



Universität Hamburg
DER FORSCHUNG | DER LEHRE | DER BILDUNG

IT & Business Process Sourcing

Lecture & Case Studies at University of Hamburg, Institute of Information Systems

Dr. Michael Heym, Navisco AG – Sourcing Professionals



The Lecture will be organized along the different Aspects and Stages of any Sourcing Project



- 11 Sessions a 3 hours
- At the end there will be an case study with oral examine (30 min.)
- Each session will include a lecture, literature and case studies where appropriate
- Documentation will be on slides and in English; lectures will be in German
- Preparation for each lecture in reading selected literature and preparation of case studies in groups
- Session material will be distributed via portal/ email

University Hamburg IWI – IT & BPO Lecture Outline and Concept

Session	Topic	Content
1	IT Industry & IT Organization	Market Globalization, M&A, IT Organization Models (LifeCycle IT), IT Industry Evaluations, IT Service Providers (Tier 1, 2, 3), CIO/CPO Office, Demand & Supply, Procurement Organization, Industry IT Benchmarks, IT Efficiency Levels, Cloud Computing, Case Study
2	Sourcing Strategy	Objectives, AMS vs. ITO vs. BPO Service Models, different Approaches (selective vs. full, horizontal/vertical, Cloud, SSC, joint ventures), NSI, Benchmarks, Maturity Model SCCM, 1st, 2nd, 3rd generation outsourcing, Case Study (Smart, Arcandor, Pitney Bowes, E.ON), Communications & Decision Making, Strategy Key Aspects (Navisco), Commercial Model
3	Near- & Offshoring	Service Models, Risk Models, Providers, Culture Aspects, Deals, Objective & Values, Provider Centers strategy and locations, Shared Service Center Concept
4	ITO	Global Delivery Models, Compliance, Risks, Service Models, Cloud Computing, Price Models, Deals, Success Stories, Providers, Market Volume
5	AMS	Definition, Service Model, Software Development Methods/Languages etc., Risks, Service Models, Price Models, Countries, Success Stories, Deals, Providers, Market Volume
6	BPO	Definition, Classification & Service Topics (Case Study Banking: Zahlungsverkehr, Wertpapier, Kreditdienstleistungen), Risks, Service Models, Price Models, Countries, Deals, Success Stories, Providers, Market Volume

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7	Tender Process & Selection Models	Process & Phases, Project Organization, EU-process, BITKOM, RFP Content, Due Diligence, Contract Structure, Evaluation & Decision Models, Stakeholders & Communications
8	Deal Making & Negotiation Strategies	Stanford Deal Making Model, Negotiation Roles, Set-up, Business Case Evaluation, SWOT
9	Governance & Provider Management Organization	Transition & Transformation, HR & Asset Transfer, Steering & Governance Models, Maturity Level, Retained Organization, Processes: Provider Management, Demand Management, Financial Management, Change Management, Relationship Management, Tools, CSF, Industry Standards (COBIT, ITIL, ASL, ISO9000, PRINCE, ITPM), Conflict Management
10	Audits & Benchmarking	Term & Definition, Models, Financial & Compliance Audits, Technical Audits, Benchmarking Methodologies & Process, SWOT, Results & Negotiations
11	Case Study	Preparation & Q&A for Case Study preparation in groups
12	Examen	Oral Examine (group preparation)



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Dr. Michael Heym

Managing Partner

michael.heyms@navisco.com

Navisco AG - Sourcing Professionals

Hamburg • Stockholm • Zürich • Zug

Heilwigstrasse 33

D - 20249 Hamburg

