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Cacio

Outsourcing IT

Practical Aspects of IT Controlling

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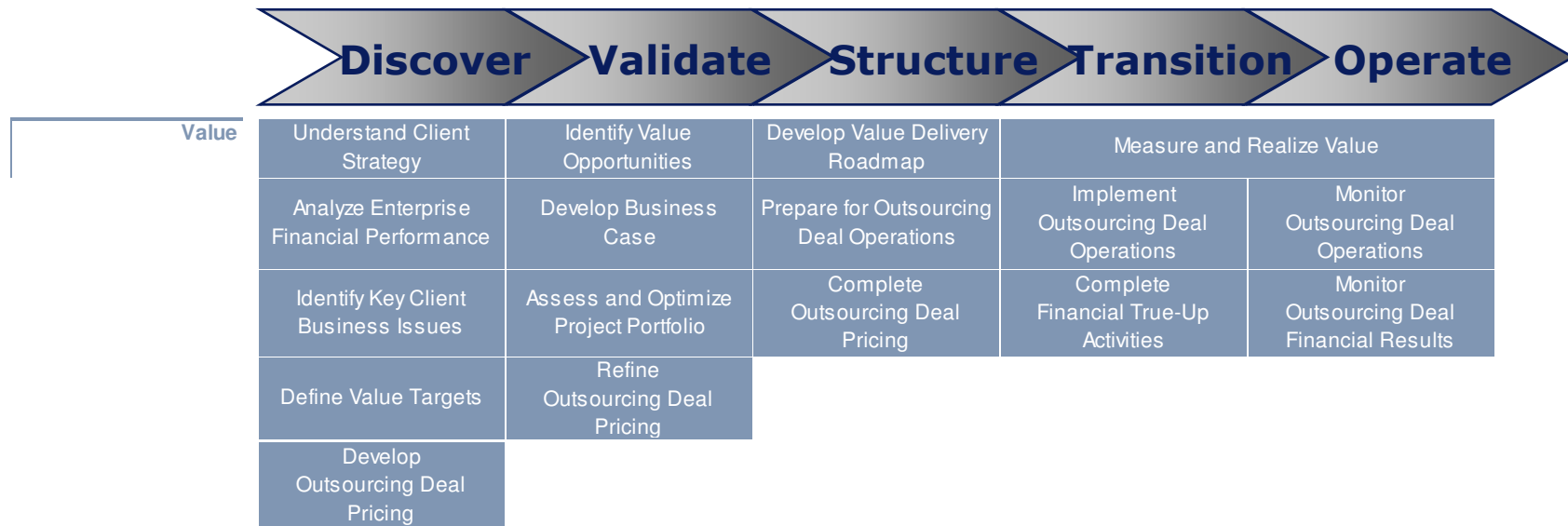
Content

- Value
- People
- Process
- Technology

Business Imperative

- Outsourcing differs from traditional consulting
 - Projects are managed and operated for the client
 - The firm manages one or more of the client's business functions
 - Projects are long-term and annuity-based
- The outsourcing practice enables to offer a comprehensive solution and service, from strategy through operation

