

# MEDIA RELEASE



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## **Innovation meets sustainability for IT-enabled business processes**

Standards Australia has recently adopted the international standards for IT enabled services business process outsourcing (ITES-BPO). The series of standards is titled AS ISO/IEC 30105, *Information technology–IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes*.

ITES-BPO providers need to deliver strategic, sustained business value while managing risks. The AS ISO/IEC 30105 series can improve consistency, delivery quality and predictability in the delivery of ITES-BPO services. It aims to provide clear return on investment for customers and service providers.

The five part series covers the full ITES-BPO lifecycle:

- Part 1: Process reference model (PRM)
- Part 2: Process assessment model (PAM)
- Part 3: Measurement framework (MF) and organization maturity model (OMM)
- Part 4: Terms and concepts
- Part 5: Guidelines

The standards were originally developed by the international committee ISO/IEC JTC 1/SC 40, IT Service Management and IT Governance, and then adopted by the Australian committee IT-030, ICT Governance and Management. Jan Begg, Chair of both committees, explained the background and importance of AS ISO/IEC 30105.

“The global BPO market is reaching close to USD \$200 billion, and research shows inconsistency and unreliability in supplier services is decreasing business value. Customers today are demanding not only lower costs, but also increasing levels of innovation and performance.

“These international standards are the culmination of seven years of work and the collective wisdom of industry, research, academic and expert representatives from at least eleven countries. Australian experts have been active supporters of this project given the market need and complexity of multiple supplier contracts.

“I am hopeful that organisations will see the clear focus on the delivery of business value and adopt these standards,” said Ms Begg.

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