



eSourcing Capability Model for Service Providers (eSCM-SP)

With the proliferation of IT outsourcing during the last ten years a model of industry best practices for outsourcing IT capabilities has emerged to support both the outsourcing client and the service provider. Developed under the leadership of the Carnegie Mellon University's Information Technology Services Qualification Center (ITSqc) a new spin-off firm, ITSqc, LLC, continues and extends work begun at the university to establish best-practice models and certification procedures for the global sourcing of information technology-based services. The IT Services eSourcing Capability Model for Service Providers (eSCM-SP) serves the IT service provider as (1) a guide for improving IT capabilities throughout all phases of the contract, and (2) as a standard for comparison in the marketplace. The eSCM Capability Model also serves the IT client as an objective means for evaluating the capability of service providers.

The eSourcing Capability Model for Service Providers is a Carnegie Mellon University course that introduces participants to eSCM-SP model concepts, content, terminology and architecture. The primary objective is to provide a basis for further model study and application in the organization. Discussions include implementation value to service providers and their clients, organizational behavioral characteristics at each capability level, implementation approaches, and description of the Capability Determination Methods used to evaluate service provider capability against the eSCM-SP.

Course Content*

*The course is composed of lectures and class exercises with opportunity for participant questions and discussions.

- What is IT-Enabled Sourcing?
- Benefits and Risks
- Successes and Failures in Sourcing
- Need For and Development of the Model
- Model Structure
- Practice Implementations
- Support Practices
- Capability Level 2
- Capability Levels 3, 4, 5
- Model Summary
- Using the Model
- The Capability Determination Methods
- Introducing the eSCM into Organizations

Course Duration

- 3 days
- This class is presented in both public and client site forums

Prerequisites

- Bachelor of Arts or Sciences from an accredited institution of higher learning
- Relevant experience in quality management or IT outsourcing.

Material Provided

- 2-Volume Technical Report "eSourcing Capability Model for IT-Enabled Service Providers Version 2"
- Course notebook
- Supplemental Readings

Who Will Benefit

- Senior managers responsible for providing IT-enabled outsourcing services
- Service providers who are interested in quality improvement or in planning a quality improvement program
- Service providers who will be participating in an eSCM capability determination or self appraisal
- Quality consultants and evaluators who want to learn about a new quality model
- Quality consultants who want to become authorized as part of an eSCM Capability Determination Team

Client Site Logistics Requirements

- LCD projector and screen
- Flip charts
- Classroom for 20 participants and 1 instructor