Seminar

IT OUTSOURCING FUNDAMENTALS

Course overview

Companies pursue different goals with IT outsourcing, usually derived from their strategy. However, these can only be achieved if outsourcing is set up and handled as a project accordingly. The following factors are decisive for the success of a project and adressed in the IT Outsourcing Fundamentals training: planning that takes all relevant aspects into account, an appropriately designed Request for Proposal (RfP) phase and a successful transition of services to the service provider that is actively supported internally. At the same time, IT vendor management setup must be included in all project phases. In our training course "IT Outsourcing Fundamentals" you will learn how to successfully run your IT outsourcing project and avoid pitfalls.

Your Benefits of the seminar IT Outsourcing Fundamentals

... you will get

- an overview of how to design an IT outsourcing project,
- an insight into how an outsourcing project is derived from strategy,
- tips for successful quality assurance of each outsourcing phase,

... you will learn

- how to determine the relevant as-is situation as well as requirements and how to conduct a market survey,
- how to develop an outsourcing concept that includes all relevant aspects,
- how to successfully design the request for proposal and award phase,
- how to overcome all obstacles in the transition phase.

Who should attend

- IT managers, IT procurement professionals, IT Operations Managers, employees involved in outsourcing projects and IT vendor / provider management

Course details

Introduction of IT outsourcing / strategic orientation

- Definition, goals and conditions; opportunities & risks, organizational context, best practice frameworks
- Developing a sourcing strategy, identification of outsourcing areas

Seminar

Initiation of an outsourcing project

- As-is & requirements analysis / market exploration
- Assessment of relevant as-is data & situation, requirements specification
- Identification of potential service providers, standard services, benchmarking

Creation of a concept

- Development and evaluation of outsourcing alternatives, make-or-buy
- Specification of services to be provided externally & the framework conditions
- Process redesign & design of vendor / provider management

Conducting a request for proposal

- Request for proposal documents and contract design
- Offer evaluation, negotiations, due diligence, contract signing

How to handle the transition phase

- Project organization, activities, cooperation, avoiding pitfalls

View to the operational phase

- Tasks of vendor / provider management, shaping the service provider relationship