DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : LITD14_26055   **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 (26055) WC
Title of the document : Information Technology - IT Enabled Serives - Business Process Outsouring ITES-BPO Part 4 Process Assessment Model PAM First Revision
Document Type : Revision of Indian Standard (IS/ISO/IEC 30105 : Part 4 : 2016)

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

1) The ISO/IEC 30105 series 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.
2) 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.
3) 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.
4) Alignment to the ISO/IEC 30105 series can improve consistency, quality and predictability in delivery of services.

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_26055   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 (26055) WC
शीर्षक :

कृपया इस/इन मानक(को)/संसोधन(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।

                                                भवदीय/भवदिया,
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