



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

## **Part 5: Guidelines**



This Australian Standard® was prepared by Committee IT-030, ICT Governance and Management. It was approved on behalf of the Council of Standards Australia on 6 April 2017.

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  - Governance Institute of Australia
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Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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Australian Standard®

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

**Part 5: Guidelines**

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## PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, ICT Governance and Management.

The objective of the AS ISO/IEC 30105 series is to assess the capability of lifecycle processes performed by the IT-enabled services business process outsourcing service provider. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. This Standard provides guidance on application of process assessment in the context of an improvement programme or risk determination of an ITES-BPO service provider.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-5:2016, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes, Part 5: Guidelines*.

This Standard is part of a series for the lifecycle processes requirements involved in the ITES-BPO industry, as follows:

### AS ISO/IEC

- 30105 Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes
- 30105.1 Part 1: Process reference model (PRM)
- 30105.2 Part 2: Process assessment model (PAM)
- 30105.3 Part 3: Measurement framework (MF) and organization maturity model (OMM)
- 30105.4 Part 4: Terms and concepts
- 30105.5 Part 5: Guidelines (this Standard)

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- (b) A full point substitutes for a comma when referring to a decimal marker.

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