

ISO/IEC 30105-8:2022-12 (E)

Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 8: Continual performance improvement (CPI) of ITES-BPO

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	CPI interrelationship with the ISO/IEC 30105-1 process reference model (PRM) and the ISO/IEC 30105-2 process assessment model (PAM)	2
4.1	General	2
4.2	CPI, PRM and PAM	2
5	CPI components	4
5.1	General	4
5.2	Performance criteria for ITES-BPO services	4
5.2.1	Criticality of root cause of issues and threats	4
5.2.2	Defining service performance criteria	5
5.2.3	Informative case study: service performance criteria determination	6
5.3	CPI assessment: lifecycle continual performance improvement (LCPI) method	12
5.4	CPI repository	13
6	CPI methodology for ITES-BPO service providers	13
6.1	General	13
6.2	Steps and activities	13
6.2.1	Steps	13
6.2.2	Step 1: assessing ITES-BPO service delivery	14
6.2.3	Step 2: selecting issues and threats	14
6.2.4	Step 3: processing issues and threats	15
6.2.5	Step 4: improving ITES-BPO service delivery	16
7	Implications of implementing CPI methodology in an ITES-BPO continual improvement process (TEN8)	16
7.1	General	16
7.2	New WPs provided by the CPI methodology	16
7.3	Existing WPs essential for the CPI methodology	17
7.4	Updated BPs and WPs for the CPI methodology	19
7.5	Other ITES-BPO processes using CPI WPs as inputs or outputs	20
Bibliography		25