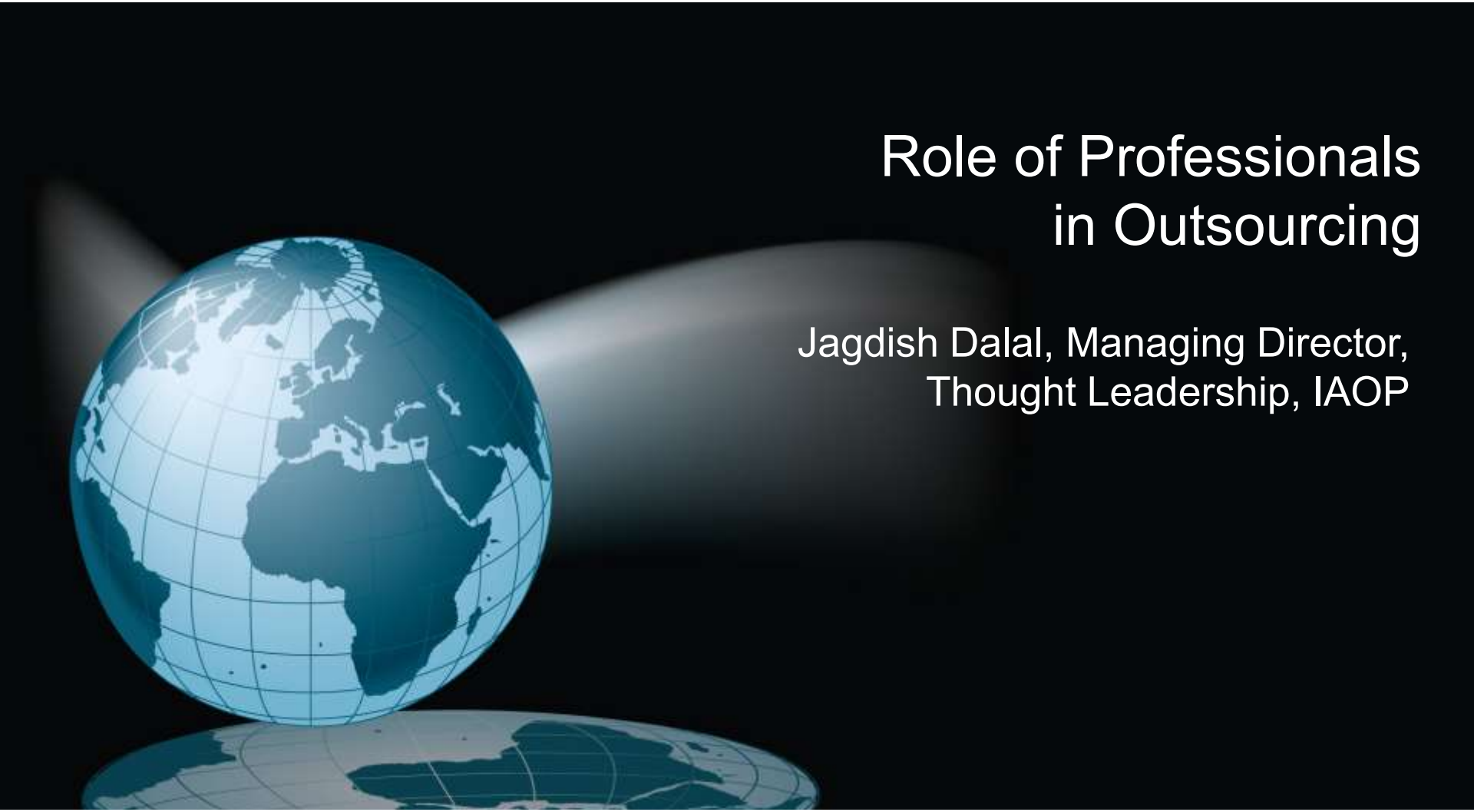

# Role of Professionals in Outsourcing

Jagdish Dalal, Managing Director,
Thought Leadership, IAOP

# A Professional?

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# Professional - Definition

**a :** of, relating to, or characteristic of a profession