Value Thread



Value Modules

- **Focus**

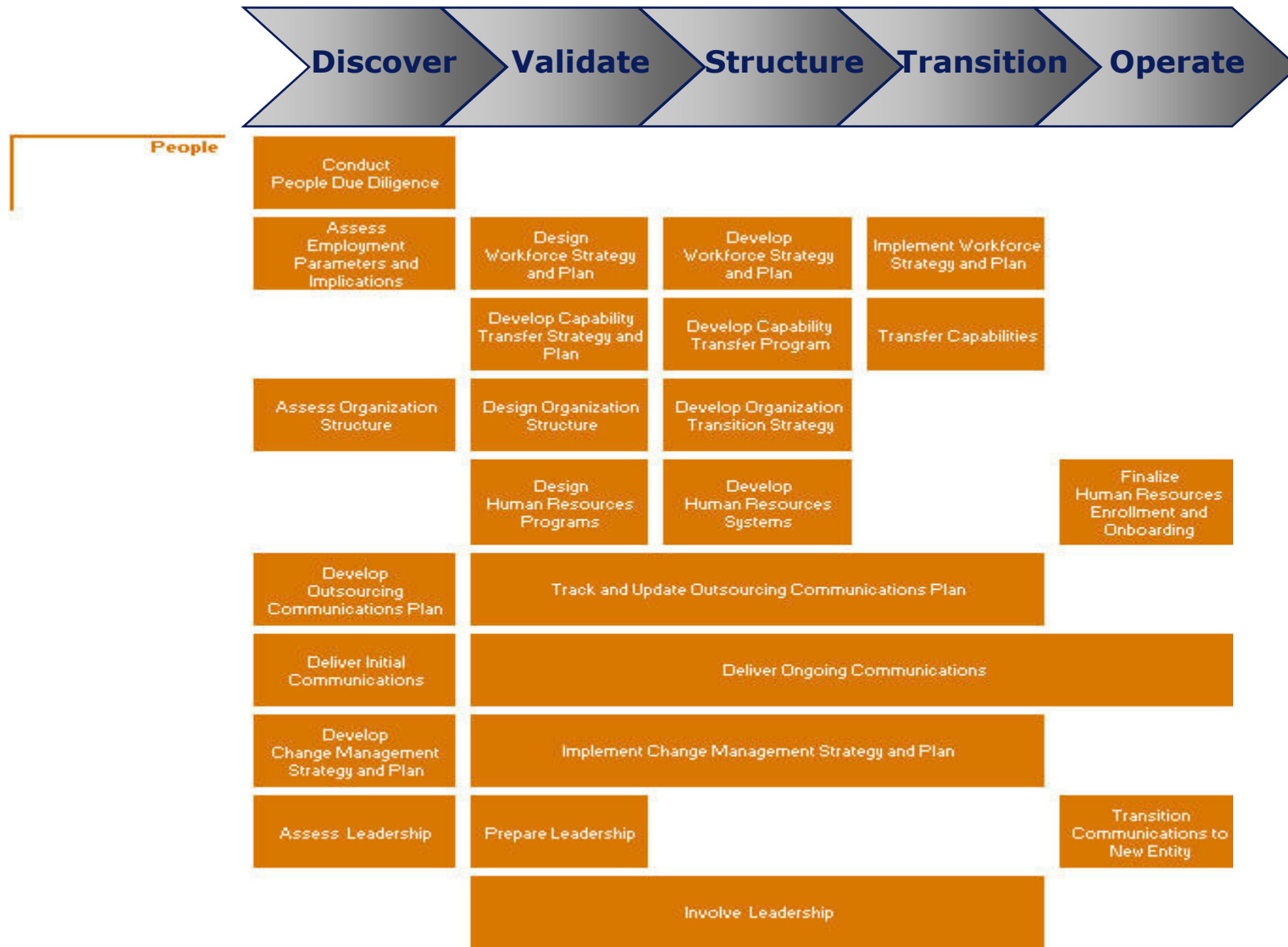
- Help the client identify and realize the benefits of outsourcing
- Develop the pricing for an outsourcing deal
- Plan, implement, and monitor outsourcing operations in accordance with the Business Case

- **Main activities**

- Developing a Business Case for the outsourcing solution
- Developing financial terms and pricing options
- Determining costs to supply the outsourcing solution
- Negotiating pricing with the client
- Preparing and implementing operations to ensure that the value proposition is delivered within budget



People Thread



People Thread (cont'd)



People	Conduct Learning Assessment	Design Learning Strategy & Plan	Develop Learning Strategy & Plan	Support Leadership	Transition Learning Strategy & Plan to New Entity
	Conduct People Due Diligence	Develop Performance Mgt Strategy		Implement Learning Strategy & Plan	
		Design Performance Mgt Process	Design & Implement Performance Mgt Metrics	Implement Performance Mgt System	



