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

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 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