

# ISO/IEC 30105-3:2024-06 (E)

## Information technology - IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes - Part 3: Measurement framework (MF) and organization maturity model (OMM)

---

### Contents

Page

- Foreword..... iv
- Introduction ..... v
- 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 of MF and OMM ..... 3
- 5 ITES-BPO MF for process capability ..... 4
- 6 Rating and aggregating PAs ..... 5
  - 6.1 PA rating scale ..... 5
  - 6.2 PA rating method ..... 5
- 7 Process capability level model — Achievement of process capability levels ..... 6
- 8 OMM ..... 7
  - 8.1 Overview of OMM ..... 7
  - 8.2 Structure of the OMM ..... 7
- 9 Organization maturity levels ..... 8
  - 9.1 Overview of organization maturity levels ..... 8
  - 9.2 Level 0 Organization: Immature organization ..... 8
  - 9.3 Level 1 Organization: Basic organization ..... 8
  - 9.4 Level 2 Organization: Managed activities ..... 9
  - 9.5 Level 3 Organization: Managed organization ..... 9
  - 9.6 Level 4 Organization: Strategic alignment ..... 9
  - 9.7 Level 5 Organization: Transformational organization ..... 10
- 10 Rules for deriving maturity levels from process capability levels ..... 10
  - 10.1 Overview of maturity levels ..... 10
  - 10.2 Maturity level 1 ..... 10
  - 10.3 Maturity level 2 ..... 11
  - 10.4 Maturity level 3 ..... 12
  - 10.5 Maturity level 4 ..... 13
  - 10.6 Maturity level 5 ..... 14
- 11 Conditions for inclusion of process areas ..... 16
- Annex A (informative) Conformity of the MF ..... 19
- Annex B (informative) Conformity of the OMM ..... 21
- Bibliography ..... 22