ISO/IEC FDIS 30105-5~~:2023(E)~~

ISO/IEC JTC 1/SC 40

Secretariat: SA

Date: ~~2023-12-14~~2024-02-19

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

Part 5: Guidance

~~*Technologies de l'information — Processus du cycle de vie de la délocalisation du processus d'affaires des services activés par IT — Partie 5: Lignes directrices*~~

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Case postale 56 • CP 401 • Ch. de Blandonnet 8
CH-1211 1214 Vernier, Geneva 20
Tel. Phone: + 41 22 749 01 11

Fax + 41 22 749 09 47

E-mail: copyright@iso.org

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Foreword

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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 document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directiveswww.iso.org/directives or www.iec.ch/members_experts/refdocswww.iec.ch/members_experts/refdocs).

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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*.

This second edition cancels and replaces the first edition (ISO/IEC 30105-5:2016), which hadhas been technically revised.

The main changes are as follows:

— ——terms and abbreviated terms have been added;

— ——the term “process risk determination” has been replaced by the term “process capability gap determination” in 3.1.53.1.5 and throughout the document, and the process capability gap determination steps in 11.211.2 have been updated to align with ISO/IEC TR 33015:2019;

— = restructuring of Clause 4, 5Clauses 4, 5 and 66 have been restructured to improve the sequence of the document;

— = deletion of duplicate contents from ISO/IEC 30105-1, ISO/IEC 30105-2 and ISO/IEC 30105-3 have been removed;

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— = Figure 2 — Components of the ISO/IEC 30105 series and the inter-relationship between partsFigure 2 has been revised to improve clarity;

— = addition ofan explanation aboutof the new documents ISO/IEC TS 30105-6, ISO/IEC TR 30105-7, ISO/IEC 30105-8, and ISO/IEC TS 30105-9 has been added;

— —editorial errors from the previous edition have been corrected.

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

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.htmlwww.iso.org/members.html and www.iec.ch/national-committeeswww.iec.ch/national-committees.

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Introduction

IT Enabled Services-Business Process Outsourcing (ITES-BPO) services encompass the delegation of one or more IT enabled business processes to a service provider who uses appropriate technology to deliver that 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 human resource management, administration, health carehealthcare, financial management, supply chain management, travel and hospitality, media, market research, data analytics, telecommunication, manufacturing, etc. -ITES-BPO services provide business solutions to customers across the globe and form part of the core service delivery chain for customers.

The ISO/IEC 30105 series specifies the lifecycle process requirements for lifecycle processes performed by an ITES-BPO service provider. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. Key aspectscharacteristics of the ISO/IEC 30105 series are as follows.

— —It provides an overarching standardizationguidance and requirements for all aspects of ITES-BPO industry from the view of the service provider that performs the outsourced business processes. This is applicable for any service provider providing services to customers through contracts and in industry verticals.

— —It covers the entire outsourcing lifecycle and defines the processes that are considered to be good practices.

— —It enables process capability gap determination and improvement for service providers performing outsourced business processes. It also serves as a process reference model (PRM) for service providers.

— —It focuses on IT enabled business processes which are outsourced.

— —It is generic and can be applied to all IT enabled business process outsourced services, regardless of type, size and the nature of the services delivered.

— —Process improvement (PI) implemented using the ISO/IEC 30105 series can lead to a clear return on investment for customers and service providers.

— —Alignment to the ISO/IEC 30105 series can improve consistency, delivery quality and predictability in delivery of services.

Figure 1Figure 1 illustrates the key entities and relationships involved in an ITES-BPO service. This includes the customer, the service provider and various levels of suppliers. This is in line with the supply chain relationship depicted in ISO/IEC 20000--1:2018, 8.3.1. This document and ISO/IEC 20000-1 complement each other. ISO/IEC 30105-2:2024, Annex C describes the potential correlation and differences, and their complementary nature.

