

# ISO/IEC 30105-4:2022-11 (E)

## Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 4: Key concepts

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
1	<b>Scope .....</b>	<b>1</b>
2	<b>Normative references .....</b>	<b>1</b>
3	<b>Terms, definitions and abbreviated terms .....</b>	<b>1</b>
3.1	<b>Terms and definitions .....</b>	<b>1</b>
3.2	<b>Abbreviated terms .....</b>	<b>5</b>
4	<b>Concepts .....</b>	<b>6</b>
4.1	<b>General .....</b>	<b>6</b>
4.2	<b>ITES-BPO lifecycle process categories .....</b>	<b>6</b>
4.3	<b>The assessment framework .....</b>	<b>11</b>
4.3.1	<b>ISO/IEC 30105-1 -- Process reference model (PRM) .....</b>	<b>11</b>
4.3.2	<b>ISO/IEC 30105-2 -- Process assessment model (PAM) .....</b>	<b>13</b>
4.3.3	<b>ISO/IEC 30105-3 -- Measurement framework (MF) and organization maturity model (OMM) .....</b>	<b>17</b>
4.3.4	<b>ISO/IEC 30105-4 -- Key concepts .....</b>	<b>19</b>
4.3.5	<b>ISO/IEC 30105-5 -- Guidelines .....</b>	<b>19</b>
5	<b>Interrelationship between International Standards .....</b>	<b>20</b>
Bibliography .....		21