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

Part 6: Guidelines on risk management

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html. In the IEC, see www.iec.ch/understanding-standards.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *IT Service Management and IT Governance*.

A list of all parts in the ISO/IEC 30105 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

ITES-BPO services encompass the provision of one of more IT-enabled business processes by a service provider. Such a service provider manages the outsourced business processes in accordance with agreed contractual arrangements. This covers diverse business process areas such as finance, human resource management, administration, healthcare, banking and financial services, supply chain management, travel and hospitality, media, market research, analytics, telecommunication, manufacturing, etc. These services provide business solutions to customers across the globe and form part of the core service delivery chain for customers.

In an ITES-BPO service provider organization, risks are prevalent due to the nature of the services that are outsourced to service providers. Risks can be financial, regulatory, reputational, technological, etc. These risks can impact the ITES-BPO organization, customers and other interested parties. Thus, it is necessary for an ITES-BPO organization to incorporate the management of these risks within their risk management framework. A process should be in place to assess, treat, communicate, monitor and report risks, with the goal of creating and protecting value for the organization, customers and end-users.

The changing environment in the ITES-BPO service sector is leading to many challenges, including:

— heightened oversight by global regulators of outsourcing engagements;

— changes to regulations;

— non-sequential process automations, leading to additional risk imposed on customers;

— non-conformance resulting in fines/sanctions in certain business segments or processes.

Therefore, managing risk effectively helps ITES-BPO organizations to perform well in an environment of uncertainty.

These guidelines are intended to help an ITES-BPO organization improve their risk management practices by providing sound principles for effective risk management.

In addition, these guidelines are intended to support the effective implementation of the risk management process within the ISO/IEC 30105 series through:

— risk assessment, including identification, analysis and evaluation at an early stage, and at regular intervals, to determine risk levels and required controls to provide assurance for ITES-BPO organizations;

— appropriate risk treatments;

— awareness of the required controls and adherence;

— risk governance for monitoring, effective treatment and communication;

— recording and reporting;

— scanning environments for emerging risks.

Throughout this document, the term "ITES-BPO organizations" refers to ITES-BPO service provider organizations.

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Part 6: Guidelines on risk management

1 Scope

This document provides guidance on risk management practices for the IT enabled services-business process outsourcing (ITES-BPO) service provider for the outsourced business processes. It provides guidance for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and improving the risk management framework for the ITES-BPO services.

This document:

— covers IT enabled business processes that are outsourced;

— is applicable to the service provider;

— is applicable to all lifecycle processes of ITES-BPO;

— is not intended to cover IT services.

The guidelines in this document align to ISO 31000, elaborating the risk principles, risk management framework and risk management process from an ITES-BPO perspective.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO Guide 73, *Risk management — Vocabulary*

ISO 31000:2018, *Risk management — Guidelines*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO Guide 73 and ISO 31000 apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/