

Course SE 22-019-E

# IT Outsourcing Fundamentals

Conceptual design, tendering and awarding, transition

## Your Benefits

... 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.



**Instructor:**

**Dipl.-Oec. Jörg Bujotzek**

Senior Consultant and  
Book Author  
"IT-Provider-Management"

**Date:** 09-10. May 2022 ONLINE  
19-20. Dec 2022 ONLINE

**Duration:** 2 days

**Price:** € 1,550.00 ex VAT

**You may want to consider our inhouse training option!**

## 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: planning that takes all relevant aspects into account, an appropriately designed Request for Proposal phase and a successful transition of services to the provider that is actively supported internally. At the same time, vendor management setup must be included in all project phases. In our training course, you will learn how to successfully run your IT outsourcing project and avoid pitfalls.

## 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

### 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



## Info & Booking

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# Booking form



amendos gmbh  
Frankenstraße 3  
20097 Hamburg

Please send this form via fax or email ([info@amendos.de](mailto:info@amendos.de)).

Fax: +49 40 248 276-01

I would like to book this training course. By submitting the booking form I confirm that I have read the terms and conditions set out below and agree to be bound by them.

<input type="radio"/>	SE 22-015-1-OE	IT Provider Management Fundamentals Training course language: ENGLISH	30-31. May 2022 ONLINE
<input type="radio"/>	SE 22-015-2-OE	IT Provider Management Fundamentals Training course language: ENGLISH	08-09. Nov 2022 ONLINE
<input type="radio"/>	SE 22-015-1-OE	IT Outsourcing Fundamentals Training course language: ENGLISH	09-10. May 2022 ONLINE
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Participant

Telephone/Fax

Company

Mobile Phone

Department

Email

Street

Invoice address

Post Code/City/Town

Country

Date / Signature

How did you hear about us?

## Terms and Conditions

The prices quoted do not include VAT and include participation in the event, training course material and, in the case of face-to-face events, drinks during breaks and lunch during the event. In the case of a face-to-face event, the venue in the respective city will be announced at least 14 days before the start of the training course and is located close to the center of the city. In case of an online training course, the recording of this online event by participants is strictly prohibited.

Cancellation is only possible in written form. Cancellation up to 2 weeks before the start of the training course is free of charge; up to 7 days before the start of the training course we charge a processing fee of 50% of the course fees. After that, the full participation fee must be paid. However, the appointment of a substitute is possible. The organizer may cancel the training course up to 14 days before the start of the event if the minimum number of participants is not reached. The organizer is also entitled to provide a substitute lecturer for important reasons. In case of cancellation the paid participation fee will be refunded.

Further liability or damage claims are excluded. Place of jurisdiction for disputes arising from this contract is Hamburg.

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