

Course : IT outsourcing, managing outsourcing

Synthesis course - 2d - 14h00 - Ref. SST

Price : 2020 CHF E.T.

To meet the need for quality and cost control, many companies turn to outsourcing to manage what is not part of their core business. Based on the eSourcing Capability Model, this course presents best practices in outsourcing organization for IT Departments.

Teaching objectives

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

- ✓ Analyze outsourcing opportunities
- ✓ Discover the eSourcing Capability Model repository
- ✓ Identify best practices in organizing outsourcing for the IT Department
- ✓ Defining an outsourcing strategy

Intended audience

CIOs, IT managers, controllers, finance managers, purchasing managers, supplier managers, contract managers.

Prerequisites

No special knowledge required.

Course schedule

1 Sourcing, outsourcing, value creation and corporate strategy

- IT outsourcing: Business Process Outsourcing, Information Technology Outsourcing.
- Definitions and associated concepts: offshore, nearshore, onshore, ASP.
- Legal and contractual aspects.
- Subcontracting and value creation.
- The role and mission of the IT department, core competencies ".

PARTICIPANTS

CIOs, IT managers, controllers, finance managers, purchasing managers, supplier managers, contract managers.

PREREQUISITES

No special knowledge required.

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.

2 Defining an outsourcing strategy

- IS urbanization: a lever for structuring outsourcing policy.
- Market offer and its evolution.
- Prospects opened up by SOA and EAI architectures, and by the urbanization of business sectors. Example: eTom.
- Knowledge management and human resources management.
- The pitfalls of uncontrolled subcontracting.

3 Lifecycle and processes

- Processes for controlling subcontracting.
- Recognized best practices.
- The e-Sourcing Capability Model.
- Presentation of capability areas.
- Overview of maturity levels.
- Repository structure.
- Evaluation of your organization.

4 Subcontracting lifecycle, from the customer's and supplier's point of view

- Draw up specifications, initiate subcontracting.
- Subcontracting strategy. Standard content of specifications. Legal aspects and abusive clauses.
- Single contract or subdivision. Manage interactions between lots. Benchmark subcontractors.
- Planning and setting up the operation.
- Monitor and control subcontracting. Organization of internal monitoring structure.
- Process overview, main stages and associated deliverables.
- Key monitoring indicators, the subcontractor management dashboard.
- Incident and conflict management.

5 Reversibility and termination

- The fence.
- Implementing reversibility.
- Internal takeover or takeover by another operator.
- Transferring operations.

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 to review your request and its feasibility.