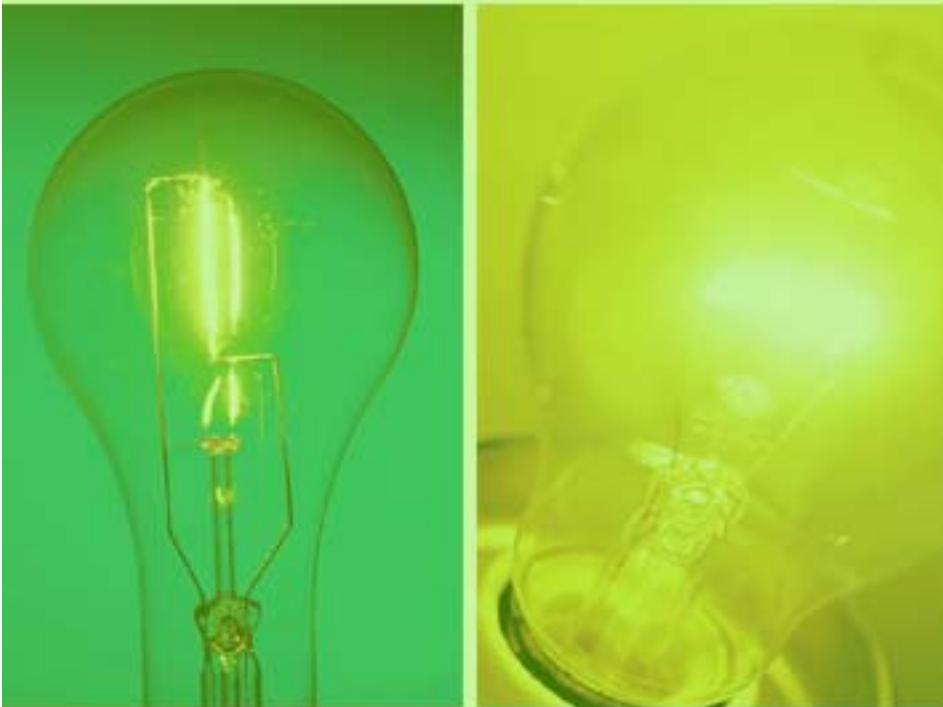


Managing Outsourced Contracts



Fall Knowledge Exchange Forum
October 24, 2006



Resources

- The Contract – administrators will have everything in it – you get what you put into it
 - Internal resources need to be assigned to fulfill needs of contract to ensure success
 - proper headcount
 - correct resources with business knowledge and those who can make decisions
 - Take time to interview people on the contract. Request removal of staff if they aren't working out – whether resources are on-site, off-shore, fixed price or hourly.



Lessons Learned

- Informal Huddle Meetings
 - 5-15 minutes daily
 - New risks identified
 - Business decisions pending
 - Escalations needed (can be at outsourced company or internally)
- When you find a process that works – use it
- Over Communicate
 - Good news as well as risks and setbacks



IT Projects

- Take time out for internal code reviews
- Review Integrated / Custom Solutions for joint teams
 - When Sharing Same Environments – be clear on code merging, QA, release cycles
- Knowledge transfer sessions – utilize WebEx sessions to See and Hear.
- Plan for people to be on-site as much as possible, add in rotation – at the level of a lead / project manager – not just account manager for site visits



Integration Points

- Received a SQUARE, needed a CIRCLE
 - Can occur for BPR, Manufacturing, Healthcare, IT – any type of project
- Finalize and prototype integration points early in the process
 - multiple times throughout the project as these may change during the build



Outsourcing – a Partnership

- Treat the outsourcing company as a partner
- Outsourcing does not solve all the problems in your company
- Keep in mind the goal of the outsourcing
 - Expertise? Additional resources? Cost?
- Joint goal -- build the correct solution for your business