

Test Your Outsourcing Professional Skills

Are you prepared to successfully manage outsourcing initiatives? Do you have the knowledge and experience needed to join the industry's most elite Certified Outsourcing Professionals? Begin your journey toward earning one of IAOP's most distinguished designations by completing this 10-question quiz. (Please use highlight tool to select your answer)

1. What are the three stages of change management as they pertain to outsourcing?

- a. Decision making, risk assessment, and post implementation
- b. Decision making, outsourcing implementation and post implementation
- c. Decision making, outsourcing implementation and vendor coordination
- d. None of the above

2. The focus of the bottoms up approach to outsourcing is to:

- a. Identify activities on a continuous basis that contribute to a unique competitive advantage for the organization.
- b. Once the activities in (a) above are identified, compete these activities against the marketplace of service providers to make the optimum choice for the organization.
- c. Identify basic activities on a continuous basis that do not contribute to a unique competitive advantage for the organization and solicit proposals for these activities from outsourcing service providers to make the optimum choice for the organization.
- d. None of the above.

3. In prioritizing outsourcing opportunities, what factors should be considered in the decision?

- a. Size of the opportunity, risk, and the marketplace of suppliers
- b. Potential benefits and the ease of execution
- c. All of the above
- d. None of the above

4. What is the sequence of steps which should be followed in the risk management and mitigation process?

- a. Risk identification, risk quantification and risk mitigation
- b. Risk identification, risk mitigation, risk quantification and risk management plans
- c. Risk identification, risk quantification, risk mitigation and risk management plans
- d. Risk identification, risk mitigation, risk management plans and risk quantification

5. Which of the following is not part of the standards for managing the transition to an outsourcing environment?

- a. Develop and oversee the transition plan to the outsourced environment.
- b. Develop and coordinate an end-to-end process for managing the impact of outsourcing on the organization's personnel.
- c. Direct and motivate project teams at each stage of the outsourcing process.
- d. Develop and coordinate the communications of an organizational agenda for change that demonstrates how customers, employees and shareholders will be impacted and benefited.

6. According to the OPBOK, which is not part of the "contracting and negotiating for outsourcing" standard?

- a. Define the most appropriate structure for an outsourcing contract.
- b. Ensure that all applicable legal considerations for the home country jurisdiction are reflected in the contract.
- c. Ensure that each section of the contract addresses the critical management and business considerations of the relationship.
- d. Negotiate an outsourcing agreement that takes into consideration the interests of all parties.

7. A successful approach to the scoping of an outsourcing activity should include which of the following?

- a. Conduct a series of process modeling workshops.
 - b. Use subject-matter experts.
 - c. Use consistent terminology and documentation.
 - d. All the above.
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8. What are the principles for achieving program and project management excellence in an organization?

- a. Create the right environment and culture.
 - b. Develop program/project plans.
 - c. Ensure an adequate governance and control process, excellent communications and institutionalize the entire program/project management processes.
 - d. All of the above.
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9. In developing the financial base case for outsourcing, in addition to budgeted costs, what other costs should be considered to obtain a true total cost number?

- a. Off-budget costs, such as training
 - b. Support services such as management, human resources, etc.
 - c. Assumptions such as future volumes, etc.
 - d. All the above
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10. The transition section of the terms section of a contract should cover all of the following except:

- a. Describes the plan and actions for converting the customer's current operation to the provider's operation.
 - b. Identifies what equipment and facilities are being transferred from customer to provider.
 - c. Identifies the people that are being transferred.
 - d. Identifies lease transfer charges and whose responsibility they are.
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Name:

Title:

Company:

Country:

Email:

How did you hear about IAOP?

Once you have completed the quiz email it to copprogrameservices@iaop.org for your results. You will receive a response within 48 hours with your results. All quiz participants will receive a complimentary electronic sample copy of the Outsourcing Professional Body of Knowledge (OPBOK) print version from IAOP partner Van Haren Publishing. (www.vanharen.net)