM)
- 30105.4 Part 4: Terms and concepts (this Standard)
- 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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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 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 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 20000-1:2011, 7.2.

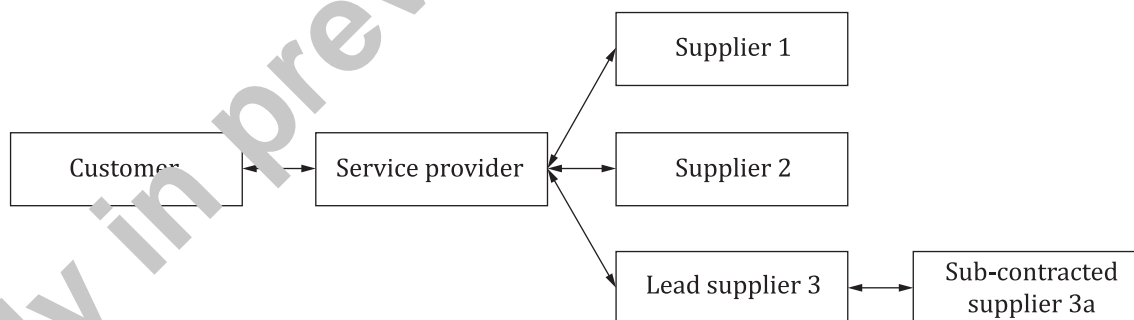


Figure 1 — ITES-BPO key entities

This document details the terms and concepts of the ISO/IEC 30105 series. It contains definitions for the terms used in ISO/IEC 30105 (all parts) and explains the concepts. It also details the lifecycle of ITES-BPO and the relationship between ISO/IEC 30105 (all parts) and other relevant standards.

AUSTRALIAN STANDARD

Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes**Part 4:
Terms and concepts****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 process for completeness;
- is applicable to the service provider, not to the customer;
- is applicable to all lifecycle processes of ITES-BPO;
- defines terms and concepts used in ISO/IEC 30105.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 33001 and the following 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>

3.1**assessed capabilities**

output of one or more relevant process assessments conducted in accordance with the provisions of ISO/IEC 30105

3.2**assessment indicator**

source of objective evidence used to support the assessor's judgement in rating process attributes

Note 1 to entry: Examples include work products, practice or resource.

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