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

**Part 9:
Guidelines on extending process
capability assessment for digital
transformation**

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

*Partie 9: Lignes directrices relatives à l'extension de l'évaluation des
capacités des processus pour la transformation numérique*





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