

## Course 3. Successful Outsourcing, Procuring SaaS & IT Services

### Summary

The procurement of large scale IT services can be challenging, with many examples of failed project in the press. This course outlines the fundamentals for ensuring a successful contract and project delivery.

### Key Benefits

1. *Commercial Risk* – understanding the critical risks and how these can be avoided
2. *Cost* – assessing different cost models and how to ensure best value over the changing life of the contract
3. *Timescales* – ways to assure a smooth process running to expected timescales

### Audience

- IT Project and Programme Managers
- Sourcing Specialists
- IT Procurement Managers

### Syllabus

- IT Outsourcing Disasters – why have projects failed?
- What is Outsourcing?
  - Why outsource
  - Types of Outsourcing
  - Outsourcing goals
- Setting objectives and planning
- Defining the need – requirements and the base case
- Approaching the market
  - Identifying appropriate suppliers
  - Number of suppliers to involve
  - Setting boundaries – both internal and external
- Evaluating responses
- Commercials and cost models
- Contract negotiations – use of Letters of Intent and model clauses
- Transition and managing the vendor