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

Part 7:

Exemplar for maturity assessment

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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 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).

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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.