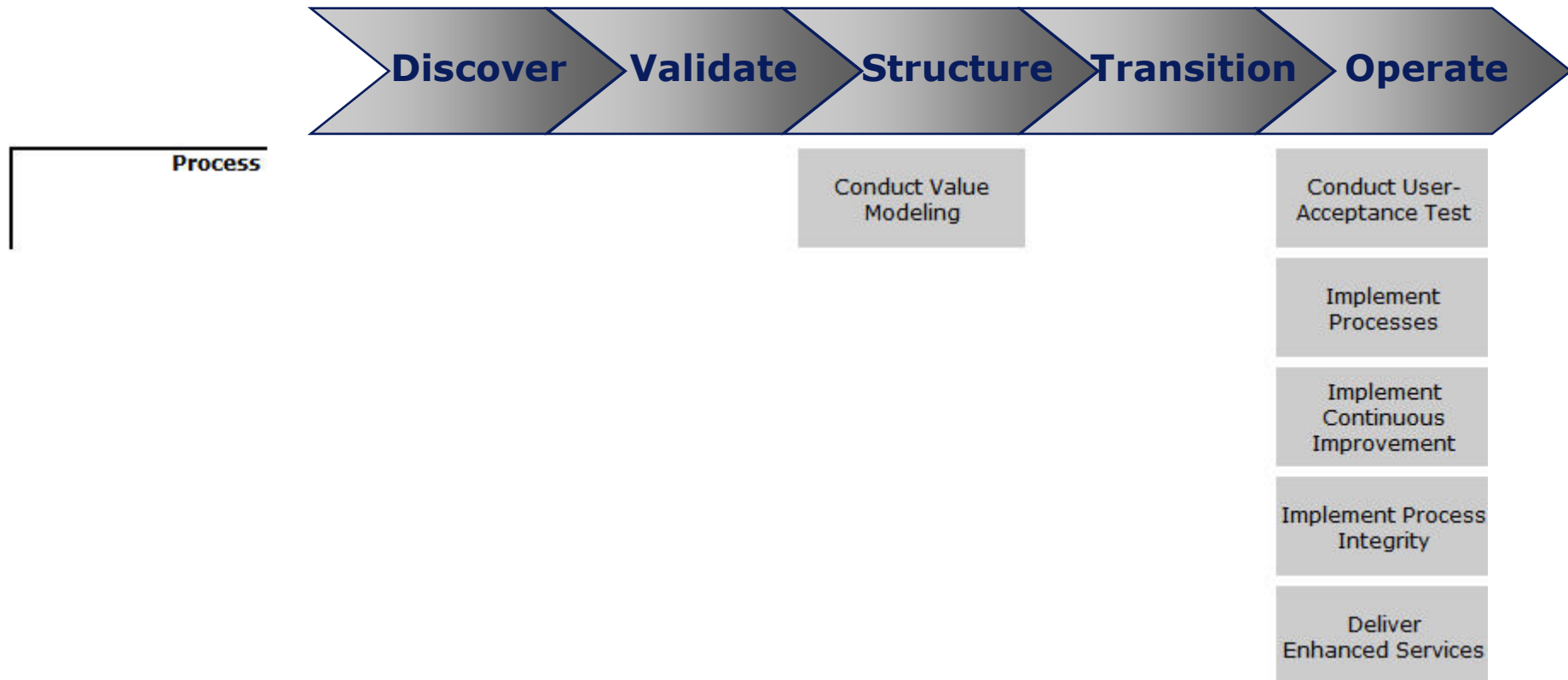
Process Thread



Process	Discover	Validate	Structure	Transition	Operate
	Perform Internal Business Operations Assessment	Develop Backlog Approach	Develop Business Continuity Plan	Execute Backlog Approach	Monitor Business Continuity Plan
	Perform External Assessment	Assess Business Strategy	Develop Solution Stabilization Strategy	Build Processes	Monitor Solution Stabilization and Steady-State
	Assess Customer Needs	Develop Process Vision	Prepare for Steady-State Operations	Develop Operations Policies and Procedures	Process Daily Client Transactions
	Assess Business Operations	Conduct Software Gap Analysis	Develop Overall Process Solution Transition Strategy		Develop Overall Testing Approach
		Determine Process Scope	Develop Enterprise Structure		Define Test Requirements
		Define Process Integrity	Design Processes		Conduct Functional Unit Test
		Conduct Value Profiling	Develop and Test Process Integrity		Conduct Integration Test



Process Thread (cont'd)



Technology Thread

