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Australian STANDARD

Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes

Part 5: Guidelines

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- Consumers' Federation of Australia
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- ISACA
- IT Service Management Forum (Australia)
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- Quantitative Enterprise Software Performance
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Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes

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PREFACE

This Standard was prepared by the Standards Australia Committee IT-030, ICT Governance and Management.

The objective of the AS ISO/IEC 30105 series is to assess the capability of lifecycle processes performed by the IT-enabled services business process outsourcing service provider. It defines the processes to plan, establish, implement, operate, monitor, review, maintain and improve its services. This Standard provides guidance on application of process assessment in the context of an improvement programme or risk determination of an ITES-BPO service provider.

This Standard is identical with, and has been reproduced from ISO/IEC 30105-5:2016, *Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes*, Part 5: *Guidelines*.

This Standard is part of a series for the lifecycle processes requirements involved in the ITES-BPO industry, as follows:

AS ISO/IEC

30105		Information technology—IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes
30105.1	Part 1:	Process reference model (PRM)
30105.2	Part 2:	Process assessment model (PAM)
30105.3	Part 3:	Measurement framework (MF) and organization maturity model (OMM)
30105.4	Part 4:	Terms and concepts
30105.5	Part 5:	Guidelines (this Standard)

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(a) In the source text ‘this part of 30105’ should read ‘this Australian Standard’.

(b) A full point substitutes for a comma when referring to a decimal marker.

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