

BUREAU OF INDIAN STANDARDS
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मसौदा भारतीय मानक
सूचना प्रौद्योगिकी - आईटी सक्षम सेवाएँ - व्यवसाय प्रक्रिया
आउटसोर्सिंग (आईटीईएस-बीपीओ) भाग 4:
प्रक्रिया मूल्यांकन मॉडल (पीएएम)
(पहला पुनरीक्षण)

Draft Indian Standard
Information Technology - IT Enabled Services -
Business Process Outsourcing (ITES-BPO) Part 4
Process Assessment Model (PAM)
(First Revision)

ICS : 35.020

NATIONAL FOREWORD

(Formal clauses will be added later)

This Draft Indian Standard (*First Revision*) which is identical with ISO/IEC 30105-4: 2022 ‘Information Technology - IT Enabled Services - Business Process Outsourcing (ITES-BPO) Lifecycle Processes Part 4 Terms and Concepts’ 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.

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.

The main changes are as follows:

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

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 30105-4: 2022:

The ISO/IEC 30105 series specifies the lifecycle process requirements performed by the IT enabled business process outsourcing service provider for the outsourced business processes. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. This document:

- a. covers IT enabled business processes that are outsourced;
- b. is not intended to cover IT services but includes similar, relevant process for completeness;
- c. is applicable to the service provider, not to the customer;
- d. is applicable to all lifecycle processes of ITES-BPO;
- e. details the lifecycle of ITES-BPO and the relationship between ISO/IEC 30105-1, ISO/IEC 30105-2, ISO/IEC 30105-3, ISO/IEC 30105-5 and other relevant International Standards.

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