# €TRAINING

## Lead Outsourcing Manager

16 - 20 June 2024
Cairo (Egypt)

# Lead Outsourcing Manager

REF: ST1986  DATE: 16 - 20 June 2024  Venue: Cairo (Egypt) -  Fee: 3520  Euro

## Introduction:

You can fully learn the fundamentals of outsourcing based on ISO 37500 with the help of lead outsource manager training. You will learn the skills you need to assist a company in planning and implementing an outsourcing strategy as well as in transitioning, running, monitoring, and evaluating outsourcing activities.

You can take the exam and apply for a "Certified Lead Outsourcing Manager" credential after you have mastered all the essential outsourcing principles. You can prove that you have the knowledge and skills necessary to manage outsourcing activities by having a Lead Outsourcing Manager Certificate.

## Course Objectives:

At the end of this course the participants will be able to:

- Recognize the concepts and principles of outsourcing based on ISO 37500 recommendations.
- Learn everything there is to know about the entire outsourcing lifecycle model.
- Understanding how to apply ISO 37500 principles to a particular organization's situation
- Develop the knowledge necessary to assist a company in developing and implementing an outsourcing strategy.
- Master the knowledge necessary to assist a business with the implementation and management of outsourcing activities
- Learn how to properly monitor and assess outsourcing activities using the various methodologies, strategies, and approaches.

## Targeted Audience:

- Managers or consultants who want to develop their capabilities to aid a company in implementing an outsourcing approach
- Managers or consultants that want to develop their capabilities to aid a company in the negotiation and creation of outsourcing arrangements
- Participants in outsourcing governance
- Individuals in charge of an organization's outsourcing activities
- People in charge of handling outsourcing risks

## Course Outline:

### Unit1: Outsourcing governance and fundamental outsourcing principles

- Goals and organization of the course
- Framework for standards and regulations
- Basic ideas and principles of outsourcing
- Recognize the company and evaluate the current system
- Policy and extent of outsourcing
- Management of Risk

### Unit2: Design and Deploy the outsourcing strategy

- Strategy evaluation
- Create the business case and the plan.
- Organizational design
- Aims and objectives for outsourcing
- Choose and determine the providers.
- Negotiate the agreements and make them.
- Proficiency, education, and knowledge
- Communication

## Unit3:Transition and operation of outsourcing activities

- Establish transition project team andoutsourcing governance
- Refine operational frameworks and transition plan
- Test the service delivery capability
- Pilot and handover
- Deliver services and value

## Unit4: Monitoring and assessing outsourcing operations

- Organize outsourced tasks
- Keep an eye on and evaluate service performance
- Resolve problems
- Constant development
- Continued or terminated agreement
- The training's conclusion

## Unit5: Certification Exam