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**AMENDMENT 1**  
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**Information technology — IT  
Enabled Services-Business Process  
Outsourcing (ITES-BPO) lifecycle  
processes —**

Part 3:

**Measurement framework (MF) and  
organization maturity model (OMM)**

**AMENDMENT 1**

*Technologies de l'information — Processus du cycle de vie de la  
délocalisation du processus d'affaires des services activés par IT —*

*Partie 3: Modèle de maturité de l'organisation (OMM) et cadre de  
mesure (MF)*

*AMENDEMENT 1*



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