**b :** engaged in one of the learned professions

**c :** characterized by or conforming to the technical or ethical standards of a profession

Merriam-Webster OnLine



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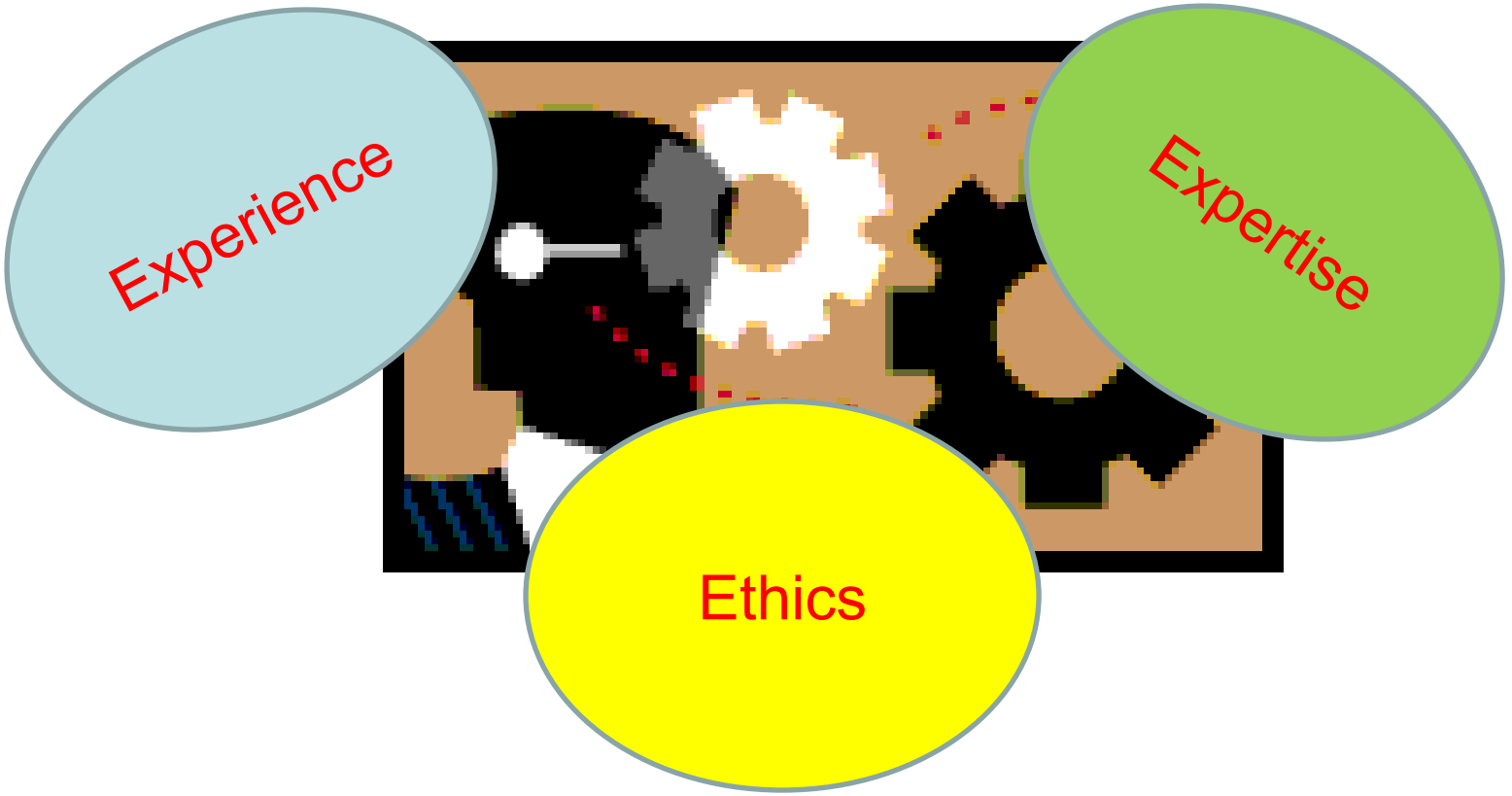
# Professional – Definition



