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Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes

Part 7: Exemplar for maturity assessment

National foreword

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Part 7: Exemplar for maturity assessment



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 30105 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

ITES-BPO services encompass the delegation of one or more IT enabled business processes to a service provider who uses appropriate technology to deliver service. Such a service provider manages, delivers, improves and administers the outsourced business processes in accordance with predefined and measurable performance metrics. This covers diverse business process areas such as finance, human resource management, administration, health care, banking and financial services, supply chain management, travel and hospitality, media, market research, analytics, telecommunication, manufacturing, etc. These services provide business solutions to customers across the globe and form part of the core service delivery chain for customers.

ISO/IEC 30105 (all parts) specifies the lifecycle process requirements involved in the generic ITES-BPO industry, which covers the entire outsourcing lifecycle and defines the processes that are considered as good practice. Alignment to ISO/IEC 30105 (all parts) can improve consistency, quality and predictability in delivery of ITES-BPO services, which can lead to clear return on investment for the customer and service provider.

ISO/IEC 30105-1 specifies the lifecycle process requirements performed by the IT-enabled business process outsourcing service provider for the outsourced business processes, ISO/IEC 30105-2 and ISO/IEC 30105-3 provide a detailed assessment and measurement framework for all business outsourcing processes listed in ISO/IEC 30105-1.

This document presents an assessment exemplar, based on ISO/IEC 30105 (all parts), to enable ITES-BPO organizations intending to apply ISO/IEC TR 30105-7 (this document) to understand the measurement methods defined in ISO/IEC 30105-2 and ISO/IEC 30105-3, and to provide a model that an ITES-BPO organization can adopt to measure the process capability and assess the maturity level. By using this document, an ITES-BPO organization can accelerate delivery of its maturity level assessment. Furthermore, this document assists internal and/or external assessors, to facilitate the assessment activities.

Benefits of applying this document are:

- presenting an efficient assessment procedure: assessment procedures based on ISO/IEC 30105-1, ISO/IEC 30105-2 and ISO/IEC 30105-3 can become more visible and easier to implement through this document, which can significantly improve the assessment efficiency;
- illustrating the assessment framework across the different parts of ISO/IEC 30105: this document illustrates the relationship between ISO/IEC 30105-2 and ISO/IEC 30105-3, especially the relationship between process attribute and process capability level, as well as the relationship between process attribute and maturity level;
- aligning standardizing the assessment practice: this document standardizes the procedures to assess the organization maturity level to maximize the objectivity and minimize the impact limited by a user's knowledge of the ISO/IEC 30105 series.

Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

Part 7: Exemplar for maturity assessment

1 Scope

This document presents an exemplar for maturity assessment, following the framework for assessment of process capability levels and measurement of an organization's maturity level for an ITES-BPO service provider.

This document:

- uses the set of indicators for process performance and process capability;
- helps to collect the objective evidence that enables an assessor to determine the process ratings;
- helps to assess the result of the process capability level;
- serves as a measurement framework for processes and provides an organization maturity model for ITES-BPO organizations delivering the services;
- is useful for all users of the ISO/IEC 30105 series, including but not limited to internal assessors, external assessors, ITES-BPO service providers and ITES-BPO service customers;
- supports the performance assessment by providing a framework to measure and derive capability and organization maturity levels.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 30105-4:2016, *Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes — Part 4: Terms and concepts*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 30105-4 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

4 Interrelationship across the parts of the ISO/IEC 30105 series

[Figure 1](#) shows the interrelationship of the process reference model with the process assessment model, and establishes the link with the measurement framework that enables process capability