

BUREAU OF INDIAN STANDARDS
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मसौदा भारतीय मानक
सूचना प्रौद्योगिकी - आईटी समर्थित सेवाएं-बिजनेस
प्रोसेस आउटसोर्सिंग (आईटीईएस-बीपीओ) जीवन चक्र
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(पहला पुनरीक्षण)

Draft Indian Standard
Information Technology IT Enabled Services-
Business Process Outsourcing (ITES-BPO)
Lifecycle Processes
Part 1 Process Reference Model (PRM)
(First Revision)

ICS 35.020

NATIONAL FOREWORD

(Formal clauses will be added later)

This Draft Indian Standard (Part 1) (First Revision) which is identical with ISO/IEC 30105-1 : 2024 ‘Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —Part 1 Process reference model (PRM)’ 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 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 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 8 Continual performance improvement (CPI) of ITES-BPO

Part 9 Guidelines on extending process capability assessment for digital transformation

This standard was originally published in 2018 and was identical to ISO/IEC 30105-1 : 2016. This First Revision of this standard aligns this Indian Standard with ISO/IEC 30105-1 : 2024.

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 20000-10, Information technology — Service management — Part 10: Concepts and terminology	IS/ISO/IEC 20000-10 : 2018 Information Technology Service Management Part 10 Concepts and Vocabulary (First Revision)	Identical with ISO/IEC 20000-10 : 2018

The technical committee has reviewed the provisions of following International Standards referred in this adopted standard and has decided that they are acceptable for use in conjunction with this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document applies, including any corrigenda and amendment:

International Standards	Title
ISO/IEC 33001	Information technology — Process assessment — Concepts and terminology
ISO/IEC 33004 : 2015	Information technology — Process assessment — Requirements for process reference, process assessment and maturity models

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 30105-1: 2024

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 specifies the process reference model (PRM). It contains process definitions across the lifecycle described in terms of process context, purpose and outcomes, together with a framework defining relationships between the processes.

The process purpose details the high-level objective of performing the process such that implementation of the process leads to tangible benefits for stakeholders. The process outcomes are clearly defined by observable results and aligned to the business benefits derived by the customer and service provider. This document:

- covers IT enabled business processes that are outsourced;
- is not intended to address IT processes, but includes references to them at key touchpoints for completeness;
- is applicable to the service provider, not to the customer;
- is applicable to all lifecycle processes of ITES-BPO;
- serves as a PRM for organizations providing ITES-BPO services.

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