

Course Name:	IT Project Outsourcing Management
Duration:	2 Day
Medium of Instruction:	Cantonese (with terminology & handout in English)
Award of Certificate:	Certificate of Attendance

Nature and Objectives:

Organizations outsource IT tasks to external parties for their lack of necessary skills and / or resources. There are many unsatisfactory cases and disputes, however due to poor management of the outsourcing processes. In fact, effective outsourcing management, in particular for IT projects, is important to ensure that the outsourcing processes can be conducted successfully and satisfactorily. This course provides the essential skills to identify and to plan IT projects for outsourcing, prepare the outsourcing requirement specifications, negotiate outsourcing contracts, manage and administer contract execution, and measure outsourcing performance. In addition to theory, case studies, workshops and experience sharing will be used to demonstrate the ways in which the theory is implemented.

Who Should Attend:

This course is valuable for IT practitioners, contract administrators and procurement personnel who will need to know how to outsource IT projects effectively, build and maintain good partnership between customers and vendors, and achieve good results in outsourcing. IT practitioners, contract administrators, procurement personnel, customers and vendors who are currently handling IT outsourcing projects will benefit from this course by enhancing their knowledge in managing IT outsourcing projects more effectively.

Course Outline:

Outsourcing Fundamentals

- What is Outsourcing?
- Reasons for Outsourcing
- Types of Outsourcing
- Obligations of Buyers and Sellers
- Outsourcing Processes
- General Concerns in IT Project Outsourcing

Developing The Business Case

- Scope of Definition for Outsourcing Activities
- Service Level Expectations
- Cost Identification
- Analysis of Potential Solutions
- Financial Justification
- Risk Impact Analysis
- Service Acquisition Plan

Contract Arrangement

- The Buyer's Process
 - Prepare Request for a Proposal / Quotation
 - Determine Evaluation Criteria
 - Manage the Selection of a Solution Provider
- The Seller's Process
 - Identify Customer Needs
 - Analyse Competition
 - Bid / No-Bid Decision
 - Develop a Winning Strategy
 - Prepare a Winning Proposal
- Contract Negotiation and Award
 - Pre-negotiation Preparation
 - Conduct Negotiations
 - Strategies and Tactics

- Post-Negotiation Actions

Contract Administration and Project Implementation

- Team Building
 - Project Implementation Team
 - Contract Administration Team
- Implementation Plan
 - Schedule of Activities
 - Progress / Status Meetings
 - Project Deliverables

Contract Administration and Project Implementation (Con't)

- Monitoring Project Progress
 - Progress Reporting
 - Change Management
 - Handling of Project Issues
 - Quality Assurance
- Contract Administration
 - Services Delivery Management
 - Contract Compliance Management
 - Invoice / Payment Management
 - Change Management
 - Dispute Resolution Management

Closeout

- Termination
 - Early Termination and Remedies
 - Normal Project Closeout
- Contract Closeout
 - Client Sign-off
 - "Ownership" Handover
 - Revenue Enhancement