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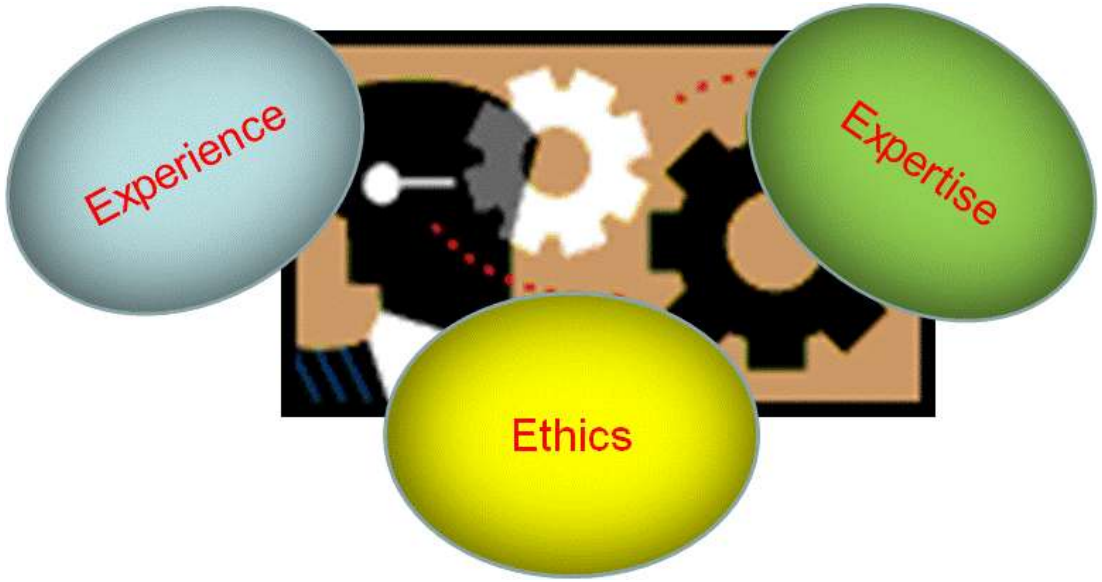
# Frame of Reference

## Outsourcing Process



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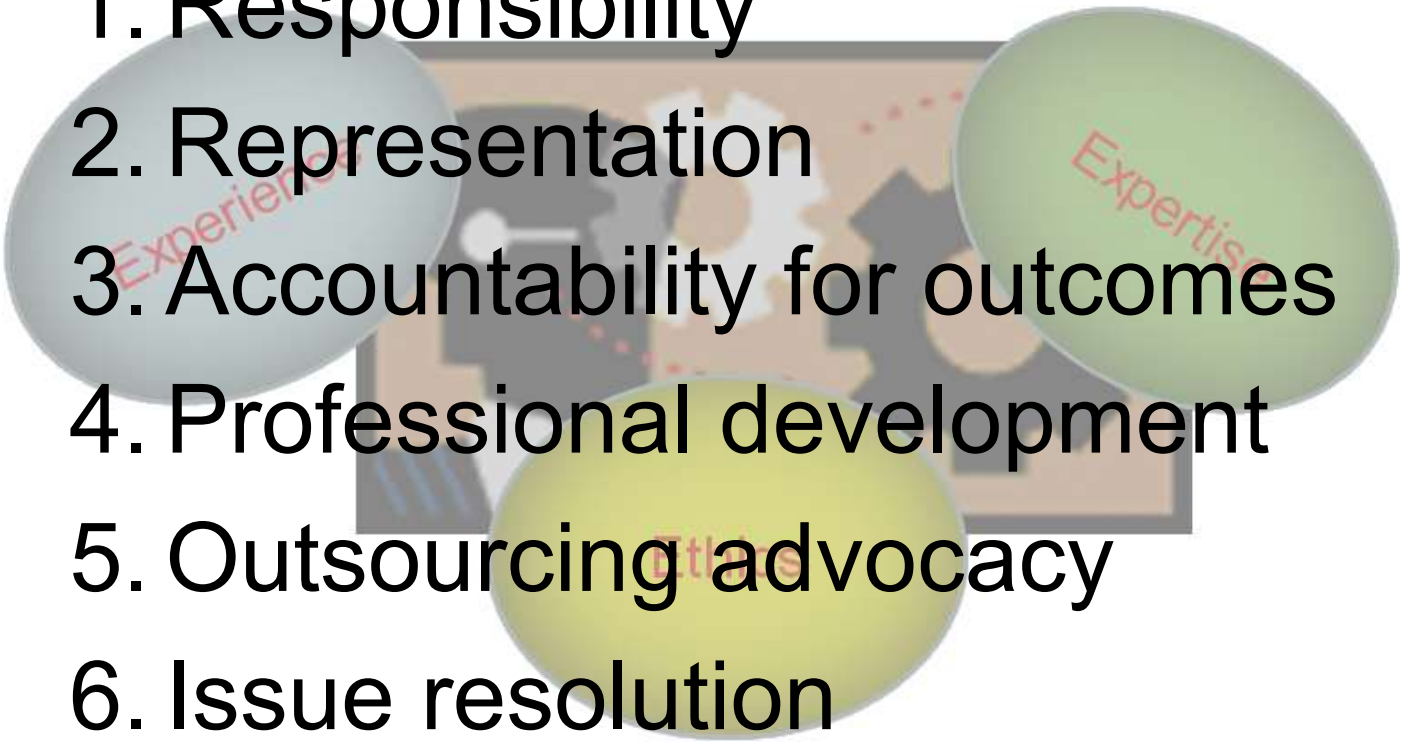
# Frame of Reference

