IT OUTSOURCING

BACHELOR IN MANAGEMENT INFORMATION SYSTEMS

Professor: MARCOS NAVARRO ALCARAZ
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Academic year: 18-19
Degree course: THIRD
Semester: 1º
Category: COMPULSORY
Number of credits: 3.0
Language: English

PREREQUISITES
This subject will teach you how to manage the whole life cycle of Sourcing. This includes how to define the right scope to outsource projects and services.

SUBJECT DESCRIPTION
Outsourcing is a business model which has been adopted across all industry sectors around the globe. It enables an organization to achieve business objectives, add value, tap into a resource base and/or mitigate risk.

Learning the outsourcing best practices provides all the students with the assurance that business objectives can be achieved through utilization of common governance and processes throughout the outsourcing lifecycle. It helps to identify the business case for outsourcing, select the most appropriate partner, transition to the new operating model and make sure that value is delivered through effective governance from the relationship.

OBJECTIVES AND SKILLS
The objective of this subject is to create ongoing self-reflection so that the course become, so to speak, one big assignment in developing awareness of how each student can understand what the business wants to get, decide what is the best sourcing approaching, if it’s outsourcing work on its life cycle model to ensure the service accomplishment and success. This will only be possible by learning the key steps to follow, practice and reflection. We will combine theory and practice in each class. Our main goal for me as a teacher and for you as students, will be working together to converting this class into a lab.

METHODOLOGY
Teaching methodology
Weighting

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<th>Weighting</th>
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1 | 05/06/2018
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PROGRAM

SESSION 1
Subject Introduction:
- Teacher and student’s introduction
- Introduction to Sourcing and Outsourcing
- Outsourcing and Shared Services
- Outsourcing and Offshoring
- Labour Arbitrage

SESSION 2
About Outsourcing:
- Why Organization Outsource
- What Outsource
- Relationships Models

SESSION 3
Outsourcing pros and cons:
- Outsourcing Benefits
- Outsourcing Risks
- Outsourcing hidden costs
- Critical success factors of outsourcing processes.

SESSION 4
Outsourcing Alternatives and Models

SESSION 5
Organization and IT Sourcing government:
- Context Analysis and Management
- Organization and functions
- Government model

SESSION 6
Sourcing Strategy:
- Definition of Sponsorship Model
- Range matrix
- IT Sourcing Objectives
- Alignment and communication
SESSION 7
Life cycle of the Sourcing opportunity in the LeanOutsourcing model. Initiation:
- Context Analysis
- Opportunity Strategy
- Entrepreneur strategy: Freelancing & Platforms

SESSION 8
Life cycle of the Sourcing opportunity in the LeanOutsourcing model. Selection: Scope and Opportunity Plan:
- Define the Sourcing project
- Definition of Service (scope)
- Provider selection procedures

SESSION 9
Life cycle of the Sourcing opportunity in the LeanOutsourcing model. Context
- Country Profile
- Services & Freelancers

SESSION 10
Defining Needs:
RFP vs Posting Jobs
Scope, demand and base lines
Pricing models
Key topics

SESSION 11
The Proposal (provider view):
- Main Goals
- Summarizing key value proposition
- Post awarding/failure analysis

SESSION 12
Evaluating Providers from an entrepreneur view:
- Evaluation pillars
- Key Issues
- Tricks and tips
- Selection & Agreement

SESSION 13
Service Transition:
- Service Transfer and termination
- Manage Service Transfer
- Verify the design of the service

SESSION 14
Managing Outsourcing Services:
- Manage Services
- Review service performance
- Economic management
- Issues Management
- Service Change Management
- Agreement Management
- Service Continuity

SESSION 15
FINAL EXAM
BIBLIOGRAPHY
There isn’t a reference textbook, but there are some of them where you could extend your knowledge on Outsourcing Services Management:

