भारतीय मानक

**सूचना प्रौद्योगिकी - आईटी समर्थित**

**सेवाएं-बिजनेस प्रोसेस आउटसोर्सिंग**

**(आईटीईएस-बीपीओ) जीवन चक्र प्रक्रिया**

***भाग* 7 *परिपक्वता मूल्यांकन के लिए प्रतिमान***

*Indian Standard*

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

**Part 7 Exemplar for maturity assessment**

ICS 35.020

**©**BIS 2024

**BUREAU OF INDIAN STANDARDS**

MANAK BHAVAN, 9 BAHADUR SHAH ZAFAR MARG

NEW DELHI 110002

**November 2024** **Price Group**

## Software and Systems Engineering Sectional Committee, LITD 14

## NATIONAL FOREWORD

This Indian Standard which is identical with ISO/IEC TR 30105-7 : 2019 ‘Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes Part 7 Exemplar for maturity assessment’ issued by International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC) was adopted by the Bureau of Indian Standards on the recommendation of the Software and Systems Engineering Sectional Committee and the approval of the Electronics and Information Technology Division Council.

This standard is published in different parts. Other parts are:

Part 1 Process Reference Model (PRM)

Part 2 Process Assessment Model (PAM)

Part 3 Measurement Framework (MF) and Organization Maturity Model (OMM)

Part 4 Key Concepts

Part 5 Guidelines

Part 6 Guidelines on risk management

Part 8 Continual performance improvement (CPI) of ITES-BPO

Part 9 Guidelines on extending process capability assessment for digital transformation

The text of ISO Standard has beenapproved as suitable for publication as an Indian Standard without deviations. Certain conventions are however not identical to those used in Indian Standards. Attention is particularly drawn to the following:

1. Wherever the words ‘International Standard’ appear referring to this standard, they should be read as ‘Indian Standard’.
2. Comma (,) has been used as a decimal marker while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

In this adopted standard, reference appears to certain International Standard for which Indian Standard also exist. The corresponding Indian Standard, which is to be substituted in its place, is listed below along with their degree of equivalence for edition indicated. For dated reference, only the edition cited applies:

|  |  |  |
| --- | --- | --- |
| *International Standard* | *Corresponding Indian Standard* | *Degree of Equivalence* |
| ISO/IEC 30105-4 : 2016 Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 4 Terms and concepts | IS/ISO/IEC 30105-4 : 2016 Information Technology - IT Enabled Services - Business Process Outsourcing (ITES-BPO) Lifecyle Processes Part 4 Terms and Concepts | Identical with ISO/IEC 30105-4 : 2016 |

For the purpose of deciding whether a particular requirement of this standard is complied with, the final value, observed or calculated, expressing the result of a test or analysis, shall be rounded off in accordance with IS 2:2022 ‘Rules for rounding off numerical values (*Second Revision*)’.The number of significant places retained in the rounded off value should be same as that of the specified value in this standard.