

ISO/IEC 30105-1:2016-11 (E)

Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 1: Process reference model (PRM)

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Overview of process reference model	1
5	Process reference model	4
5.1	Strategic enablement processes	4
5.2	Relationship processes	5
5.3	Solution processes	6
5.4	Transition in processes	7
5.5	Service delivery processes	11
5.6	Transition out process	13
5.7	Tactical enablement processes	13
5.8	Operational enablement processes	17
Bibliography		24