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

GB/T 42749.4-2023

**Information technology - IT Enabled Services - Business
Process Outsourcing(ITES-BPO) lifecycle processes - Part 4:
Terms and concepts**

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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 4 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 30105-4:2022 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Survival

Cycle Process Part 4: Key Concepts:

Compared with ISO /IEC 30105-4:2022, this document has made the following structural adjustments:

- Chapter 3 corresponds to 3:1 in ISO /IEC 30105-4:2022;
- Chapter 4 corresponds to 3:2 in ISO /IEC 30105-4:2022;
- Chapter 5 corresponds to Chapter 4 of ISO /IEC 30105-4:2022;

--- Chapter 6 corresponds to Chapter 5 of ISO /IEC 30105-4:2022:

The technical differences between this document and ISO /IEC 30105-4:2022 and their reasons are as follows:

--- Added the term assessed capability, assessment input, assessment output, assessment record, basic practice, basic process group, contract management, corrective

Positive, Corrective Action, Extended Process Group, Generic Practices, Generic Resources, Knowledge Transfer, Organizational Process Maturity, Organizational Units, Piloting

Project, process capability gap assessment, process improvement, root cause analysis, tailoring guidelines (see 3:1, 3:3, 3:4, 3:5, 3:6, 3:7, 3:11,

3:12, 3:13, 3:15, 3:16, 3:17, 3:20, 3:24, 3:25, 3:27, 3:34, 3:37, 3:42, 3:46), in order to be compatible with GB/T 42749

Other parts are used together;

--- Added abbreviations BCM, GWP, IT, KPI, KT, WP (see Chapter 4) for allocation with other parts of GB/T 42749

set use;

---Change the information entry and general information entry to work output and general work output (see 5:3:2) respectively, so as to be compatible with GB/T 42749

Other parts are used together;

---Changed the name of the process capability level PA2:2, deleted the process capability level PA3:3, and added the process capability level

PA5:2 (see Figure 6 and Table 3) for supporting use with other parts of GB/T 42749:

The following editorial changes have been made to this document:

---In order to coordinate with relevant standards and clarify the content of this document, the name of the standard is changed to "Information Technology IT Enablement Service Business Process Outsourcing

(ITES-BPO) Life Cycle Process Part 4: Terms and Concepts";

---Moved the relationship diagram between the various parts of the standard to the introduction:

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 can cover diverse business processes, such as finance, personnel management, administrative management, 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 business solutions to customers around the world 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

This standard applies 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 program objectives detail the results of a successful implementation process and deliver a return on investment for stakeholders: Process outcomes are observable results of 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

model is based on and directly compatible with: The process dimension is provided through the GB/T 42749:1-2023 external process reference model:

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 the model for process capability level and organizational maturity level assessment:

Provide guidelines to help users understand and apply GB/T 42749:

GB/T 42749:5-2023 provides guidance for the use of GB/T 42749, and also provides guidance for process capability gap assessment:

Assists organizations in process capability gap assessment and process improvement:

GB/T 42749 specifies the process requirements for the service provider to implement the ITES-BPO life cycle: It defines the planning, establishing, implementing

The process of implementing, operating, monitoring, reviewing, maintaining and improving its services:

Information Technology IT Enablement Service Business Process Outsourcing

(ITES-BPO) Life Cycle Process

Part 4: Terminology and concepts