

“ Multi-sourcing is here to stay but it increases complexity – eSCM reduces the business risk of multisourcing significantly. ”

Carnegie Mellon best-practice model for sourcing management

eSCM eSourcing Capability Model

If you are responsible for managing, delivering or planning outsourced or shared services and business processes, then this training program is for you.

- Transform your management processes for improved service, greater profit, lesser risk and better long-term business relationships.
- Benefit from the eSCM guidance and make immediate improvements to your sourcing practices – whether you are a client or a service provider.

The eSourcing Capability Model (eSCM) is the new industry standard for effective management of IT enabled services. It is a best practice framework developed by a consortium of leading service providers, clients and advisors and represents practical experience earned through billions of dollars of engagements. The eSCM covers both the service provider and client sourcing life-cycle.

This three-day training program provides a thorough explanation of eSCM for both client and service provider. The course is presented in association with SourceWorks Pty Ltd, leading practitioners of eSCM and trained and accredited by Carnegie Mellon University.

Developed under the governance of Carnegie Mellon University (also developers of the universally accepted CMM model), eSCM contributors include organisations such as Accenture, American Express, Boeing, BP, Deloitte, CIBC, EDS, HP, IBM, itSMF, L'Oreal, PNC Bank, Satyam, TPI, The Outsourcing Institute.

Sydney

1-3 August 2007

Canberra

6-8 August 2007

Melbourne

13-15 August 2007



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- How do you align the sourcing strategy to meet business needs?
- How do you keep multi-million dollar contracts from souring?
- How do you keep disparate service providers focused on your core objectives?
- How do you ensure parties meet their obligations?

The eSourcing Capability Model (eSCM) has been developed by a consortium of leading outsourcers and large client organisations under the governance of Carnegie Mellon University specifically to address the many issues and difficulties involved in eSourcing. It is a set of best practice capabilities that give service providers and clients a basis for establishing successful relationships over the life-cycle. For outsourcing agreements that have become dysfunctional, eSCM provides a framework to get rid of the gremlins and get the engagement back on track. The eSCM structure complements most existing models such as: ISO 20000 (ITIL), ISO9000, ISO17799, CMMI, COBIT and COPC-2000.

Key Challenges of Sourcing Management

Outsourcing has been changing dramatically in the past few years. Large contracts controlled by a few dominant companies are being broken up into smaller, more focused tasks spread over multiple service providers. While the potential benefits are very significant, the management and integration challenges are equally great and high levels of dissatisfaction are being encountered on both service provider and client side. Recent research indicates more than 70 percent of outsourcing experiences do not meet the client's expectations. Some of the key issues are:

- Little client experience in outsourcing and no standard criteria for selecting a provider
- Success criteria for relationships is not well understood or agreed by both parties
- Client's changing expectations
- Client's service and quality needs change radically over the agreement term
- Changing nature of services, due to rapid shifts in technology and tools
- Transfer of personnel, equipment and knowledge between client and provider is often problematic
- Getting the service provider to supply clients with meaningful analysis and progress reporting
- Real unit-cost of services becomes visible allowing end-users to trade off between cost and quality

Course Objectives

This in-depth three-day course introduces the concepts, terminology and structure of the eSCM model. You will gain an understanding of the value of eSCM for both service providers and clients in delivering more effective sourcing results for their organisations. By the end of the course you will be able to:

- Describe what causes the sourcing of IT-enabled services to succeed or fail
- Describe the value of eSCM to service providers and clients
- Understand the structure of eSCM and the interrelationship of its components.
- Understand practices for capability levels 2, 3, 4 and 5
- Understand how eSCM can be used by service providers and clients to achieve greater levels of sourcing success
- Gain a high level understanding of the Capability Determination Process
- Develop an initial plan of how to introduce the eSourcing Capability Model into your organisation

Who Should Attend

- Senior managers responsible for providing or purchasing IT-enabled outsourcing services
- Service providers and clients who are interested in quality improvement or planning improvement programs
- Clients seeking risk mitigation and consistent criteria for selection of providers
- Service providers who will be participating in an eSCM capability determination or self-appraisal
- Service Providers and Clients implementing eSourcing agreements
- Service Providers and Clients whose existing relationships are failing to meet stakeholder expectations
- Service Providers and Clients planning eSourcing initiatives in the future
- Those who have found benefit in the ITIL model and wish to provide comparable discipline to the management of outsourcing relationships

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Course Contents

1. What is eSourcing

- Define "eSourcing"
- Understand how sourcing services is different from buying products
- Appreciate the market growth in outsourcing

2. Inhibitors and Drivers

- Understand the reasons that motivate organisations to outsource
- Understand what is driving and inhibiting outsourcing

3. Successes and Failures

- Understanding why outsourcing relationships fail
- Understand the critical issues for success in outsourcing

