

# IT Outsourcing – Planning & Management

**Course Duration:** 3 days

## Target Audience

IT managers and senior management members involved in planning, selecting and monitoring outsourced vendors.

## Learning Benefits

- Understand the pros and cons of outsourcing the proposed IT service area
- Understand the process and the issues involved in an IT outsourcing exercise
- Preparing the IT Outsourcing RFP and managing the responses from the vendors
- Selecting prospective supplier and terms of the SLA
- Negotiation and exit strategy.

## Course Content

- Outsourcing as IT resource management tool
- Outsourcing key drivers including financial considerations
- Preparing Outsourcing Feasibility Study Proposal to Management
- Preparing Request for Proposals (RFP) for Outsourcing
- Evaluation
- *These topics covered include examining the cost and benefit analysis of outsourcing, SWOT analysis of the current IT set-up, risks involved in outsourcing, preparation of outsourcing feasibility study to management and an exercise for the students on the financial consideration for outsourcing*
- Service Level Agreement (SLA): Major Considerations
- Managing the Transition: Infrastructure Requirements
- Monitoring & Audit
- Managing Exit Strategy
- Dispute Resolution
- *This section will cover the major components of outsourcing SLA, including security requirements, monitoring checklist, managing the exit strategy and an overview of dispute resolution*

## Training Methodology

Classroom based lecture with case studies, templates and checklists where relevant.

## Certification

Certificate of attendance would be given to participants.