BUREAU OF INDIAN STANDARDS
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मसौदा भारतीय मानक
सूचना प्रौद्योगिकी - आईटी सक्षम सेवाएँ - व्यवसाय प्रक्रिया आउटसोर्सिंग (आईटीईएस-बीपीओ) जीवनचक्र प्रक्रियाएँ भाग 9 : डिजिटल रूपान्तरण के लिए प्रक्रिया क्षमता मूल्यांकन का विस्तार करने संबंधी दिशा-निर्देश

Draft Indian Standard
Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes
Part 9: Guidelines on extending process capability assessment for digital transformation

ICS : 35.020

LITD 14 Software And System Engineering Sectional Committee	Last Date for Comments: 08 September 2024

NATIONAL FOREWORD

(Formal clauses will be added later)

This Draft Indian Standard which is identical with ISO/IEC TS 30105-9:2023 'Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes Part 9: Guidelines on extending process capability assessment for digital transformation' 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.

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 TS 30105-9:2023

This document specifies the essentials of digital transformations and illustrates the key drivers for enhancing the digital transformation capabilities of the organization, while taking account of different stakeholders' interests. It describes elements that ITES-BPO organizations can include specifically for digital transformation when implementing the lifecycle processes in the ISO/IEC 30105 series, and which can assist the organization in achieving their desired process capability levels, hereafter "maturity levels", as defined by the stakeholders. It provides guidance on process capability assessment for digital transformation for ITES-BPO organizations. Additionally, this document:

a) covers IT enabled business processes that are outsourced;

b) is not intended to address the maturity and capability of the IT processes that support ITES-BPO, but identifies the IT capabilities needed to support the achievement of specific ITES-BPO capabilities;

c) is applicable to the service provider, not to the customer;

d) is applicable to all lifecycle processes of ITES-BPO;

e) provides guidelines to supplement the ISO/IEC 30105-2 process assessment model, enabling   assessment of process capability of ITES-BPO organizations undergoing digital transformation.

Head
Electronics & IT Department
Bureau of Indian Standards
9, B.S. Zafar Marg,
New Delhi-110002
Email: hlitd@bis.gov.in, ashishtiwari2205@bis.gov.in

Tele: 011-23608501