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GB/T 42749.1-2023

**Information technology - IT Enabled Services-Business Process
Outsourcing (ITES-BPO) lifecycle processes - Part 1: Process
reference model (PRM)**

信息技术 IT赋能服务业务过程外包 (ITES-BPO) 生存周期过程 第1部分：过程参
考模型 (PRM)

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Foreword

This document was issued on 23 May 2023 by the State Administration for Market Regulation; Standardization Administration of the PRC and takes effect on 1 December 2023.

It is a GB/T standard: recommended rather than compulsory, but it is the text a Chinese reviewer applies when assessing a submission.

It is classified under ICS 35.080, Chinese classification L77.

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for Standardization Work Part 1. Structure and Drafting Rules for Standardization Documents" drafting.

This document is the first part of GB/T 42749 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Life Cycle Process"

part. GB/T 42749 has issued the following parts.

- Part 1. Process Reference Model (PRM);
- Part 2. Process Assessment Model (PAM);
- Part 3. Measurement Framework (MF) and Organizational Maturity Model (OMM);
- Part 4. Terms and concepts;
- Part 5. Guidelines.

This document is modified to adopt ISO /IEC 30105-1:2016 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Survival

Cycle Process Part 1. Process Reference Model (PRM).

Compared with ISO /IEC 30105-1:2016, this document has made the following structural adjustments.

- The structure of Chapter 4 has been adjusted to distinguish the requirements, elements and classifications of the process description.

The technical differences between this document and ISO /IEC 30105-1:2016 and their reasons are as follows.

- Replaced ISO /IEC 30105-4 (see Chapter 3) with the normatively quoted GB/T 42749.4-2023 to adapt to my country's technical standards

Technical conditions, increase operability;

- Deleted the normative reference documents ISO /IEC TR20000-10, ISO /IEC 33001 (see Chapter 3) to adapt to my country's technical technical conditions and increase operability.

The following editorial changes have been made to this document.

- Move the relationship diagram between the various parts of the standard to the introduction;
- Added descriptions of all processes in Chapter 5;
- All tables in Chapter 5 have added corresponding numbers.

Please note that some contents of this document may refer to patents. The issuing agency of this document assumes no responsibility for identifying patents.

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This document is drafted by. Neusoft Group Co., Ltd., Neusoft Cloud Technology Co., Ltd., Escort Technology Co., Ltd., Dalian Software

Industry associations, Golden Tax Information Technology Service Co., Ltd., Beijing CCID Certification Center Co., Ltd., China Electronics Standardization Institute,

China Power Jinxin Digital Technology Group Co., Ltd., Xintongda Intelligent Technology Co., Ltd., Shanghai Xi'an Technology Co., Ltd. Beijing Branch, Lu'an

Municipal People's Hospital, Guangzhou Quantou Network Technology Co., Ltd., Beijing Zechuang Tiancheng Technology Development Co., Ltd., Cyberspace Research in Heilongjiang Province

Center, Chengdu Big Data Center, Dalian Huaxin Computer Technology Co., Ltd., Guangzhou Saibao Certification Center Service Co., Ltd., Beijing and

Zhongning Information Technology Co., Ltd., Hubei Software Industry Association, Xinjiang Uygur Autonomous Region Software Industry Association, DXNW Information Technology Co., Ltd.

Technology Service Co., Ltd., Chengdu Taiyi Chain Technology Co., Ltd.

The main drafters of this document. Wang Xiaoping, Huang Mofei, Yin Hong, Liu Hong, Ma Lie, Xiong Jiansong, Yu Hao, Bai Lu, Hou Jun, Wang Yeping, Chen Ximin,

Zhao Zhenwen, Han Mo, Qi Yufeng, Tian Mengqin, Zeng Linghao, Zhang Zhaoyuan, Yu Qing, Wang Meng, Gu Juntao, Dan Qiang, Dong Lei, Liang Xiaoyan, Zhao Shining, Yang Jun,

Zhang Qi, Zhang Mingying, Yang Quan, Wu Peng, Ge Lei, Tang Wei, Wang Xin.

Introduction

ITES-BPO services include the business outsourcing process of assigning one or more IT enabling services to the service provider, and the service provider communicates with

Provide services with appropriate technology. The service provider is responsible for managing, delivering, improving and executing outsourced services according to predetermined measurable performance indicators

business process. ITES-BPO services cover diverse business processes such as finance, people management, administration, medical care, banking and

Financial services, supply chain management, hospitality and tourism, media, market research, data analysis, telecommunications, production and processing, etc. These services will provide global

Provide business solutions to customers and form an integral part of the customer's core service delivery chain.

GB/T 42749 specifies the requirements for the life cycle process in the ITES-BPO service industry.

---From the perspective of service providers who perform ITES-BPO services for customers, it provides information applicable to all parties in the ITES-BPO service industry

A standard applicable to any service provider who provides ITES-BPO services to clients under contract in different industries;

--- Covers the entire life cycle of ITES-BPO services, and clarifies the process of good practice;

---Improvement standard, the service provider who implements ITES-BPO service can conduct process capability gap assessment and

Improve;

---Universal standard, applicable to all types and properties of ITES-BPO services;

---Bring clear return on investment to customers and service providers;

--- Improve the consistency, quality and predictability of service delivery.

The main institutions involved in ITES-BPO services and their relationships are shown in Figure 1, including customers, service providers and suppliers at all levels

business. This is basically consistent with the supply chain relationship described in 8.3 of ISO /IEC .20000-1.2018.

Figure 1 Main institutions of ITES-BPO

See Figure 2 for the description of the relationship between the various parts of GB/T 42749.

Figure 2 Relationship between various parts of GB/T 42749

The process objectives detail the results of a successful process implementation and deliver a return on investment for stakeholders; the process outcomes are the observable results of the implementation

The results are matched with the business benefits obtained by customers and service providers.

The capability model of GB/T 42749.2-2023 is based on the process capability measurement framework defined in GB/T 42749.3-2023. through the adoption process

A complete index set of performance and process capability, which extends the ITES-BPO process reference model and process capability measurement framework.

GB/T 42749.3-2023 defines the process capability measurement framework and organizational maturity model, which is used to evaluate process capability level and organizational composition

The maturity level clarifies the assessment method, which is helpful for organizations to use