



भारतीय मानक ब्यूरो

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

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## DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : LITD 22/T-27034

Date : 03 December 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 (27034) WC**

**Title of the document : Information technology IT Enabled Services-Business Process Outsourcing ITES-BPO lifecycle processes Part 2 Process Assessment Model PAM First Revision**

**Document Type : Revision of Indian Standard (IS/ISO/IEC 30105 : Part 2 : 2016)**

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

1) *IT Enabled Services-Business Process Outsourcing (ITES-BPO) services encompass the delegation of one or more IT enabled business processes to a service provider who uses appropriate technology to deliver that 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 human resource management, administration, healthcare, financial management, supply chain management, travel and hospitality, media, market research, data analytics, telecommunication, manufacturing, etc. ITES-BPO services provide business solutions to customers across the globe and form part of the core service delivery chain for customers*

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

**Last date for sharing the comments is : 02 February 2025**

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](mailto: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](mailto:litd@bis.gov.in)**



## व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : LITD 22/T-27034

दिनांक : 03-12-2024

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 (27034) 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 : 02 February 2025

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](http://www.bis.gov.in) पर भी उपलब्ध है/हैं।

धन्यवाद।

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