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

Part 2: Process assessment model (PAM)

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

Partie 2: Modèle d'évaluation du processus (PAM)

Reference number
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Foreword

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The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, 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.

Introduction

ITES-BPO services encompass the delegation of one or more IT enabled business processes to a service provider who uses an appropriate technology to deliver a 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, telecommunications, manufacturing, etc. These services provide business solutions to customers across the globe and form the part of the core service delivery chain for customers.

ISO/IEC 30105 (all parts) specifies the lifecycle processes requirements involved in the ITES-BPO industry.

— It provides an overarching standard 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 ITES-BPO 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 is an improvement standard that enables risk determination and improvement for service providers performing outsourced business processes. It also serves as a process reference model 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 implemented using ISO/IEC 30105 (all parts) can lead to a clear return on investment for customers and service providers.

— Alignment to ISO/IEC 30105 (all parts) can improve consistency, delivery quality and predictability in delivery of services.

Figure 1 illustrates the key entities and relationships involved in an ITES-BPO service. It includes the customer, the ITES-BPO service provider and various levels of suppliers. This is in line with the supply chain relationship depicted in ISO/IEC 20000-1:2011, 7.2.

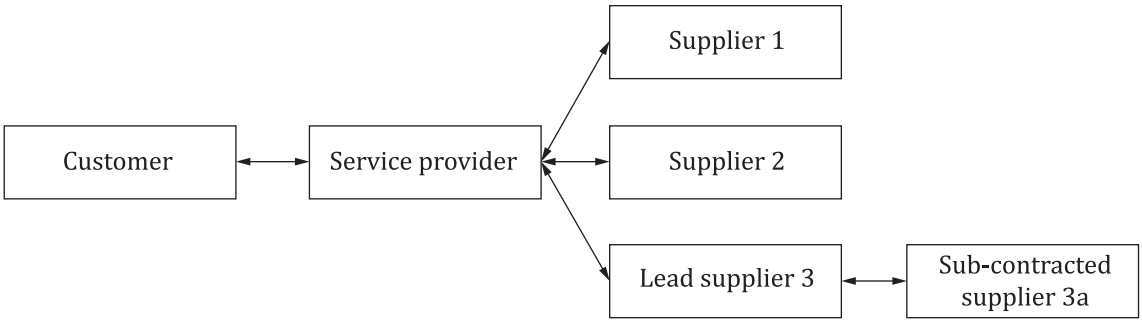

Figure 1 — ITES-BPO key entities

This document details the process assessment model (PAM). This PAM contains process definitions of ITES-BPO lifecycle defined in ISO/IEC 30105-1 and a model suitable for assessing a specified process quality characteristic. The outcomes in the PAM are clearly defined observable results, aligned to the business benefits derived by the customer and service provider.

This document defines a process assessment model that is an improvement standard that enables risk determination and improvement for ITES-BPO service providers. ISO/IEC 20000-1 is a service management system standard which defines the criteria for a conformity assessment. Whilst there is potential for overlaps between this document and ISO/IEC 20000-1, in fact, they complement each other. Annex C describes the potential overlaps and differences, and their complementary nature.

