



Course 138: Managing the Off-Shore Development Effort

Course Description...

Today there are compelling financial and other reasons to outsource segments of the organization's business. This presents both positive and negative challenges to the contracting organization. Some engagements of this sort have been spectacularly successful and others have been total disasters. This course will present the issues and possible resolutions to the problems of off-shore outsourcing, using experience and the Project Manager's Book of Knowledge (PMBOK) from the Project Manager's Institute (PMI), as guidelines, along with practical and pragmatic advice for successful off-shore endeavors.

Learning Objectives...

- Define the reasons why outsourcing and off-shore outsourcing would work for your organization
- Understand the pitfalls with off-shoring
- Review the planning and preparation functions necessary for successful off-shoring
- Recognize the issues in contracting and administration of the off-shore subcontract
- Discuss various issues and resolutions in dealing with remote communications and management
- Determine how to close the relationship for better or worse

Who should attend...

Managers or executives involved with or potentially involved with outsourcing work to off-shore companies.

Prerequisites...

An understanding of Project Management and general management functions and precepts.



Course Outline...

Introduction and Overview

Course Objectives

Unit 1: The Offshore Outsourcing Concept

- The good news
- The bad news

Unit 2: Rationale

- Why outsource?
- When to stay in-house
- Evaluating the risks

Unit 3: Preparation

- Deciding what to send off-shore
- Deciding when to do it
- Issues of definition
- Statement of Work
 - The requirements
 - The expected results
- Using agents and middlemen

Unit 4: Procurement Issues

- Contract options
- Statement of Work
- Remote selection process
- Selecting the partner
- International contracts

Unit 5: Contract Administration

- Audits
- Configuration Management
- Control
- Documentation

Unit 6: Communications

- E-mail
- Instant messaging
- Long distance relationships



Unit 7: Issues

- Intellectual property
- Privacy and security
- Language barriers
- Cultural differences

Unit 8: Closing Out

- If it goes well
 - Formal acceptance
- If it doesn't go well
 - Get-out-of-project-free card

Unit 9: Advice and Counsel