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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 42749.3-2023

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

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foreword

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 part 3 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 30105-3:2016 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Survival

Cycle Process Part 3: Measurement Framework (MF) and Organizational Maturity Model (OMM):

Compared with ISO /IEC 30105-3:2016, this document has made the following structural adjustments:

- Add 9:1 for an overview of the organization maturity level, 9:2 to 9:7 correspond to 9:1 to 9:6 of ISO /IEC 30105-3:2016 respectively:

The technical differences between this document and ISO /IEC 30105-3:2016 and their reasons are as follows:

- Replaced ISO /IEC 30105-2:2016 with the normative reference GB/T 42749:2-2023 (see Chapter 4, Chapter 5, 8:

1), the degree of consistency between the two documents is modified to adapt to the technical conditions of our country and increase operability;

--- Added normative references GB/T 42749:4-2023, ISO /IEC 33001:2015 (see Chapter 3) to adapt to my country

Technical conditions, increase operability;

--- Chapter 5 Table 1 increases the "process capability level" column to supplement the completeness of the table;

---In Table 2 of Chapter 7, the "process capability characteristic number" column is added to supplement the completeness of the table;

---Compare the additional processes required by the organization in Table 8 to add specific applicable scopes to the basic or extended process groups

Than modified:

The following editorial changes have been made to this document:

---Incorporated the amendments of ISO 30105-3:2016/Amd1:2020, the outer margins of the terms involved are in vertical

Straight double lines (||) are marked;

--- Summarize the first four natural paragraphs in Chapter 5 of ISO /IEC 30105-3:2016, and remove the duplicate content;

---A), b) of 6:2 correspond to a), b), c), d) of 6:2 in ISO /IEC 30105-3:2016;

--- In the "PA4:1 and 4:2" column SDL2, SDL3, TEN3 and TEN5 in Table 7, the degree of achievement is changed to "F" (see 10:6):

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

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

GB/T 42749:1-2023 provides a process reference model, the purpose is to define a set of processes and their process objectives and process results: Pass

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:

GB/T 42749:2-2023 provides an example model for performing process assessment, which is referenced to the process in GB/T 42749:1-2023