

Functional Area: Strategic / General Management (Planning & Implementation)

1. Title	Implement outsourcing plans
2. Code	ITCSSG520A
3. Range	In the competitive environment, new network technology (e.g. NGN) emerges with higher cost and demand of more specialised staff. Facing such challenges, telecom operators are forced to consider outsourcing some of the operations to enable its business to operate with greater flexibility, allow time to market for new services, reduce staff cost, and help deliver profit growth for shareholders. This UoC applies to the implementation of outsourcing plans. Outsourced operations/functions/projects include network integration, network maintenance and support, network operation, billing functions, CRM, etc.
4. Level	5
5. Credit	3
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Fully comprehend the organisation's business needs and strategies • Possess extensive knowledge of the organisation's outsourcing strategies and plans • In tune with current trends of the global economic development and the trends of telecom industry • Knowledgeable of the product and service life cycle • Possess extensive knowledge of services provisioning and ITSM (Information Technology Service Management) principles • Possess extensive knowledge of the principles and methodologies of outsourcing and "Cloud services" • Proficient with people management and negotiation skills • Possess extensive knowledge of regulatory requirements and Trade Union laws associated with outsourcing services • Proficient with project management techniques and use of tools for analysis, monitoring and reporting, etc. <p>6.2 Implement outsourcing plans</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Work with colleagues ("Strategic Sourcing Committee") to determine the goals and objectives of outsourced operations/areas/functions/projects. It needs to take into account of business units' requirements, effects on staff relationship, etc. • Determine the outsourcing model required e.g. outsourcing the organisation's operation; outsourcing staff and facilities, or staff only; outsourcing to local companies or overseas companies, etc. • Determine SLR (Service level Requirements) and the scope of outsourcing requirements, such as network performance, downtime, support response time, duration, etc. • Create vendor selection criteria based on SLR including risks of vendor sustainability • Create SLA (Service Level Agreement) or contract with the outsourcing provider. This includes service requirement description, service level breakdowns (activities, service window, supports, personnel, reports, etc.), profile of involved parties, judicial and financial aspects, etc.

	<ul style="list-style-type: none"> • Manage colleagues and service providers to formulate a transition plan, which should include network integration if network infrastructure service is outsourced. The plan should include service provider’s staff responsibilities, and how to certify that the outsourced staff is qualified to take up the service operation • Formulate transition of daily operation plan. This includes operation plan which determines what activities will go into effect once the transfer is completed, including fees, contracts, and responsibilities, reporting needs, quality measurements, penalties, etc. • Formulate and implement monitoring controls to determine the effectiveness of the outsourced services. The controls should include methods of collecting statistics such as: <ul style="list-style-type: none"> ➢ Customer satisfactory survey ➢ Logs from network equipment or systems ➢ Number of lines dropped ➢ Number of lines failed ➢ Number of bad calls • Formulate review procedures and recommend review periods. The review procedures should include review of supplier SLA performance, people’s ability and risks, technologies used which impact the service delivery, etc • Manage the packaging of the necessary documents (SLR, SLA, contracts, transition plan, etc.) related to the implementation process for filing and signoff by appropriate person <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Always maintain a proper balance of interests between the company and the service providers
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. coordinate effectively with colleagues and service providers to implement the outsourcing plan ii. identify the services required to be outsourced iii. formulate service providers selection procedures and policies that can select the most suitable outsourced service providers for the required service iv. formulate an effective transition plan which can smoothly transfer the in-house services to the outsourced services providers v. collect all the required documents associated with the outsourced service plan for filing and sign-off
<p>Remark</p>	