*भारतीय मानक*

**सूचना प्रौद्योगिकी - आईटी समर्थित**

**सेवाएं-बिजनेस प्रोसेस आउटसोर्सिंग**

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

*भाग* **4 *प्रमुख अवधारणाएँ***

(पहला पुनरीक्षण)

 **Indian Standard**

 **Information Technology - IT Enabled Serives - Business Process Outsouring (ITES-BPO)**

**Part 4 Key concepts**

***(First Revision)***

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 (First Revision) which is identical with ISO/IEC 30105-4 : 2022 ‘Information Technology - IT Enabled Serives - Business Process Outsouring (ITES-BPO) Lifecyle Processes Part 4 Key Concepts’ 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 was originally published in 2018 and was identical to ISO/IEC 30105-4 : 2016.The first revision of this standard aligns this Indian Standard with ISO/IEC 30105-4 : 2022.

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 5 Guidelines

Part 6 Guidelines on risk management

Part 7 Exemplar for maturity assessment

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

Part 9 Guidelines on extending process capability assessment for digital transformation

The main changes are as follows:

1. This edition addresses editorial issues in the 1st edition of ISO/IEC 30105-4 : 2016.
2. This edition modifies terms to use the same definition as the source, except for the ones agreed for modification.
3. This edition is revised to contain only those terms that are relevant to ISO/IEC 30105-4.
4. The title has been modified from “Terms and concepts” to “Key concepts.”
5. “Work product” has been changed to “Information item” by reflecting the term used in ISO/IEC/IEEE 24774:2021.

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.