

# ISO/IEC 30105-4:2016-11 (E)

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

---

<b>Contents</b>	<b>Page</b>
Foreword.....	iv
Introduction.....	v
<b>1 Scope.....</b>	<b>1</b>
<b>2 Normative references.....</b>	<b>1</b>
<b>3 Terms and definitions.....</b>	<b>1</b>
<b>4 Concepts.....</b>	<b>7</b>
4.1 General.....	7
4.2 ITES-BPO lifecycle process categories.....	8
4.3 The assessment framework.....	12
4.3.1 ISO/IEC 30105-1 — Process reference model.....	12
4.3.2 ISO/IEC 30105-2 — Process assessment model.....	14
4.3.3 ISO/IEC 30105-3 — Measurement framework and organization maturity model.....	19
4.3.4 ISO/IEC 30105-4 — Terms and concepts.....	21
4.3.5 ISO/IEC 30105-5 — Guidelines.....	22
<b>5 Interrelationship between International Standards.....</b>	<b>22</b>
<b>6 Glossary of acronyms.....</b>	<b>23</b>
<b>Bibliography.....</b>	<b>24</b>