

OUTSOURCING GOVERNANCE WORKSHOP

A One Day Intensive by IAOP

IAOP is pleased to present a one-day intensive Outsourcing Governance Workshop. Content is based on the Outsourcing Professional Body of Knowledge (OPBOK) and the Outsourcing Professional Standards developed by IAOP and the Outsourcing Standards Board.

Whether your goal is to earn 15 points toward the Certified Outsourcing Professional (COP) designation or simply to gain comprehensive cutting-edge knowledge on all aspects of creating and sustaining successful relationships with your outsourcing partners — this workshop is for you!

Studies have found that more than half of all organizations spend two percent or less of an outsourcing contract's cost on governance. However, more than 60 percent report losing 10 percent or more of the contract's value because of poor governance between the customer and the provider. Given this, professionals involved in outsourcing clearly have an important role to play in helping their organizations plan, invest in, and execute a cohesive set of business practices for designing and implementing a strong governance program.

Topics to be covered include

Understanding the stages of growth in governance and assessing where your organization is positioned and how it can move further along the growth curve

Designing and overseeing an organization's outsourcing governance model, including:

Relationship management

Risk management

Operational delivery management and compliance tracking

Management and staff commitment

Defining and evaluating organizational alternatives and other dimensions for managing governance, including:

Outsourcing program management office

Creating a link between an outsourcer and its using organizations — at all levels

Role of sourcing and other support organizations

Tools and reporting mechanisms for creating consistency

Defining and implementing an interdependent planning methodology that include such elements as:

A regularly updated outsourcing business plan that puts in place a formal process for periodically reviewing and updating all aspects of the relationship between the companies, including strategies, operations, financial considerations, and business relationship management

A joint risk assessment planning system that is a forward-looking tool and an early warning system of potential opportunities and problems

Developing an understanding to be able to measure, assess, and achieve continual improvement in organizational outcomes through outsourcing relative to original goals and changing business needs

Establishing an audit process and methodology that assure compliance not only to governance, but also to various statutory requirements (such as SOX compliance in US or Safe Harbor Act for EU countries)