

ISO/IEC 30105-5:2024-06 (E)

Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 5: Guidance

Contents

Page

- Foreword v
- Introduction vi
- 1 Scope 1
- 2 Normative references 1
- 3 Terms, definitions and abbreviated terms 1
 - 3.1 Terms and definitions 1
 - 3.2 Abbreviated terms 2
- 4 Overview 3
 - 4.1 General 3
 - 4.2 Inter-relationship between parts of the ISO/IEC 30105 series 4
 - 4.3 Readership for the ISO/IEC 30105 series 5
- 5 ITES-BPO service features 6
- 6 Benefits of adopting the ISO/IEC 30105 series 7
 - 6.1 Key aspects addressed by the ISO/IEC 30105 series 7
 - 6.2 Benefits of the adoption and implementation of the ISO/IEC 30105 series 7
 - 6.3 Value to stakeholders 7
 - 6.3.1 General 7
 - 6.3.2 Direct stakeholders 8
 - 6.3.3 Indirect stakeholders 9
- 7 PRM 9
 - 7.1 General 9
 - 7.2 Process categories and processes 10
- 8 PAM 10
 - 8.1 General 10
 - 8.2 Assessment indicators 10
- 9 MF and OMM 11
 - 9.1 MF 11
 - 9.2 OMM 12
- 10 Process capability assessment and organization maturity level determination 14
 - 10.1 Assessment initiation 14
 - 10.2 Process assessment output 14
- 11 Process capability gap determination 15
 - 11.1 Overview 15
 - 11.2 Process capability gap determination — Steps 16
 - 11.2.1 Step 1 — Initiate process-related capability gap determination 16
 - 11.2.2 Step 2 — Determine relevant processes and the process context 17
 - 11.2.3 Step 3 — Define target process profile 17
 - 11.2.4 Step 4 — Define the target assessment inputs 17
 - 11.2.5 Step 5 — Assess current process capability 17
 - 11.2.6 Step 6 — Determine proposed process capability 18
 - 11.2.7 Step 7 — Verify proposed process capability 19
 - 11.2.8 Step 8 — Analyse process capability gaps 19
 - 11.2.9 Step 9 — Act on results 19

12	Process improvement	19
12.1	Purpose and outcomes	19
12.2	Types of process improvement	20
12.3	Process improvement programme	21
12.3.1	Examine organization’s business goals to set improvement objectives	21
12.3.2	Initiate process improvement cycle	22
12.3.3	Identify improvement areas	23
12.3.4	Analyse assessment strengths and weaknesses	23
12.3.5	Review organizational improvement objectives	24
12.3.6	Generate and identify improvement areas	24
12.3.7	Derive action plan	24
12.3.8	Implement improvements	25
12.3.9	Monitoring implementation	26
12.3.10	Confirm improvements	26
12.3.11	Sustain and monitor improvements	26
	Bibliography	28