## IAOP Ethics Guideline

1. Responsibility
2. Representation
3. Accountability for outcomes
4. Professional development
5. Outsourcing advocacy
6. Issue resolution



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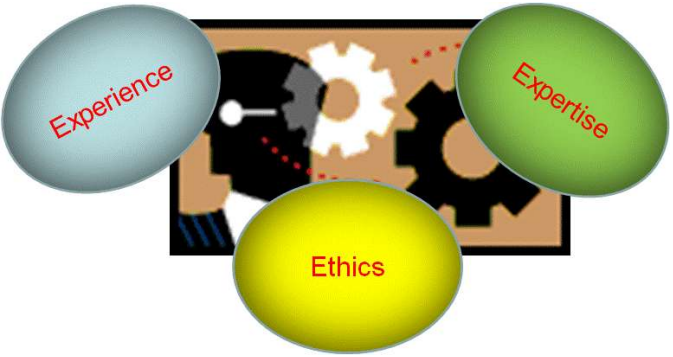
# Idea

Idea | Assessment | Implementation | Transition | Management




- Business strategy frame for outsourcing
- Alignment of outsourcing strategy with business direction/strategy
- Risk profile - appetite for risk
- Global aspects of outsourcing
- Outsourcing market maturity assessment
- Organizational efficacy for outsourcing
- Communication elements



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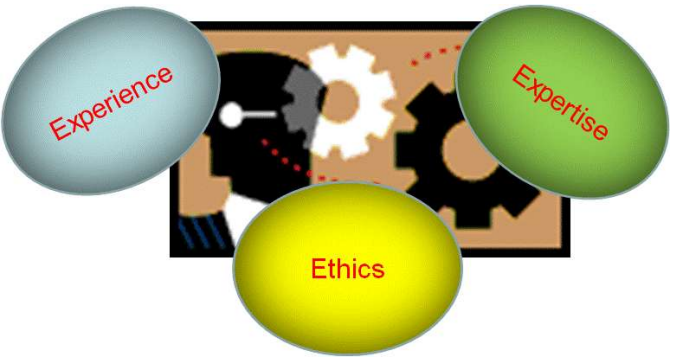
# Assessment

Idea | Assessment | Implementation | Transition | Management




- Sourcing elements and options
- Market assessment and verification
- Outsourcing project and team management
- Business plan as a driver
- Risk program framework
- Process-technology-organization and cultural impact of future decision
- Communication



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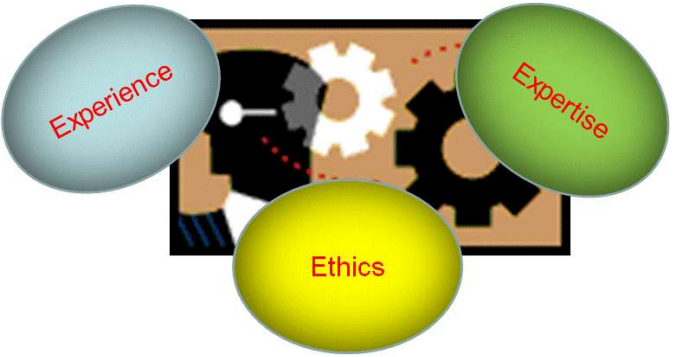
# Implementation

Idea | Assessment | Implementation | Transition | Management




- Sourcing process management
- Market-customer-provider differentiation management
- Risk management (avoidance / mitigation) program
- Contractual framework for relationship
- Business plan converted to operating plan
- Communication



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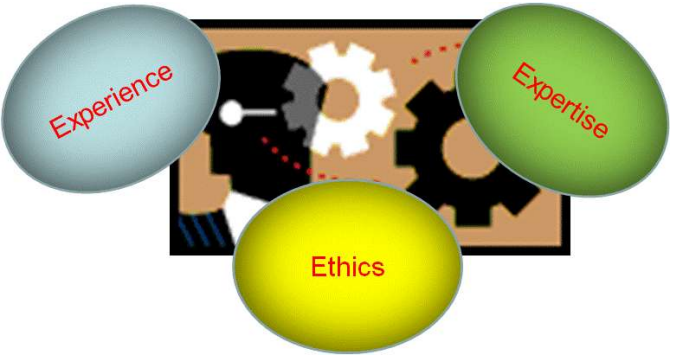
# Transition

Idea | Assessment | Implementation | Transition | Management




- Resource planning, assessment and management
- Responsibility transfer management
- Knowledge management – acquisition through retention / sharing
- Change management
- Post outsourcing integration
- Communication



