

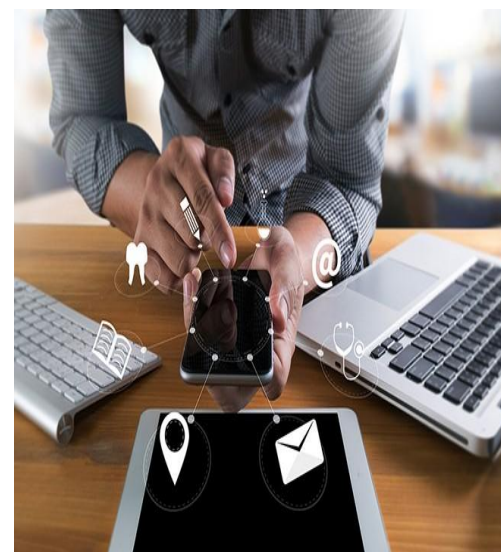


COMPENDIUM OF
INDIAN STANDARDS
ON

IT AND IT ENABLED SERVICES

Prepared by:

**SERVICE SECTOR
DEPARTMENT**



**BUREAU OF INDIAN STANDARDS
NEW DELHI**

INTRODUCTION

This compendium is collection of Indian Standards published so far in the field of IT and IT Enabled Services covering areas such as Customer Contact Centers, Digital Signatures, and Cloud Services. These standards are developed by the Information Technology and Information Technology enabled Services (IT & ITeS) Sectional Committee, SSD 10, of Bureau of Indian Standards.

The information contained in this compendium will be beneficial to the stakeholders including service provider, customer and regulator providing these services.

A. Indian Standards on Customer Contact Centres

1. IS/ISO 18295-1 : 2017 - Customer Contact Centres - Part 1 : Requirements for Customer Contact Centres

This standard specifies the requirements for Customer Contact Centres and the clients using the services of Customer Contact Centres (CCC).

2. IS/ISO 18295-2 : 2017 - Customer Contact Centres - Part 2 : Requirements for Clients using the services of Customer Contact Centres.

This standard specifies requirements for organizations using the services of customer contact centres (CCC).

B. Indian Standards on Cloud Services

1. IS/ISO/IEC 19086-1 : 2016 - Information Technology – Cloud Computing – Service Level Agreement (SLA) Framework – Part 1: Overview and Concepts

This standard establishes concepts, terms, definitions, contexts that can be used to create Cloud Service Level Agreements (SLAs).

2. IS/ISO/IEC 19086-2 : 2018 - Information Technology – Cloud Computing – Service Level Agreement (SLA) Framework – Part 2: Metric Model

This standard establishes terminology and define models for specifying metrics for cloud SLAs.

3. IS/ISO/IEC 19086-3 : 2017 - Information Technology – Cloud Computing – Service Level Agreement (SLA) Framework – Part 3: Core Conformance Requirements

This standard specifies the core conformance requirements for service level agreements (SLAs) for cloud services and guidance on the core conformance requirements.

4. IS/ISO/IEC 19086-4 : 2019 - Information Technology – Cloud Computing – Service Level Agreement (SLA) Framework – Part 4: Components of Security and of Protection of PII

This standard specifies security and protection of personally identifiable information components, SLOs and SQOs for cloud service level agreements (cloud SLA) including requirements and guidance.

5. IS/ISO/IEC 22624 : 2020 - Information Technology – Cloud Computing – Taxonomy Based Data Handling for Cloud Services

This standard outlines a framework for expressing data-related policies and practices in cloud computing. It offers guidelines for applying the taxonomy to data classification and handling, and addresses aspects like data geolocation, access, portability, and governance.

6. IS/ISO/IEC TR 22678 : 2020 - Information Technology – Cloud Computing – Guidance for Policy Development

This standard provides guidance in the development of policies that govern or regulate cloud service providers (CSPs) and policies and practices that govern the use of cloud services in organisations.

7. IS/ISO/IEC TR 23187 : 2020 - Information Technology – Cloud Computing – Interacting with Cloud Service Partners (CSNs)

This standard provides an overview of and guidance on interactions between cloud service partners (CSNs), specifically cloud service brokers, cloud service developers and cloud auditors, and other cloud service roles.

8. IS/ISO/IEC TR 23188 : 2020 - Information Technology – Cloud Computing – Edge Computing Landscape

This standard examines the concept of edge computing, its relationship to cloud computing and IoT, and the technologies that are key to the implementation of edge computing.

9. IS/ISO/IEC TR 23613 : 2020 - Information Technology – Cloud Computing – Cloud Service Metering Elements and Billing Modes

This standard describes a sample set of cloud service metering elements and billing modes.

10. IS/ISO/IEC TR 23951 : 2020 - Information Technology – Cloud Computing – Guidance for Using the Cloud SLA Metric Model

This standard describes guidance for using the Cloud SLA Metric model.

11. IS/ISO/IEC TS 23167 : 2020 - Information Technology – Cloud Computing – Common Technologies and Techniques

This standard describes a set of common technologies and techniques associated with cloud computing, including virtual machines, containers, serverless computing, microservices architecture, and platform-as-a-service systems.

C. Indian Standards on Digital Signatures

1. IS 18595 : 2024 - Electronic Signatures and Infrastructures (ESI) — Policy and Security Requirements for Applications for Signature Creation and Signature Validation

This standard provides general security and policy requirements for applications for signature creation, validation and augmentation.

2. IS 19155 : 2025 - Electronic Signatures and Infrastructures (ESI) — General Policy Requirements for Trust Services Providers.

This standard specifies general policy requirements relating to trust service providers (TSPs) that are independent of the type of TSP and also defines the policy requirements on the operation and management practices of TSPs.

3. IS 19156 : 2025 - Electronic Signatures and Infrastructures (ESI) — Cryptographic Suites.

This standard specifies cryptographic suites used for the creation and validation of digital signatures and electronic time stamps and related certificates.

*For further details of these Indian Standards, please visit **KNOW YOUR STANDARD** section of BIS website using the following link:*

https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/knownyourstandards/indian_standards/isdetails