

# Course : eSCM repository, improving customer/IS service provider relations

**Synthesis course - 2d - 14h00 - Ref. SCM**

**Price : 2020 CHF E.T.**

 4,4 / 5

The eSCM, eSourcing Capability Model, is a set of best practices for improving customer/supplier relationship management in IT service provision. This course will provide you with an overview of the eSourcing Capability Model SP and CL.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Discover the eSourcing Capability Model SP and CL repositories
- ✓ Analyze sourcing opportunities
- ✓ Evaluate best practices for improving customer/supplier relationship management
- ✓ Understand the key points of a sourcing project

## Intended audience

IT managers, production and design managers, consultants, project managers, service providers and anyone interested in IT service management.

## Prerequisites

Basic knowledge of the components and role of the IT department within an organization.

## Course schedule

### PARTICIPANTS

IT managers, production and design managers, consultants, project managers, service providers and anyone interested in IT service management.

### PREREQUISITES

Basic knowledge of the components and role of the IT department within an organization.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Introduction and presentation of eSCM

- Definitions and challenges of eSourcing. Dreaded drawbacks and examples of common abuses.
- Reasons for failure. Advantages and keys to success.
- Can an IS outsourcing scheme be managed? The evolution of sourcing. The five stages of sourcing.
- Sourcing life cycle: example. Induced costs. The eSourcing manager.
- Introducing eSCM.
- Definition and goals. Types of sourcing relationships. Sourcing relationship models. Certification.
- Advantages of both models. Benefits of the repository.

## 2 Model structure

- Structure of the reference system. Domains and skill levels. eSCM practices and structure.
- Permanent practices and their purpose.
- Sourcing lifecycle practices. eSCM-CL/SP practices by domain and capability level.

## 3 eSCM/CL permanent practices

- Sourcing strategy management. Governance management. Relationship management.
- Value management. Organizational change management. Human resources management.
- Knowledge management. Technology management. Risk management.

### Case study

Create a relationship management practice.

## 4 Practices "project" eSCM/CL

- Sourcing opportunity analysis. Sourcing approach. Sourcing planning.
- Evaluation of service providers. Contractualization. Service transfer. Source service management. Reversibility.

### Case study

Create a service provider evaluation practice.

## 5 eSCM/SP practices

- Knowledge management. Human resources management. Relationship management.
- Technology management. Risk management. Contractualization. Service design and deployment.
- Service provision. Service transfer.

### Case study

Create a practice of reversibility.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 6 eSCM/CL and eSCM/SP relationships

- Key success factors according to CL and SP.
- Correspondence between eSCM/CL and eSCM/SP.
- Compare and contrast practices.
- Customer requirements. Communication.
- Customer satisfaction.

### Case study

Choose ten essential practices for a sourcing project.

## 7 eSCM-CL and other standards

- Positioning eSCM in relation to other standards.
- eSCM, CMMI and Prince 2®.

## Dates and locations

### REMOTE CLASS

2026: 11 June, 3 Dec.