

## Certified Outsourcing Professional® (COP) Master Class (Online course)

Whether your goal is to arm yourself with the skills and tools necessary to begin improving your outsourcing outcomes immediately or become an Associate Certified Outsourcing Professional (aCOP) or Certified Outsourcing Professional® (COP), IAOP offers the de facto training to get you to your goal - the COP Master Class.



Today's outsourcing is increasingly shaped by complex multi-sourced environments and disruptive technologies such as social, mobile, analytics, the cloud (SMAC) and robotics process automation (RPA). Outsourcing professionals are increasingly working across and supporting a wide-range of operational models from procurement to vendor management to global business services.

IAOP brings a vast array of educational opportunities to this community of professionals. While some lead to professional certifications, others give both the individual and the corporation a broader knowledge of the end-to-end standards, practices and processes that define successful relationships across various environments and business models. Training, such as the COP Master Class, is delivered both as an online course as well as in classroom settings.

### The COP Master Class Offers

- ✓ A comprehensive learning experience that prepares an individual to successfully lead most outsourcing initiatives
- ✓ The opportunity to work with seasoned veterans to develop a customized outsourcing project plan for an actual project
- ✓ State-of-the-art insights into the latest industry and deal trends
- ✓ Extensive networking opportunities with professionals from a wide range of industries and professional disciplines
- ✓ 75 points toward achieving COP status and fulfills the aCOP training requirement
- ✓ The opportunity to synthesize the latest management thinking on outsourcing into actionable project steps
- ✓ Insights gained from hundreds of actual engagements at companies from all around the world
- ✓ Comprehensive coverage of the Outsourcing Professional Body of Knowledge (OPBOK)
- ✓ Step-by-step coverage of the Outsourcing Professional Standards
- ✓ Expert guidance from faculty who are themselves COPs, as well as invited expert practitioners currently working in the field

### Course Outline

- **Defining and Communicating Outsourcing as a Management Practice**
  - Overview and Objectives
  - Standards
  - What is Outsourcing?
  - Why do Organizations Outsource?
    - Core Competencies
    - Outsourcing's Drivers
    - Outsourcing's Benefits
  - What do Organizations Outsource?
    - Mapping Activities

- Selecting Activities
- Business Process Outsourcing
- General Outsourcing Trends
- Key Differences Between Onshore and Offshore Outsourcing
- Differences Between Outsourcing and Offshoring
  - Factors Influencing Selection of Offshore Locations and Vendors
- What Role Does the Outsourcing Professional Play?
  - Roles and Responsibilities
  - Top Challenges
- Summary and Lessons Learned

### **Developing and Managing an Organization's End-to-End Process for Outsourcing**

- Overview and Objectives
- Sourcing Options
- The 5 –Stage Process of Outsourcing
- Setting Realistic Expectations and Timelines
- Go/No Go Decision Criteria by Stage
- Applying Sound Project Management Principles
- Organizational Capability Assessment
- Summary and Lessons Learned

### ➤ **Integrating Outsourcing Into an Organization's Business Strategy and Operations**

- Overview and Objectives
- Standards
- A Strategic Approach to Outsourcing-Idea Generation
- Outsourcing Decision Matrix
- Risk Assessment and Regulatory Considerations
- Scoping Outsourcing Opportunities
- Prioritizing Outsourcing Opportunities
- Special Considerations: Outsourcing at the Customer Interface
- Summary and Lessons Learned

### ➤ **Creating, Leading and Sustaining High-Performance Outsourcing Project Teams**

- Overview and Objectives
- Standards
- Types of Project Teams Required for Each Stage of the Outsourcing Process
- Assessing and Assembling the Right People
- Effective Team Leadership
- Stakeholder Analysis
- Summary and Lessons Learned

### ➤ **Developing and Communicating Outsourcing Business Requirements**

- Overview and Objectives
- Standards
- Developing an Approved 'Idea' into a Formal Set of Requirements that Can be Taken to the Marketplace
- Evaluating and Selecting Alternative Approaches for Communicating Requirements to the Marketplace
- Defining and Managing the Process for Engaging the Marketplace: RFIs, RFQs and RFPs
- Summary and Lessons Learned

### ➤ **Selecting Outsourcing Service Providers**

- Overview and Objectives
- Standards
- Vendor Selection Process: Flow and Components
- Identifying Potential Service Providers
- Assessing Potential Service Providers
- Scoring and Selecting Potential Service Providers
- Summary and Lessons Learned

- **Developing the Outsourcing Financial Case and Pricing**
  - Overview and Objectives
  - Standards
  - Developing a Comprehensive Financial Analysis Model that Includes Current Costs, Future Costs, and Project Costs
  - Projecting the Financial Benefits over the Life of the Outsourced Business Relationship
  - Selecting the Optimal Pricing Model and Levels for the Business Relationship
- **Contracting and Negotiating for Outsourcing**
  - Overview and Objectives
  - Standards
  - Structuring the Outsourcing Contract
  - Content of the Outsourcing Contract
  - Applicable Legal Terms & Conditions
  - Negotiating the Outsourced Business Relationship
  - Summary and Lessons Learned
- **Managing the Transition to an Outsourced Environment, Including Outsourcing Impact on Employees and Communities**
  - Overview and Objectives
  - Standards
  - Planning and Transitioning to the Operational Outsourced Environment
  - Managing Outsourcing's Impact on Employees
  - Developing and Executing Internal and External Communications Plans
  - Summary and Lessons Learned
- **Outsourcing Governance**
  - Overview and Objectives
  - Standards
  - Designing, Implementing and Managing the Outsourcing Business Relationship
    - Planning & Setup
    - Performance Management
    - Management Systems/Tools
    - Rules of Engagement
  - Achieving Continuous Improvement in Outsourcing:
    - Assessing providers changing capabilities, renegotiating, disengage, and re-insourcing
  - Assessing and Improving the Organizations End to End Outsourcing Process
  - Assessing Outsourcing Process Maturity
  - Outsourcing Professional Responsibilities and Ethics
  - Summary and Lessons Learned

#### **Appendix**

- Glossary of Outsourcing Terms
- Access to over 40 Outsourcing Templates
- Outsourcing Professional Skills
- The Common Business Process Framework
- Code of Ethics and Business Standards for Outsourcing
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- ◆ Course Length: 35-40 hours
- ◆ Tuition: \$2995
- ◆ Group discounts available
- ◆ On-site training available

**Contact [sales@iaop.org](mailto:sales@iaop.org) or Courtney Giardina at [courtney.giardina@iaop.org](mailto:courtney.giardina@iaop.org) for additional information about the online courses offered by IAOP**

**[Registration: http://www.iaop-cop.com](http://www.iaop-cop.com)**

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