

# ISO/IEC TS 30105-6:2021-10 (E)

## Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 6: Guidelines on risk management

---

<b>Contents</b>		<b>Page</b>
Foreword .....		v
Introduction .....		vi
1	Scope .....	1
2	Normative references .....	1
3	Terms and definitions .....	1
4	Risk principles .....	2
4.1	Outcomes .....	2
4.1.1	General .....	2
4.1.2	Value creation and protection .....	2
4.2	Principles .....	2
4.2.1	Integrated risk management .....	2
4.2.2	Structured and comprehensive .....	3
4.2.3	Customized .....	3
4.2.4	Inclusive .....	3
4.2.5	Dynamic .....	3
4.2.6	Best available information .....	3
4.2.7	Human and cultural factors .....	4
4.2.8	Continual improvement .....	4
5	Risk management framework .....	4
5.1	General .....	4
5.2	Risk management framework design .....	5
5.2.1	General .....	5
5.2.2	Context .....	5
5.3	Risk culture .....	6
5.4	Risk management framework implementation .....	6
6	Risk management process .....	6
6.1	General .....	6
6.2	Scope, context and criteria .....	7
6.2.1	General .....	7
6.2.2	Scope .....	7
6.2.3	External and internal context .....	7
6.2.4	Criteria .....	8
6.3	Risk assessment .....	8
6.3.1	General .....	8
6.3.2	Risk identification .....	9
6.3.3	Risk analysis .....	9
6.3.4	Risk evaluation .....	10
6.4	Risk treatment .....	10
6.4.1	General .....	10
6.4.2	Risk mitigation .....	10
6.4.3	Risk avoidance .....	10
6.4.4	Risk transfer .....	11
6.4.5	Risk retention .....	11

7	Communication and reporting .....	11
8	Monitoring and review .....	12
8.1	General .....	12
8.2	Monitoring and management review .....	12
8.2.1	Monitoring .....	12
8.2.2	Management review .....	13
8.3	Key risk indicators (KRIs) .....	13
	Annex A (informative) Case study .....	15
	Annex B (informative) Indicative governance structure for risk management .....	17
	Bibliography .....	18