**Business Process Outsourcing (glossary)**

From SEBoK

business process outsourcing

*The transfer of internal business processes, such as customer relationship management, finance & accounting, human resources and procurement, to an external service provider.* (Gewald and Rouse 2012)

**Source(s)**


**Discussion**

The term business process outsourcing is often confounded with "information technology (IT) outsourcing", they are related but not synonymous. IT oriented companies and consultancies often do so. Gartner's definition is a good example: "the delegation of one or more IT-intensive business processes to an external provider that, in turn, owns, administrates and manages the selected processes based on defined and measurable performance metrics."[1]. Any business process may be outsourced.

**SEBoK v. 2.2, released 15 May 2020**

Retrieved from


- This page was last edited on 7 May 2020, at 08:00.