

First edition
2016-11-15

AMENDMENT 1
2020-03

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

Part 3:

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

AMENDMENT 1

[ISO/IEC 30105-3:2016/Amd 1:2020](https://standards.iso.org/iso/standards.html)

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*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



Reference number
ISO/IEC 30105-3:2016/Amd.1:2020(E)

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ISO/IEC 30105-3:2016/Amd 1:2020
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Published in Switzerland

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

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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

Page 2, Clause 3

Add the following definition entry (to reflect the definition in ISO 9000:2015):

3.1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

[SOURCE: ISO 9000:2015, 3.2.1, modified — Notes 1 and 2 to entry have not been included.]

Page 2, Clause 3

Add the following definition entry:
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3.2

organization unit

identified part of an organization that deploys one or more processes that operate within a coherent set of business goals, and which forms the basis for the scope of an assessment

Note 1 to entry: An organization's unit is typically part of a larger organization, although in a small organization, the organization's unit may be the whole organization.

Page 4, Clause 5

Delete the third paragraph which was a duplicate of the second paragraph.

Each process attribute is defined in terms of a set of process attribute outcomes which can be evaluated to indicate the extent of achievement of the process attribute. The process attributes are organised into process capability levels, ranging from Incomplete (in which the process does not achieve its defined process outcomes) to Innovating (in which the process is continually improved to respond to organization's change).

Page 7, Clause 7

Replace [Table 2](#) as shown below. "Process measurement" and "Process control" process attribute names for Level 4 and Level 5 were changed to "Quantitative analysis" and "Quantitative control", respectively.

Table 2 — Capability level ratings

Scale	Process attribute	Rating
Level 0	Process performance	Largely(-) or below

Table 2 (continued)

Scale	Process attribute	Rating
Level 1	Process performance	Largely(+) or above
Level 2	Process performance	Fully
	Performance management	Largely(+) or above
	Work product management	Largely(+) or above
Level 3	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Largely(+) or above
	Process deployment	Largely(+) or above
Level 4	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Fully
	Process deployment	Fully
	Quantitative analysis	Largely(+) or above
	Quantitative control	Largely(+) or above
Level 5	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Fully
	Process deployment	Fully
	Quantitative analysis	Fully
	Quantitative control	Fully
	Process innovation	Largely(+) or above
	Process innovation implementation	Largely(+) or above

Page 15, subclause 10.6, Table 7

Replace Table 7 as shown below. Process attributes (PA) 4.1 and 4.2 of maturity level 5 have been corrected to reflect that they are fully required for the processes SDL2, SDL3, TEN3 and TEN5 by adding an "F" in the cells.

Table 7 — Maturity level 5 PA ratings

Code	Process areas	PA 1.1	PA 2.1 and 2.2	PA 3.1 and 3.2	PA 4.1 and 4.2	PA 5.1 and 5.2
OEN2	Information security management (Additional Optional)	F	F	F	F	F
OEN3	Compliance management (Additional Required)	F	F	F	F	—
OEN4	Human resource management	F	F	F	F	—
SDL1	Service delivery execution	F	F	F	F	F
SDL4	Business process management	F	F	F	F	F
SLN1	Solution development (Additional Optional)	F	F	F	F	F

Table 7 (continued)

Code	Process areas	PA 1.1	PA 2.1 and 2.2	PA 3.1 and 3.2	PA 4.1 and 4.2	PA 5.1 and 5.2
SLN2	Contract lifecycle management (Additional Optional)	F	F	F	F	F
TEN2	Financial management	F	F	F	F	—
TRN1	People mobilization	F	F	F	F	F
TRN2	Infrastructure set up — Technology (Additional Optional)	F	F	F	—	—
TRN3	Infrastructure set up — Non-technology (Additional Optional)	F	F	F	—	—
OEN5	Infrastructure and technology management	F	F	F	F	F
OEN1	Transaction quality management	F	F	F	—	—
OEN6	Work environment management	F	F	F	F	—
RLS1	Customer relations management	F	F	F	F	—
RLS2	Supplier management (Additional Optional)	F	F	F	F	—
SDL2	Service delivery reporting	F	F	F	F	—
SDL3	Service level management	F	F	F	F	—
TEN3	Change management	F	F	F	F	—
TEN5	Business continuity management	F	F	F	F	—
TEN6	Audit management	F	F	F	—	—
TRN5	Service delivery planning	F	F	F	F	—
TRN6	Pilot implementation (Additional Optional)	F	F	F	F	—
TRO1	Transition out (Additional Optional)	F	F	F	—	—
TEN7	Risk management	F	F	F	F	—
OEN7	Issue management	F	F	F	F	F
TEN1	Management review	F	F	F	F	-
TEN4	Knowledge management (Additional Optional)	F	F	F	F	F
TRN4	Knowledge transfer	F	F	F	F	—
TEN8	Continual improvement	F	F	F	F	F
SEN1	Strategic planning and direction setting	F	F	F	F	—
SEN2	Innovation management	F	F	F	F	F

NOTE Some of the processes are not needed at level 4 and 5 as a part of the profile for level 5.

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