

**Managing Outsourcing
Engagements Course
Summary**

Course Duration

- Two days

Target Audience

- Management defining outsourcing or global sourcing strategies
- Management responsible for planning and implementing specific global sourcing strategies
- Management and employees responsible for managing or working with global sourcing teams on a daily basis

Learning Objectives

- Understand fundamental industry key terms and phrases
- Understand basic global sourcing models
- Review current global sourcing and outsourcing trends
- Explore the top statistical failure points in outsourcing engagements and discuss methods for mitigating key risks
- Understand key steps organizations must follow in planning, implementing and managing outsourcing engagements
- Explore methods for better measuring outsourcing performance and learn ways to address performance problems
- Understand key challenges facing outsourcing vendors today and learn how these challenges impact client engagements
- Review keys to successfully managing vendors on a daily basis (including methods for getting past cultural issues, communication problems and other common vendor related problems.)

Course Agenda Day 1

8:30 am – 10:30 am Welcome

- Class Introduction
- Introduction to Global Sourcing
- Key Terms
- Industry Trends

10:30 am – 11:30 am Lego™ Activity

11:30 am – 12:30 pm Outsourcing Key Failure Points and Risk Management

- Where do outsourcing engagements go wrong?
- Risk management

12:30 pm – 1:30 pm Lunch

1:30 pm – 4:00 pm The Outsourcing Lifecycle

- Picking projects
- Selecting vendors
- Preparing to engage with a vendor
- Knowledge transfer
- Business continuity
- Governance and oversight tools
- Program launch

4:00 pm – 5:00 pm Day 1 Wrap Up

Course Agenda Day 2

- 8:30 am – 9:00 am* Welcome
- Day 1 Review
 - Questions and Answers
- 9:00 am – 12:30 am* Outsourcing Performance Management
- Measuring outsourcing performance
 - Service Level Agreements
 - Handling performance related problems
- 12:30 pm – 1:30 pm* Lunch
- 1:30 pm – 4:00 pm* Managing Outsourcing Vendors
- Co-managing projects
 - Selecting and retaining top vendor talent
 - Ensuring quality through the entire outsourcing engagement
 - Solving core communication problems
 - Addressing common cultural issues
- 4:00 pm – 5:00 pm* Day 2 Wrap Up