<u>**BUREAU OF INDIAN STANDARDS**</u>
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मसौदा भारतीय मानक
सूचना प्रौद्योगिकी - आईटी समर्थित
सेवाएं-बिजनेस प्रोसेस आउटसोर्सिंग (आईटीईएस-
बीपीओ) जीवन चक्र प्रक्रिया
भाग 3 मापन फ्रेमवर्क (एमएफ) और संगठन
परिपक्वता मॉडल (ओएमएम)
(*पहला पुनरीक्षण*)

Draft Indian Standard
**Information Technology — IT Enabled
Services-Business Process Outsourcing (ITES-
BPO) lifecycle Processes
Part 3 Measurement Framework (MF) and
Organization Maturity Model (OMM)**
(First Revision)

ICS 35.020

LITD 14 Software and Systems Engineering Sectional Committee	**Last Date for Comments: 02 February 2025**

NATIONAL FOREWORD

(Formal clauses will be added later)

This Draft Indian Standard (Part 3) (First Revision) which is identical with ISO/IEC 30105-3 : 2024 'Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 3: Measurement framework (MF) and organization maturity model (OMM)' 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 2 Process Assessment Model (PAM)

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 30105-3 : 2016. ISO/IEC 30105-3 was proposed by India in 2011 based on which a Working Group was created, JTC/SC 40/WG 3 'ITeS-BPO' in ISO under the convenorship of Dr Ravi Veeraraghavan, India. This standard was developed by Indian experts in SC 40/WG 3 under the leadership of Project Leader, Mr. Sougatar Bhattacharya, India. This first revision of this standard aligns this Indian Standard with ISO/IEC 30105-3 : 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.

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 33020:2019	Information technology — Process assessment — Process measurement framework for assessment of process capability

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 30105-3 : 2024

This document specifies a measurement framework (MF) and an organization maturity model (OMM). It provides the overview of how an organization can use the process reference model (PRM) in ISO/IEC 30105-1 and the process assessment model (PAM) in ISO/IEC 30105-2 to measure their capability and maturity levels. It conforms to the requirements of ISO/IEC 33003 and ISO/IEC 33004 and supports the performance assessment by providing a framework to measure and derive capability and organization maturity levels.

This document is intended to be used in concurrence with the other parts of the ISO/IEC 30105 series and the assessment approach provided by ISO/IEC 33002 for assessing processes.

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