**भारतीय मानक**

**सूचना प्रौद्योगिकी - आईटी समर्थित**

**सेवाएं-बिजनेस प्रोसेस आउटसोर्सिंग**

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

*भाग* 8 *आईटीईएस - बीपीओ का निरंतर निष्पादन परिष्करण*

*Indian Standard*

**Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) Lifecycle Processes**

**Part 8 Continual Performance Improvement (CPI) of ITES-BPO**

ICS 35.020

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**BUREAU OF INDIAN STANDARDS**

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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 30105-8 : 2022 ‘Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes Part 8: Continual performance improvement (CPI) of ITES-BPO’ 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 7 Exemplar for maturity assessment

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.