4. eSCM Background

- Development history
- Scope
- Principles underpinning the eSCM
- Relationship to other quality frameworks
- Capability measurement options

5. Using eSCM to Measure and Guide

- How eSCM provides guidance
- How eSCM measures - capability determination options

6. eSCM-SP Model Structure

- Awareness of the 3 dimensions of the model

7. eSCM-CL Model Structure

- Awareness of the 3 dimensions of the model
- Structure is same in CL and SP but content is different

8. eSCM Practice Structure

- Awareness of how each Practice is structured
- Understand the intent of the major activities
- Understand the practice types

9. eSCM Support Practices

- Understand how support practices are used within eSCM

10. eSCM-SP Capability Areas

- Understand the arrangement of Capability Areas for CL
- Understand which Capability Areas are Ongoing vs Phase Specific

11. eSCM-CL Capability Areas

- Understand the arrangement of Capability Areas for CL
- Understand which Capability Areas are ongoing vs Phase Specific

12. Interface between CL and SP

- Understand that the interface points are documented and how they can be useful

13. Determination Overview

- Understand the objectives of an eSCM Capability Determination
- Recognise the high level steps of a Capability Determination

14. Implementation Overview

- Understand 3 requirements for every project
- Gain an overview of an implementation approach

Learning Method

The course is instructor led with a limited class size. Participants undertake practical activities to ensure understanding of concepts and terminology. There is an optional SourceWorks examination at the end of the course to assess participant understanding and application of the model. A certificate will be issued to successful candidates.

Testimonial

“While running major projects that outsourced their IT services I faced many challenges resulting from misunderstandings, ill-founded expectations, poorly measured performance, lack of productive engagement, and lack of clarity about the structure and intent of the outsourced agreement. The issues were on both the service provider and client sides.

The eSCM model as demonstrated in this course was enlightening and provided an excellent complete lifecycle approach with a roadmap for setting up and managing successful outsourcing arrangements. The Sourceworks consultants were able to highlight the advantages of eSCM and its practical application. A great course! ”

– John Velik

Senior Project Contractor - Qantas Business Services

Course Presenters


This course is presented by ALC in Association with SourceWorks Pty Ltd, an independent Australian advisory firm and the leading regional practitioner of eSCM. SourceWorks is certified by Carnegie Mellon and provides training and consulting to both clients and service providers. This course will be presented by one of SourceWorks' Principal Consultants, either Kim Fitzpatrick or John Kelly.

John Kelly has over 25 years experience in senior roles, including CIO in both outsourced and in-sourced environments. His experience encompasses the complete sourcing life-cycle including the integration of people, process and tools to enable services to work across the extended enterprise. John's background includes funds management, retail, banking and the public sector working in organisations such as Woolworths, Commonwealth Bank, Colonial First State and NSW Police. He is an ITIL Master, PRINCE2 Practitioner and holds a M.Bus (IT Mgmt) from the UTS. John has been trained by Carnegie Mellon University at Pittsburgh and is a Certified eSCM Consultant.

Kim Fitzpatrick has more than 30 years experience in a wide range of industries. He has held senior positions with some of Australia's leading product and professional services companies. In particular, he has developed and implemented business solutions in the retail banking, finance, insurance, airline industries and the public sector. Kim has completed many strategic and complex programs for large Australian organisations, such as Commonwealth Bank, Telstra and Qantas. Kim is an innovator and is widely known for his ability to develop powerful ideas and communicate them to all levels of management. Kim has been trained by Carnegie Mellon University at Pittsburgh and is a Certified eSCM Consultant.

HOW TO REGISTER		COURSE DETAILS	
1.	 Register Online www.alctraining.com.au	FEES: (per delegate) A\$ eSCM eSourcing Capability Mgt. 2250 +GST	<div style="border: 1px solid black; padding: 5px; text-align: center;"> TEAM RATES Please contact ALC if you have teams of three or more to train </div>
2.	 Send your details by email learn@alctraining.com.au	DATES: Sydney 1-3 August 2007 Canberra 6-8 August 2007 Melbourne 13-15 August 2007	
3.	 Fax the Enrolment Form below to: Fax: (02) 9388 9100	VENUE: The course will be held at a high quality centrally-located venue. Full details will be on your confirmation letter and can also be found on our web site.	
4.	 Any queries please call Customer Service Tel: 1300 767 592	COURSE INFORMATION: The course is held from 8.30am to 5.30pm and registration is from 8.00am. Fees include lunch, refreshments and all course materials.	
5.	 Post the completed Enrolment Form to: ALC Training Pty Ltd PO Box 2229, Bondi Junction NSW 1355	TERMS and GUARANTEE: To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 5 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.	

ENROLMENT FORM - eSCM eSourcing Capability Model

 ALC Training Pty Ltd is an independent Australian company dedicated to the provision of top quality training and professional services for business and government. ALC has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education, advice and support.

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