



भारतीय मानक ब्यूरो

(उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय, भारत सरकार)

BUREAU OF INDIAN STANDARDS

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Reference : LITD14_25198

Date : 08 July 2024

TECHNICAL COMMITTEE : Software And System Engineering, LITD 14

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Software And System Engineering Sectional Committee, LITD 14. Please [click here](#) to view the document.

Document Number : LITD 14 (25198) WC

Title of the document : Information technology IT Enabled Services-Business Process Outsourcing ITES-BPO lifecycle processes Part 9: Guidelines on extending process capability assessment for digital transformation

Document Type : New Indian Standard

This document has following salient features which may require specific attention for your valuable comments:

- 1) This document specifies the essentials of digital transformations and illustrates the key drivers for enhancing the digital transformation capabilities of the organization, while taking account of different stakeholders' interests. It describes elements that ITES-BPO organizations can include specifically for digital transformation when implementing the lifecycle processes in the ISO/IEC 30105 series, and which can assist the organization in achieving their desired process capability levels, hereafter "maturity levels", as defined by the stakeholders. It provides guidance on process capability assessment for digital transformation for ITES-BPO organizations. Additionally, this document:*
- 2) It specifies the essentials of digital transformation that ITES-BPO organizations should take into consideration during the implementation process.*

Please examine the document and share your comments regarding further improvement in the document.

Last date for sharing the comments is : 08 September 2024

The comments should be shared in the prescribed template through this portal only; and the comments so received shall be taken up by the Sectional Committee for necessary action. For any other query, please write an email at litd@bis.gov.in to the undersigned at Bureau of Indian Standard, Manak Bhawan, 9, Bahadur Shah Zafar Marg, New Delhi.

In case no comments are received, we would presume your approval of the documents. However, in case we receive any comments on the document, the same shall be put up to the Sectional Committee for necessary action.

Thanking You,

Yours faithfully,
(REENA GARG)
Head (Electronics and Information Technology Department)
Email: litd@bis.gov.in



व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : LITD14_25198

दिनांक : 08-07-2024

तकनीकी समिति : Software And System Engineering Sectional Committee, LITD 14

प्राप्तकर्ता : रूचि रखने वाले सभी निकाय

महोदय/या,

निम्नलिखित मसौदा तैयार किया गया है :

प्रलेख संख्या : LITD 14 (25198) WC

शीर्षक :

कृपया इस/इन मानक(को)/संशोधन(नो) के मसौदे(दो) का अवलोकन करें और अपनी सम्मतियाँ यह बताते हुए भेजें कि यदि ये मानक(को) के संशोधन(नो) के रूप में प्रकाशित हो तो इन पर अमल करने में आपके व्यवसाय अथवा कारोबार में क्या कठिनाइयां आ सकती हैं।

सम्मतियाँ भेजने की अंतिम तिथि : 08 September 2024

सम्मतियाँ, यदि कोई हों तो, कृपया यहाँ क्लिक करके ऑनलाइन पोर्टल के माध्यम से ऊपर दी गयी अंतिम तिथि तक दर्ज कराएं।

यह/ये प्रलेख भारतीय मानक ब्यूरो की वेबसाइट www.bis.gov.in पर भी उपलब्ध है/हैं।

धन्यवाद।

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