

IT outsourcing, managing outsourcing



SII-24 2 Days (14 Hours)

Description

To meet the need for quality and cost control, many companies use subcontracting to manage what is not part of their core business. Based on the eSourcing Capability Model, this seminar presents best practices for organizing subcontracting for the IT department.

Who is this training for ?

For whom

Director of Information Systems, IT manager, management controller, financial department, purchasing department, supplier department, contract manager.

Prerequisites

Aucune

Training objectives

Training program

Sourcing, outsourcing, création de valeur et stratégie d'entreprise

- The problem of IT outsourcing: Business Process Outsourcing, Information Technology Outsourcing.
- Definitions and associated concepts: offshore, nearshore, onshore, ASP ?.
- Legal and contractual aspects.
- Subcontracting and the creation of value.
- The mission of the IT department, the "core business" skills.

Définition d'une stratégie de sous-traitance

- The urbanization of IT: a lever for structuring the subcontracting policy.
- Market supply and its evolution.
- Perspectives opened up by SOA architectures and EAI, by the urbanization of sectors of activity.
- Example: eTom.
- Knowledge management and human resources management.
- The pitfalls of uncontrolled subcontracting.

Le cycle de vie et les processus

- Process to be implemented to control subcontracting.
- Recognized good practices.
- The e-Sourcing Capability Model.
- Presentation of capability areas.
- Presentation of maturity levels.
- Structure of the repository.
- Evaluation of your organization.

Cycle de vie de la sous-traitance, point de vue du client et du fournisseur

- Develop specifications, initialize subcontracting.
- Subcontracting strategy. Typical content of specifications. Legal aspects and unfair clauses.
- Single market or subdivision.
- Management of interactions between lots.
- Carry out the Subcontractor Benchmark.
- Planning, setting up the operation.
- Monitoring and controlling subcontracting . Organization of the internal monitoring structure.
- Overall presentations of the process, main stages and associated deliverables.
- Key indicators monitoring, the subcontractor management dashboard.
- Incident and conflict management.

Réversibilité et terminaison

- Implementation of reversibility.
- Recovery internally or by another operator.
- The transfer of operations.