

BUREAU OF INDIAN STANDARDS

Program of Work

SSD 10 : IT & IT enabled Services

Scope: Standardization in the field of Services, Processes, Supporting Frameworks, Management and Governance for the provisioning of IT and IT Enabled Services in areas such as (but not limited to), contract management, performance management, procurement management, customer satisfaction, contact centre, covering existing and emerging digital and automation technologies.

Liaison: **ISO TC-351 (P): Contact Centers**

Published Standards

S.No	IS No.	TITLE	Reaffirm M-Y	No. of Amds	Eqv.
1	IS/ISO 18295-1:2017 ISO 18295 - 1 : 2017 ISO 18295 - 1 : 2017	Customer Contact Centres - Part 1 : Requirements for Customer Contact Centres		-	Identical under single numbering
2	IS/ISO 18295-2:2017 ISO 18295 - 2 : 2017 ISO 18295 - 2 : 2017	Customer Contact Centres - Part 2 : Requirements for Clients using the services of Customer Contact Centres		-	Identical under single numbering
3	IS 18595:2024	Electronic Signatures and Infrastructures ESI Policy and Security Requirements for Applications for Signature Creation and Signature Validation		-	Indigenous
4	IS/ISO/IEC 19086-1:2016 ISO/IEC 19086-1 : 2016 ISO/IEC 19086-1 : 2016	Information Technology Cloud Computing Service Level Agreement SLA Framework Part 1 : Overview and Concepts		-	Identical under single numbering
5	IS/ISO/IEC 19086-2:2018 ISO/IEC 19086 - 2 : 2018 ISO/IEC 19086 - 2 : 2018	Information Technology Cloud Computing Service Level Agreement SLA Framework Part 2 : Metric Model		-	Identical under single numbering
6	IS/ISO/IEC 19086-3:2017 ISO/IEC 19086 - 3 : 2017 ISO/IEC 19086 - 3 : 2017	Information Technology Cloud Computing Service Level Agreement SLA Framework Part 3 : Core conformance requirements		-	Identical under single numbering
7	IS/ISO/IEC	Information Technology Cloud		-	Identical under single

	19086-4:2019 ISO/IEC 19086 - 4 : 2019 ISO/IEC 19086 - 4 : 2019	Computing Service Level Agreement SLA Framework Part 4 : Components of Security and of Protection of PII			numbering
8	IS 19155:2025	Electronic Signatures and Infrastructures ESI General Policy Requirements for Trust Services Providers		-	Indigenous
9	IS 19156:2025	ELECTRONIC SIGNATURES AND INFRASTRUCTURES ESI CRYPTOGRAPHIC SUITES		-	Indigenous
10	IS/ISO/IEC 22624:2020 ISO/IEC 22624 : 2020 ISO/IEC 22624 : 2020	Information Technology Cloud Computing Taxonomy Based Data Handling for Cloud Services		-	Identical under single numbering
11	IS/ISO/IEC/TR 22678:2020 ISO/IEC TR 22678 : 2020 ISO/IEC TR 22678 : 2020	Information Technology Cloud Computing Guidance for Policy Development		-	Identical under single numbering
12	IS/ISO/IEC/TS 23167:2020 ISO/IEC TS 23167 : 2020 ISO/IEC TS 23167 : 2020	Information Technology Cloud Computing Common Technologies and Techniques		-	Identical under single numbering
13	IS/ISO/IEC/TR 23187:2020 ISO/IEC TR 23187 : 2020 ISO/IEC TR 23187 : 2020	Information Technology Cloud Computing Interacting with Cloud Service Partners CSNs		-	Identical under single numbering
14	IS/ISO/IEC/TR 23188:2020 ISO/IEC TR 23188 : 2020 ISO/IEC TR 23188 : 2020	Information Technology Cloud computing Edge computing landscape		-	Identical under single numbering
15	IS/ISO/IEC/TR 23613:2020 ISO/IEC TR 23613 : 2020 ISO/IEC TR 23613 : 2020	Information Technology Cloud Computing Cloud Service Metering Elements and Billing Modes		-	Identical under single numbering
16	IS/ISO/IEC/TR 23951:2020 ISO/IEC TR 23951 : 2020 ISO/IEC TR 23951 : 2020	Information Technology Cloud Computing Guidance for using the cloud SLA metric model		-	Identical under single numbering

Standards under Development

Projects Approved

Sl. No.	Doc No.	Title
No Records Found		

Preliminary Draft Standards		
Sl. No.	Doc No.	Title
No Records Found		

Drafts Standards in WC Stage		
Sl. No.	Doc No.	Title
1	SSD 10 (27046)	Electronic Signatures and Infrastructures ESI XAdES digital signatures Part 1 Building blocks and XAdES baseline signatures

Draft Standards Completed WC Stage		
Sl. No.	Doc No.	Title
1	SSD 10 (27043)	Electronic Signatures and Infrastructures ESI PAdES digital signatures Part 1 Building blocks and PAdES baseline signatures
2	SSD 10 (27044)	Electronic Signatures and Infrastructures ESI CAAdES digital signatures Part 1 Building blocks and CAAdES baseline signatures
3	SSD 10 (28048)	DISASTER RECOVERY - CLOUD SERVICE GUIDELINES

Finalized Draft Indian Standard		
Sl. No.	Doc No.	Title
No Records Found		

Finalized Draft Indian Standards under Print		
Sl. No.	Doc No.	Title
1	SSD 10 (24323)	Electronic Signatures and Infrastructures ESI Procedures for Creation and Validation of AdES Digital Signatures Part 1 Creation and Validation
2	SSD 10 (27047)	Electronic Signatures and Infrastructures ESI The framework for standardization of signatures Definitions and abbreviations

Total Published Standards:13 Total Standards Under development:6		
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Aspect Wise Report		
Product : 0		
Code of Practices : 0		
Methods of Test : 0		
Terminology : 0		
Dimensions : 0		
System Standard : 0		
Safety Standard : 0		
Others : 0		
Service Specification : 16		
Process Specification : 0		
Unclassified : 0		

Annexure-I :List of Indian Standards Withdrawn/Superseded		
Sl. No.	IS No. & Year	Title
No Records Found		

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Annexure-II :List of Indian Product Standards

Sl. No.	IS No. & Year	Title
No Records Found		