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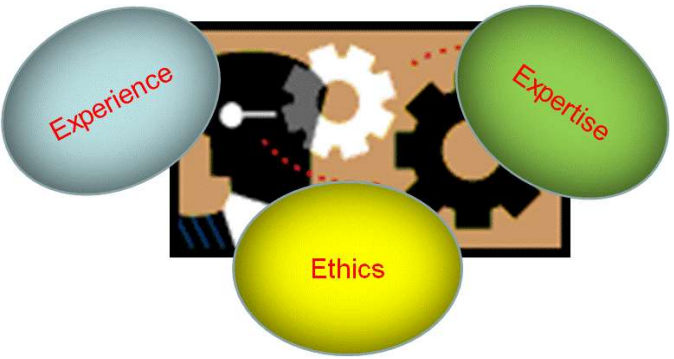
# Management

Idea | Assessment | Implementation | Transition | Management




- Governance framework:
  - Relationship management
  - Delivery management
  - Risk management
  - Compliance management
- Audit and corrective actions
- Communication



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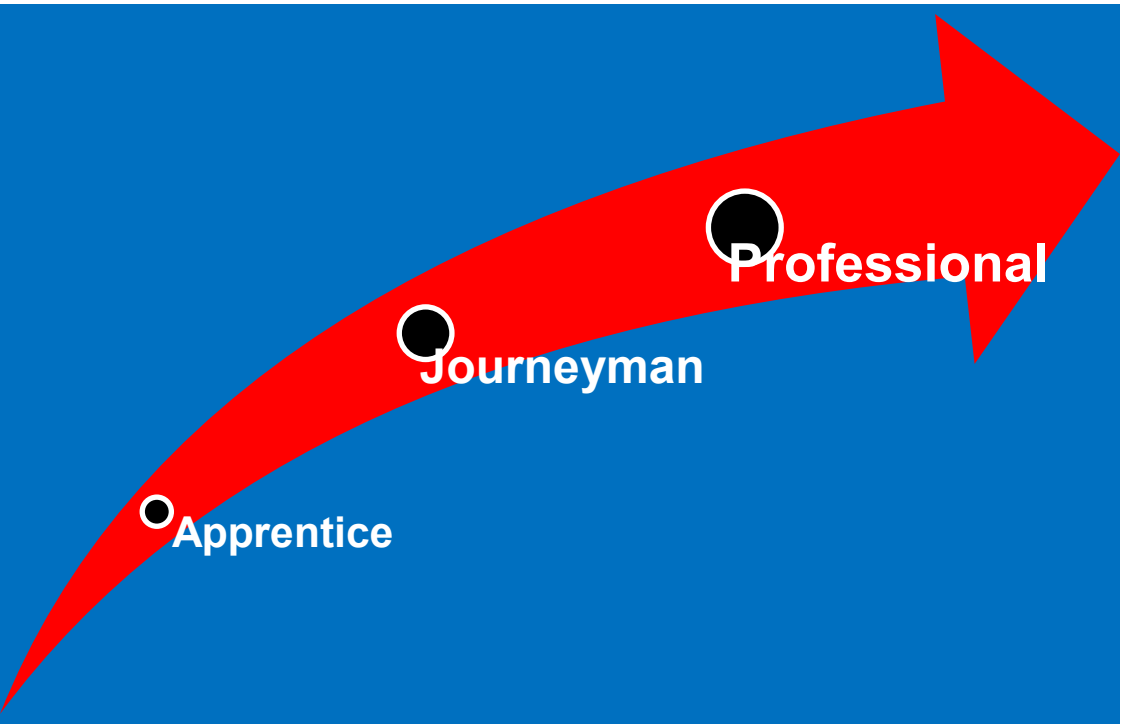
# Journey for Professionals




- Commitment
- Coaching
- Collaboration
- COP



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# Jagdish Dalal

## Managing Director, Thought Leadership, IAOP
## President, JDalal Associates, LLC

Jag is recognized world-wide as an expert and a thought leader in the field of outsourcing. His experience as a business executive who outsourced Xerox IT to EDS, as a Partner (PwC) who took over HR and F&A activities from Nortel Networks has established milestones in the industry.

He is a noted speaker and has published more than 50 articles on outsourcing strategy and information technology management. Jag's series of lectures on BPO have been recognized as "pushing the envelope" in strategic thinking about outsourcing, while providing a practical framework for businesses- users and providers alike.

Jag has received numerous awards and recognition for his contributions in the field of Information technology management and outsourcing.

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