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

GB/T 42749.5-2023

**Information technology - IT Enabled Services - Business
Process Outsourcing(ITES-BPO) lifecycle processes - Part 5:
Guidelines**

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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 5 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 30105-5:2016 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Survival

Cycle Process Part 5: Guidelines:

The technical differences between this document and ISO /IEC 30105-5:2016 and their reasons are as follows:

- Replaced ISO /IEC 30105-2 with the normatively quoted GB/T 42749:2-2023 to adapt to my country's technical conditions, adding

Add operability (see Chapter 6, Chapter 10~Chapter 13, 14:3:2, 14:3:7);

--- Replaced ISO /IEC 30105-3 with the normatively quoted GB/T 42749:3-2023 to adapt to my country's technical conditions, adding

Add operability (see Chapter 9~Chapter 13);

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

Chapter 9), ISO /IEC 33004:2015 (see Chapter 8, 10:2), to adapt to my country's technical conditions and increase operability:

The following editorial changes have been made to this document:

--- Summarize Chapter 6 of ISO /IEC 30105-5:2016, and remove duplicate content:

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 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:

GB/T 42749:4-2023 defines the terms and concepts of GB/T 42749 and describes the relationship between each part, for process tailoring and application

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

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 5: Guidelines

1 Scope

This document establishes guidance on process assessment requirements and provides guidance on the application of process assessment models:

This document is applicable to similar,

All relevant processes are subject to process assessment, process improvement and assessment of process capability gaps:

2 Normative references

The contents of the following documents constitute the essential provisions of this document through normative references in the text: Among them, dated references

For documents, only the version corresponding to the date is applicable to this document; for undated reference documents, the latest version (including all amendments) is applicable to

this document:

GB/T 42749:2-2023 Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Life Cycle Process No: 2

Part: Process Assessment Model (PAM) (ISO /IEC 30105-2:2016, MOD)

GB/T 42749:3-2023 Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Life Cycle Process No: 3

Part: Measurement Framework (MF) and Organizational Maturity Model (OMM) (ISO /IEC 30105-3:2016, MOD)