

**BUREAU OF INDIAN STANDARDS**  
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**मसौदा भारतीय मानक**  
**सूचना प्रौद्योगिकी - आईटी समर्थित सेवाएं-बिजनेस**  
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**(पहला पुनरीक्षण)**

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***Draft Indian Standard***  
**Information technology — IT**  
**Enabled Services-Business Process**  
**Outsourcing (ITES-BPO) lifecycle processes**  
**Part 2 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 30105-2 : 2024 ‘Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 2 Process assessment model (PAM)’ 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 1 Process Reference Model (PRM)

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 30105-2 : 2016. This First Revision of this standard aligns this Indian Standard with ISO/IEC 30105-2 : 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:

<b>International Standards</b>	<b>Corresponding Indian Standard</b>	<b>Degree of Equivalence</b>
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

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**

This document specifies the process assessment model (PAM). It contains process definitions of the ITESBPO lifecycle defined in ISO/IEC 30105-1 and a model suitable for assessing process capability. The outcomes in the PAM are clearly defined, observable results, aligned to the business benefits derived by the customer and service provider.

A PAM consists of a set of indicators for process performance and process capability. The indicators are used as a basis for collecting the objective evidence that enables an assessor to determine ratings. The set of indicators included in this document is not intended to be an all-inclusive set, nor is it intended to be applicable in its entirety. Supersets and subsets are selected according to the context and the scope of the assessment.

The PAM in this document is directed at assessment sponsors and competent assessors who wish to select a model and an associated documented assessment process for the ITES-BPO lifecycle processes, for process capability gap determination.

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