

Managing Outsourced / Sub-Contracted Projects

Duration

2 days

Instructor

Pamela Hollington

Class Limit

20 students

Prerequisite

None

Price

On-site

Please contact SPC for pricing (contact information on page 2)

Public Training

\$1,095 (2 days)

*Discount available for early registration

Materials Provided

- Student manual containing the course slides
- Student handouts with class exercises

This two-day seminar presents principles and practices for managing software and systems development projects that are outsourced to suppliers (principally offshore) for implementation. The content is organized along the lines of the Software Subcontract Management Process as defined by the Software Engineering Institute's Capability Maturity Model.

Each section of the process is described briefly, along with tips about how to perform each process step effectively and efficiently. Additional detail is provided on the key steps of developing the product requirements, managing risks, and managing the outsourced project.

Participants will learn the skills and knowledge to successfully apply the Software Subcontract Management Process to their outsourced projects. Discussion topics include:

- Summarize the Software Subcontract Management (SSM) Process
- Use the templates, checklists, and other work aids included in the process
- Apply several techniques for requirements development
- Identify and manage risks for an outsourced project
- Develop a Request for Proposal
- Select a qualified supplier
- Manage an outsourced project

Intended Audience

This seminar is ideal for project managers, subcontract managers, purchasing staff, product managers, requirements analysts, technical leads, quality assurance managers, and others who are involved in specifying the requirements for outsourced projects, managing the project, or accepting outsourced products.

Instructor

Pamela Hollington is an experienced professional with a strong knowledge of business processes and management issues, and a proven background in systems definition, implementation and project management. She has over twenty years experience, including work in the financial, manufacturing, distribution and retail industries plus consulting assignments in the public and private sectors. She holds an MBA from the University of Toronto, and the professional designation of Information Systems Professional (ISP) from the Canadian Information Processing Society

TRAINING

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Outline

Day 1

Introduction

- what is outsourcing? why outsource?
- software subcontract management & the SWCMM
- specific issues when dealing with offshore suppliers

Selecting a project for outsourcing

The SSM Process

- roles involved in the process
- the RFP team
- process entry criteria
- software subcontract management process flow
- process exit criteria

Define Product Requirements

- requirements definitions
- the vision and scope document
- use cases
- event tables
- the software (or system) requirements specification
- quality attributes and constraints

Prepare Statement of Work

- contents of the SOW
- risk analysis and risk management
- major risks to outsourced projects
- approach to risk management
- documenting risks

Define Proposal Evaluation Criteria

Prepare Request for Proposal

Obtain External Review of RFP

- how to request an external review
- writing quality requirements
- what the reviewer looks for

Submit Request for Proposal to Suppliers

- finding candidate suppliers
- handling communications with suppliers

Day 2

Select Suppliers

- evaluating the proposals
- using the proposal evaluation matrix
- using the guidance for selecting suppliers
- communicating with suppliers

Develop Subcontract Management Plan

- contents of a subcontract management plan
- the supplier's software development plan

Execute Contract

- contents of a contract
- legal aspects of contracting
- negotiating open issues
- contingency for a nonperforming supplier

Manage Subcontracted Project

- tracking project status
- status report template
- project metrics
- monitoring risks
- technical peer reviews
- managing commitments, issues, and conflicts
- managing changes
- warning signs of trouble

Accept Product

- product acceptance criteria and acceptance procedures
- product acceptance report
- practice session: your acceptance criteria
- transitioning accepted products to support

Support and Maintain Product

- skills and knowledge transfer from supplier to acquirer
- maintenance and support services
- handling modifications

Perform Project Retrospective

- when and why to retrospect
- the retrospective process and deliverables
- the process change cycle
- lessons learned

Wrap-Up

- outsourcing traps to avoid



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Software Productivity Center Inc.
Suite 460 - 1122 Mainland Street
Vancouver, BC V6B 5L1

Vancouver: 604.662.8181 Toll Free: 1.877.548.1948

Fax: 604.689.0141