- Successful IT Outsourcing, Elisabeth Sparrow, Publisher: Springer
- The Outsourcing Guide, Rob Aalders Tom Sant, Publisher: Wiley
- Outsourcing Professional Body of Knowledge, various authors. Publisher: Van Haren
- Guidance on Outsourcing (ISO 37500) various authors. Publisher: ISO
- eSourcing Capability Model Overview, Elaine B. Hyder, Keith M. Heston and Mark C. Paulk
- eSourcing Capability Model Practice Details, Elaine B. Hyder, Keith M. Heston and Mark C. Paulk
- eSourcing Capability Model for Client Organizations, Bill Hefley and Ethel A. Loesche. Publisher: Van Haren

Note: The latest books on the list are more specialized

EVALUATION CRITERIA

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PROFESSOR BIO

Professor: **MARCOS NAVARRO ALCARAZ**
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PROFESSOR: Marcos Navarro Alcaraz
e-mail: mnavarroa@faculty.ie.edu
Chairman of the Global Sourcing Association (GSA Spain)
CEO and Head of Intelligent Automation, Antites

Academic Background
Industrial Engineer, ETSII Madrid. Specialist in Electricity Expertise Electronics & Robotics

Academic Experience
- Universidad Europea de Madrid (Laureate University) : October 2007 - Now. Co-Director and Professor in Master in IT Management
- Universidad Carlos III: Professor in Master in Outsourcing Process Management (Ed. 2015)
- Universidad Politécnica de Madrid: Professor in Master in IT Security Mgmt (ed. 2013)
- Universidad Carlos III: Professor in Master in Information Systems Mgmt (Ed. 2010)
Corporate Experience

- CEO and Head of Intelligent Automation, antites
- Chairman, Global Sourcing Association Spain (GSA)
- IIL Spain - International Institute for Learning: Consultant & Trainer (Feb. 2016-Now)
- Global Chief Technology Officer, Fomento de Construcciones y Contratas (FCC)
- Director and Head of Operational Outsourcing Services, Indra Sistemas
- Business Support Services Manager Spain, Sema Group sae (Atos Origin)
- Project Manager in Health Services, Horus Hardware S.A
- Electrical Engineer, Red Eléctrica España (REE)

OTHER INFORMATION
These are my contact details If you wish to set up a meeting with me in order to give you feedback or to respond any doubt you may have: mnavarroa@faculty.ie.edu

CODE OF CONDUCT IN CLASS

1. **Be on time:** Students arriving more than 5 minutes late will be marked as “Absent”.
   Only students that notify in advance in writing that they will be late for a specific session may be granted an exception (at the discretion of the professor).

2. **If applicable, bring your name card and strictly follow the seating chart.** It helps faculty members and fellow students learn your names.

3. **Do not leave the room during the lecture:** Students are not allowed to leave the room during lectures. If a student leaves the room during lectures, he/she will not be allowed to re-enter and, therefore, will be marked as “Absent”.
   Only students that notify that they have a special reason to leave the session early will be granted an exception (at the discretion of the professor).

4. **Do not engage in side conversation.** As a sign of respect toward the person presenting the lecture (the teacher as well as fellow students), side conversations are not allowed. If you have a question, raise your hand and ask it. It you do not want to ask it during the lecture, feel free to approach your teacher after class.
   If a student is disrupting the flow of the lecture, he/she will be asked to leave the classroom and, consequently, will be marked as “Absent”.

5. **Use your laptop for course-related purposes only.** The use of laptops during lectures must be authorized by the professor. The use of Social Media or accessing any type of content not related to the lecture is penalized. The student will be asked to leave the room and, consequently, will be marked as “Absent”.

6. **No cellular phones:** IE University implements a “Phone-free Classroom” policy and, therefore, the use of phones, tablets, etc. is forbidden inside the classroom. Failing to abide by this rule entails expulsion from the room and will be counted as one absence.

7. **Escalation policy: 1/3/5.** Items 4, 5, and 6 above entail expulsion from the classroom and the consequent marking of the student as “Absent.” IE University implements an “escalation policy”: The first time a student is asked to leave the room for disciplinary reasons (as per items 4, 5, and 6 above), the student will incur one absence, the second time it will count as three absences, and from the third time onward, any expulsion from the classroom due to disciplinary issues will entail 5 absences.