

Course Description

“Third-Party Transparent” Outsourcing AMS1005

14 Professional Development Units
14 Education Hours



Overview

One of the fastest growing forms of outsourcing is “Third-Party Transparent.” In this model a third party assumes the risk of forging business relationships in host countries such as India and China allowing the consumer of these services to focus on the development needs of their business and not the offshore relationships. This model renders obvious efficiencies to the consuming company; however it also represents complexities throughout the development/relationship lifecycle that should not be overlooked.

This program is focused on helping organizations that have entered into third-party engagements understand the “best practices” needed to manage, control and communicate with both the third party and their offshore team. Linking these “gateways” can be a natural dovetail in an IT organization that deploys the concepts of the Business Analyst function. Our experience has shown that an “integrated” approach to bridging the gap between clients needs (business partner), the IT lifecycle (projects), and your outsourcing partner (extended team) can greatly improve productivity and quality while mitigating risk and reducing cost due to miscommunication.

It is our intention; via this program to identify and improve our client’s specific competencies related to the dynamic nature of the evolving third-party outsourcing model.

Learning Objectives

- Explore the concept of “Globalization” through various outsourcing case studies.
- Understand the dynamics of the “Third-party Transparent” outsourcing model.
- Develop an understanding of the culture in which your company will outsource.
- Define the “best practice” to work with your outsourcing partner and the extended team.
- Identify the internal BA process and competency that will allow a dovetail with the outsourcing activity.
- Design a process map and communication protocol that ties your existing development lifecycle and project portfolio to the outsourced team.
- Create a set of measurement criteria to ensure your outsourcing effort has improved the existing business platform.
- Formalize a peer review and reporting process to ensure that results between your outsourcing partner and the internal team are used for ongoing process improvement.

Format

This program is interactive and will render usable plans for participants to leverage immediately. The exercises are relevant to “real life” outsourcing scenarios and will produce live in class solutions development.

Duration

Two Days

Who Should Attend

Team members and a team leader from the internal organization, a representative from the third party outsourcing team, and a member of the actual off shore team if possible.