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**AMENDMENT 1**  
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**Information technology — IT  
Enabled Services-Business Process  
Outsourcing (ITES-BPO) lifecycle  
processes —**

Part 3:

**Measurement framework (MF) and  
organization maturity model (OMM)**

**AMENDMENT 1**

*Technologies de l'information — Processus du cycle de vie de la  
délocalisation du processus d'affaires des services activés par IT —*

*Partie 3: Modèle de maturité de l'organisation (OMM) et cadre de  
mesure (MF)*

*AMENDEMENT 1*



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# Information technology — IT Enabled Services-Business Process Outsourcing (ITES-BPO) lifecycle processes —

## Part 3: Measurement framework (MF) and organization maturity model (OMM)

### AMENDMENT 1

Page 2, Clause 3

Add the following definition entry (to reflect the definition in ISO 9000:2015):

#### 3.1

##### **organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

[SOURCE: ISO 9000:2015, 3.2.1, modified — Notes 1 and 2 to entry have not been included.]

Page 2, Clause 3

Add the following definition entry:

#### 3.2

##### **organization unit**

identified part of an organization that deploys one or more processes that operate within a coherent set of business goals, and which forms the basis for the scope of an assessment

Note 1 to entry: An organization's unit is typically part of a larger organization, although in a small organization, the organization's unit may be the whole organization.

Page 4, Clause 5

Delete the third paragraph which was a duplicate of the second paragraph.

*Each process attribute is defined in terms of a set of process attribute outcomes which can be evaluated to indicate the extent of achievement of the process attribute. The process attributes are organised into process capability levels, ranging from Incomplete (in which the process does not achieve its defined process outcomes) to Innovating (in which the process is continually improved to respond to organization's change).*

Page 7, Clause 7

Replace [Table 2](#) as shown below. "Process measurement" and "Process control" process attribute names for Level 4 and Level 5 were changed to "Quantitative analysis" and "Quantitative control", respectively.

**Table 2 — Capability level ratings**

Scale	Process attribute	Rating
Level 0	Process performance	Largely(-) or below

**Table 2 (continued)**

Scale	Process attribute	Rating
Level 1	Process performance	Largely(+) or above
Level 2	Process performance	Fully
	Performance management	Largely(+) or above
	Work product management	Largely(+) or above
Level 3	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Largely(+) or above
	Process deployment	Largely(+) or above
Level 4	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Fully
	Process deployment	Fully
	Quantitative analysis	Largely(+) or above
	Quantitative control	Largely(+) or above
Level 5	Process performance	Fully
	Performance management	Fully
	Work product management	Fully
	Process definition	Fully
	Process deployment	Fully
	Quantitative analysis	Fully
	Quantitative control	Fully
	Process innovation	Largely(+) or above
	Process innovation implementation	Largely(+) or above

Page 15, subclause 10.6, Table 7

Replace Table 7 as shown below. Process attributes (PA) 4.1 and 4.2 of maturity level 5 have been corrected to reflect that they are fully required for the processes SDL2, SDL3, TEN3 and TEN5 by adding an "F" in the cells.

**Table 7 — Maturity level 5 PA ratings**

Code	Process areas	PA 1.1	PA 2.1 and 2.2	PA 3.1 and 3.2	PA 4.1 and 4.2	PA 5.1 and 5.2
OEN2	Information security management (Additional Optional)	F	F	F	F	F
OEN3	Compliance management (Additional Required)	F	F	F	F	—
OEN4	Human resource management	F	F	F	F	—
SDL1	Service delivery execution	F	F	F	F	F
SDL4	Business process management	F	F	F	F	F
SLN1	Solution development (Additional Optional)	F	F	F	F	F