

IT Project Outsourcing Management

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.

Speaker: Qualified Speaker from Knowledge Network

Fee(HK\$): 4,000 / 3,600 (*Enrolment on or before July 5, 2010*)

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

Contract Arrangement (Con't)

- The Seller's Process
- Identify Customer Needs
- Analyse Competition
- Bid / No-Bid Decision
- Develop a Winning Strategy
- Prepare a Winning Proposal
- Contact 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

Code:
40111273

Date:
July 26 - 27, 2010

Time:
9:30am - 5:00pm

Venue: Hong Kong
Productivity Council

Medium of Instruction:
Cantonese (with
terminology & handout in
English)

Award of Certificate:
Certificate of Attendance
will be awarded to those
attending all sessions.

Tel: 852 2788 6266 or 852 2788 6271 / Fax: 852 2788 6260 / ait@hkpc.org

Name: _____	Job Title: _____
Organization: _____	Fee: _____
Address: _____	
Tel: _____	Fax: _____
Email: _____	Signature: _____

- To enroll, please complete the enrolment form and send it together with the appropriate fee to **ICT & Logistics Unit, Productivity Training Institute, HKPC Building, 78 Tat Chee Avenue, Kowloon, Hong Kong**. All cheques should be crossed and made payable to "Hong Kong Productivity Council".
- Course fee must be accompanied with this form (or its photocopy), otherwise enrolment may be rejected.
- HKPC has adopted a Personal Data (Privacy) Policy. Information about the policy is available at HKPC enrolment counters for collection. You may also contact our Personal Data Controlling Officer for further details.
- Applicants are encouraged to pay by credit cards, EPS or cheques, if possible. Amount received will be imprinted. Cheques are subject to bank clearance.
- Enrolment fee is not refundable unless HKPC is notified in writing of your withdrawal at least 5 working days before the course commences. A handling charge of HK\$200 will also be levied.
- An applicant may, subject to approval from HKPC, nominate a person to attend the course on his/her behalf.
- HKPC reserves the right to change the contents, venue and / or time as necessary.
- Classes in the morning, afternoon or evening will be cancelled if typhoon signal No. 8 or above OR black rainstorm warning is still hoisted after (or is announced by the Hong Kong Observatory to be hoisted at/after) 6:00 a.m., 11:00 a.m. and 4:00 p.m. respectively. Participants will be notified when the class will be made up as soon as possible.

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