



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

Part 5: Guidelines

STANDARDS
Australia



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Australian Standard®

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(ITES-BPO) lifecycle processes**

Part 5: Guidelines

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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 provides guidance on application of process assessment in the context of an improvement programme or risk determination of an ITES-BPO service provider.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-5:2016, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes, Part 5: Guidelines*.

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
- 30105.5 Part 5: Guidelines (this Standard)

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 an ITES-BPO service. It includes the customer, the ITES-BPO service provider and various levels of suppliers. This is in line with the supply chain relationship depicted in ISO/IEC 9000-1:2011, 7.2.

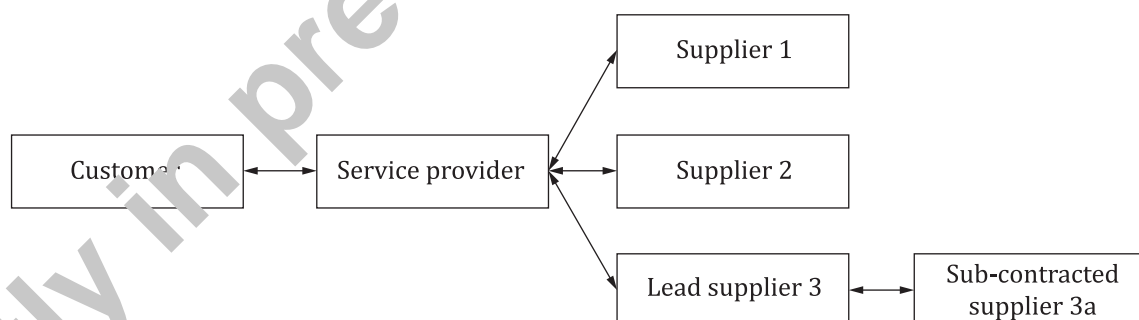


Figure 1 — ITES-BPO key entities

This document provides guidance to the other parts of ISO/IEC 30105 and the requirements for assessing processes. This document, in such a context, provides guidance on the application of the process assessment model, how to strategically leverage the assessment and then how to use it in the context of an improvement programme for an ITES-BPO organization.

AUSTRALIAN STANDARD

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

Part 5:

Guidelines

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;
- provides guidance on application of the process assessment model, how to strategically leverage the assessment and to use it in the context of an improvement programme or risk assessment for an ITES-BPO service provider organization.

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

ISO/IEC 30105-3:2016, *Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 3: Measurement framework (MF) and organization maturity model (OMM)*

ISO/IEC 33020, *Information technology — Process assessment — Process measurement framework for assessment of process capability*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 30105-4, ISO/IEC 33001 and ISO/IEC 33020 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>