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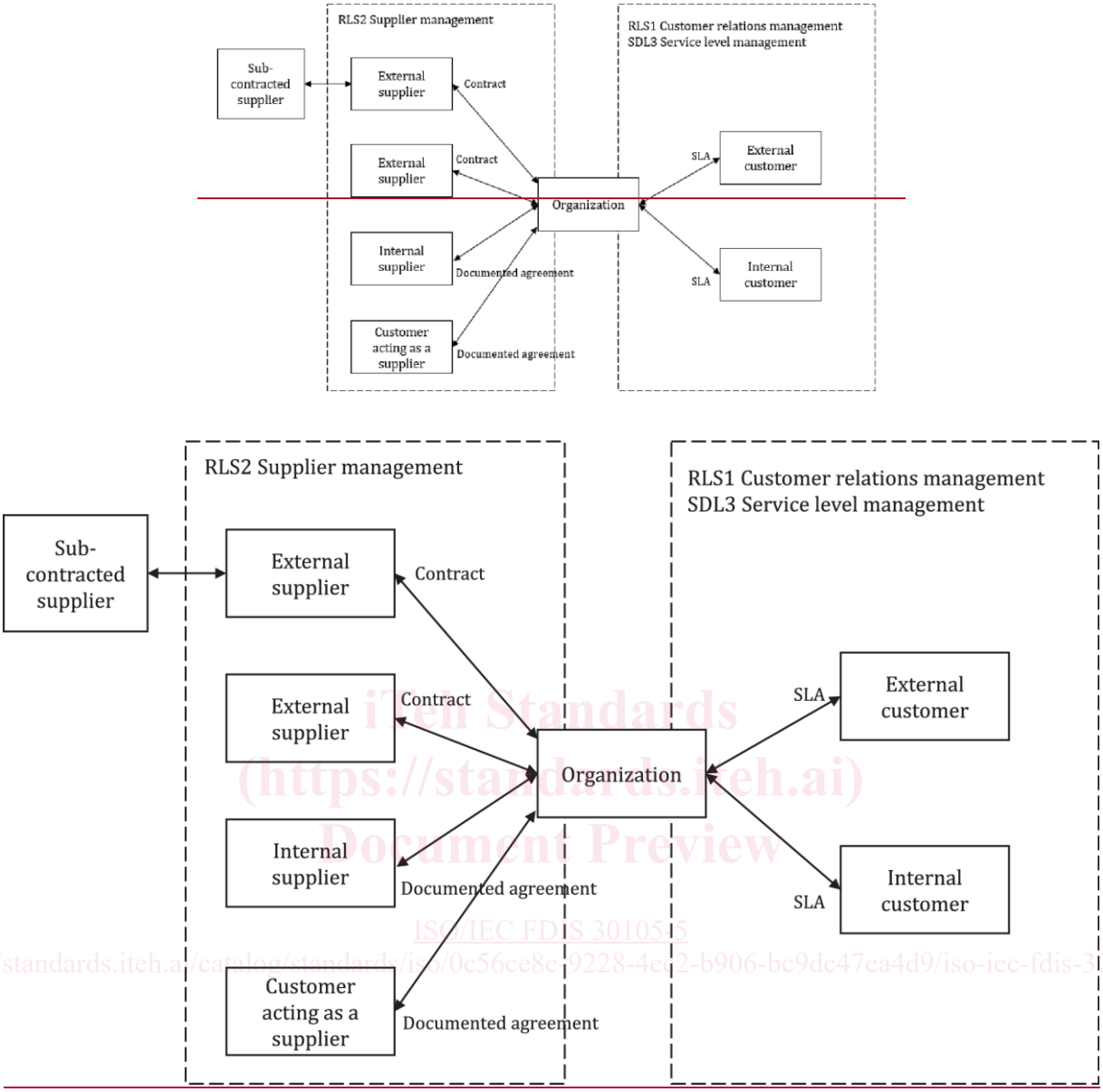

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Key

RLS relationship
SDL service delivery
SLA service level agreement

Figure 1 — ITES-BPO key entities (ISO/IEC 20000-1:2018)

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