

BUREAU OF INDIAN STANDARDS
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मसौदा भारतीय मानक
सूचना प्रौद्योगिकी – आईटी सक्षम सेवाएँ -व्यवसाय प्रक्रिया
आउटसोर्सिंग (आईटीईएस-बीपीओ) जीवनचक्र प्रक्रियाएँ
भाग 7: परिपक्वता मूल्यांकन के लिए प्रतिमान

Draft Indian Standard
Information technology — IT Enabled Services-
Business Process Outsourcing (ITES-BPO) lifecycle
processes
Part 7: Exemplar for maturity assessment

ICS : 35.020

NATIONAL FOREWORD

(Formal clauses will be added later)

This Draft 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) will be adopted by the Bureau of Indian Standards on the recommendation of the Software And System Engineering Sectional Committee LITD 14 and the approval of the Electronics and Information Technology Division Council.

The text of ISO Standard *may be* approved 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:

- a) Wherever the words ‘International Standard’ appear referring to this standard, they should be read as ‘Indian Standard’.
- b) 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 Standards for which Indian Standards also exist. The corresponding Indian Standards, which are to be substituted in their places, are listed below along with their degree of equivalence for editions indicated. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies:

International Standards	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) Lifecycle Processes Part 4 Terms and Concepts	Identical

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.

Scope of ISO/IEC TR 30105-7:2019

This document presents an exemplar for maturity assessment, following the framework for assessment of process capability levels and measurement of an organization's maturity level for an ITES-BPO service provider.

This document:

- a) uses the set of indicators for process performance and process capability;
- b) helps to collect the objective evidence that enables an assessor to determine the process ratings;
- c) helps to assess the result of the process capability level;
- d) serves as a measurement framework for processes and provides an organization maturity model for ITES-BPO organizations delivering the services;
- e) is useful for all users of the ISO/IEC 30105 series, including but not limited to internal assessors, external assessors, ITES-BPO service providers and ITES-BPO service customers;
- f) supports the performance assessment by providing a framework to measure and derive capability and organization maturity levels.

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