

- How to develop realistic objectives, set expectations for ROI, and assess readiness for test outsourcing
- A step-by-step process for planning, negotiating, contracting, and implementing outsourced testing services
- The tools, metrics, and methods for building and maintaining a successful outsourcing relationship

## Avoid the Pitfalls of Test Outsourcing—Learn From Our Experiences

When considering outsourcing all or part of your testing efforts to a third party supplier, you need a proven process for getting started and a practical approach for monitoring the work product and maintaining a positive relationship with suppliers. In this course, based on over twenty years of experience on both sides of test outsourcing projects, you will learn a successful roadmap for outsourcing, find out how to define your objectives and strategy, and determine what tasks should be outsourced.

Presented in an interactive, workshop format, you will explore the best ways to identify and select suppliers and how to migrate test activities to the supplier, as well as ways to deal positively with people issues. Learn about contracts, service level agreements, compensation issues, and monitoring and controlling the outsourced test work. To help you gain a practical perspective of all the steps in the outsource process, you will walk through a real-life case study example, including a spreadsheet-based monitoring tool, capturing important measurements to give insight into the status of the outsourced testing services.

## Who Should Attend

This course is intended for software and test managers who are considering outsourcing any test activities or who are having difficulties with existing outsourcing relationships. Whether you are looking to "off-shore" providers, local suppliers, or a combination, you will gain from the experiences and proven practices discussed in this workshop course.

## Course Outline

---

### Context

### Outsourcing Process

### Strategy

Objectives

Scope

Approach

### Selection of Supplier

Profile of supplier

Request for proposal

Letter (statement) of intent

### Draw a Contract

Service levels

Responsibilities

Contingency

Rights

Escalation

### Draw a Contract (continued)

Change control

Monitoring and control

Compensation

Termination

### Implementation

Standards, procedures

Organizational structure

Test infrastructure, tools

Knowledge transfer

Required (extra) budget

Communication

Outsourcing management and control

Remaining organization

The change process

### Management and Monitoring