

Course : TMA, Third-Party Application Maintenance

control the cost and quality of application maintenance

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

Price : 2020 CHF E.T.

Application maintenance corresponds to the operational phase of the application. How can it be outsourced? This course deals with the practical, technical and contractual aspects of AM, and proposes a methodology based on the experience of numerous outsourcing operations.

Teaching objectives

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

- ✓ Define expected service levels and KPIs
- ✓ Controlling contractualization
- ✓ Managing the contractual relationship
- ✓ Anticipating reversibility

Intended audience

IT managers, project managers. Anyone dealing with Application Management.

Prerequisites

Basic knowledge of software maintenance issues.

Course schedule

1 TMA, TMAs?

- Application outsourcing. TMA requirements.
- Refocus the IT department on business needs and customer satisfaction.
- TMA benefits. Types of maintenance. Pitfalls.
- Current practices, the TMA market.

PARTICIPANTS

IT managers, project managers. Anyone dealing with Application Management.

PREREQUISITES

Basic knowledge of software maintenance issues.

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 Service levels, definition

- Types of services requested. Types of TMA services.
- Required levels of cost, quality and business needs.
- Measurement of the TMA process.
- Definition of indicators. Feasibility constraints. Choice of periodicity.
- Impact on workload. Interpret indicators.

3 Outsourcing contracts and contractualization

- Characteristics of a contract. Objectives. Legal basis. Points to establish.
- Special clauses. Prices. Limitation on amendments. Transfer of employees. Article 122.
- Contractualization. Specifications. Choice of additional services.
- Invitation to tender. Choice of service provider. Bids from IT services companies. Contract award.

4 Application transfer

- Objectives and planning of the preparation phase, roles. Initial choices.
- Scope definition. Knowledge transfer.

5 Technical service management

- Retain control of the project. Change management. Manage deadlines.
- Quality control. Progress monitoring. Testing.
- Anomaly management. Risk management.

6 Contractual relationship management

- Management of an evolving scope. Creation of partnership relationships. Developments and amendments.
- Benchmarking the service and its implications on price. Follow-up file and contractual facts.
- Traceability of services and interventions. Payment and penalty management.
- Contract termination: early termination or termination at term.

7 Reversibility

- Pitfalls. Contractual definition, focus on AFNOR clauses. Legal precautions.
- Respective responsibilities. Reversibility plan.
- Period of "double command". Return of documents, test games.

Dates and locations

REMOTE CLASS

2026: 11 June, 3 Dec.

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.