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

GB/Z 42749.7-2025

**Information technology - IT Enabled Services-Business Process
Outsourcing (ITES-BPO) lifecycle processes - Part 7: Exemplar
for maturity assessment**

信息技术IT赋能服务业务过程外包(ITES-BPO)生存周期过程第7部分：成熟度评
估范例

(English Translation)

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Table of Contents

Preface	
Introduction	
1 Scope	
2 Normative references	
3 Terms and Definitions	
4 Relationship between Part 1 and Part 5 of GB/T 42749	
5 Evaluation Example	
5.1 Preparing for Assessment	
5.2 Conducting assessment activities	
5.3 Implementing changes to meet specific organizational maturity levels	14
5.4 Regular reassessment	14
Reference	

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 GB/T (Z) 42749 "Information Technology IT Enablement Service Business Process Outsourcing (ITES-BPO) Life Cycle Process" Part 7: GB/T 42749 has published 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: Guidance;
- Part 7: Maturity assessment example.

This document is modified to adopt ISO/IEC TR30105-7:2019 "Information Technology IT-Enabled Services Business Process Outsourcing (ITES-BPO) Life cycle process Part 7: Maturity assessment example". The document type is adjusted from ISO/IEC technical report to my country's national standard Standardized guiding technical documents.

The technical differences between this document and ISO/IEC TR30105-7:2019 and their reasons are as follows.

- Replaced the referenced document ISO/IEC 30105-4:2016 in the introduction of Chapter 3 with GB/T 42749.4-2023 to adapt to our the technical conditions of the country increase operability;
- Changed the format of Table 1 to eliminate ambiguity and increase operability;
- Changed the data in the rows "General Practice Activities 4.1" and "General Practice Activities 4.2" of Table 2 to correspond to the correct evaluation logic.

The following editorial changes were made to this document.

- 5.2.1 c) corresponds to 5.2.1 c) and d) in ISO/IEC TR30105-7:2019 to intuitively display the calculation formula.

Introduction

ITES-BPO services include the business outsourcing process of allocating one or more IT enabling services to service providers.

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

ITES-BPO services cover a variety of business processes such as finance, personnel management, administration, healthcare, banking and Financial services, supply chain management, hotel and tourism, media, market research, data analysis, telecommunications, production and processing, etc. These services will provide Provide business solutions to customers and form an integral part of their 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 clients, it provides information applicable to all parties in the ITES-BPO service industry.

The above standards apply to any service provider that 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 practices;
- Improvement criteria. Service providers implementing ITES-BPO services shall conduct process capability gap assessment and improvement according to this document;
- Universal standard, applicable to all types and natures 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.

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

1 Figure, Major ITES-BPO institutions

GB/T 42749 "Information Technology IT-enabled Services Business Process Outsourcing (ITES-BPO) Life Cycle Process" clarifies the service provision it defines the process requirements for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and improving its the service process is planned to consist of nine parts.

--- Part 1: Process Reference Model (PRM). The purpose is to provide a process reference model to define the ITES-BPO life cycle process.

The process objectives detail the results of a successful process implementation and provide stakeholders with Process outcomes are observable implementation results that match the business benefits achieved by customers and service providers.

--- Part 2: Process Assessment Model (PAM). The purpose is to provide an example model for performing process assessment.

The process reference model in GB/T 42749.1-2023 is the basis and is directly compatible with it.

The 2023 external process reference model provides the process dimension. The capability model of GB/T 42749.2-2023 is based on GB/T 42749.3-the process capability measurement framework defined in 2023.By adopting a complete set of process performance and process capability indicators, ITES-BPO the process reference model and process capability measurement framework are expanded.

--- Part 3: Measurement Framework (MF) and Organizational Maturity Model (OMM). The purpose is to define the process capability measurement framework and organization maturity model (OMM).

The organizational maturity model clarifies the evaluation methods for evaluating process capability levels and organizational maturity levels, which helps organizations use the model Conduct process capability level and organizational maturity level assessment.

--- Part 4: Terms and concepts. The purpose is to define the terms and concepts of GB/T 42749 and describe GB/T 42749 the relationship between Part 1 to Part 5 is shown in Figure 2, which provides guidance for process tailoring and application, helping users

understand and apply GB/T 42749.

--- Part 5: Guidance. The purpose is to provide guidance for the use of GB/T 42749 and also to provide guidance for process capability gap assessment.

It helps organizations conduct process capability gap assessment and process improvement.

--- Part 6: Risk Management Guide. The purpose is to provide a practical guide for risk management of outsourced business processes for service providers.

Provide guidance to service providers to plan, establish, implement, operate, monitor, review, maintain and improve their risk management framework.

--- Part 7: Maturity assessment example. The purpose is to provide a maturity assessment example for the use of GB/T 42749.

Clearly demonstrate the evaluation methods and requirements determined in Part 1 to Part 3 of GB/T 42749, and it is used in conjunction with Part 1 to Part 5 to assist assessors in collecting objective evidence and determining the process capability level and organizational maturity level.

--- Part 8: ITES-BPO Continuous Performance Improvement. The purpose is to describe the continuous performance improvement (CPI) evaluation method and its elements.

Extension of the continuous improvement process (TEN8) defined in GB/T 42749.1-2023. Contribute to ITES-BPO services Provider performance improvement.

--- Part 9: Extended digital transformation process capability assessment guidelines. The purpose is to specify the ITES-BPO service providers in the implementation the basic requirements of digital transformation that need to be considered in the process are explained, and the key drivers for improving the digital transformation capabilities of organizations are explained.

Provided guidance on process capability assessment for digital transformation of ITES-BPO organizations.

Information Technology IT Empowerment Service Business Process Outsourcing (ITES-BPO) Life Cycle Process Part 7: Maturity Assessment Example

1 Scope

This document provides a maturity assessment example based on the process capability level assessment framework and the organizational maturity level measurement method.

Guide ITES-BPO service providers to use a series of indicators to evaluate process performance and process capability, assist evaluators in collecting objective evidence and Determine process capability levels and organizational maturity levels.