Managing Test Outsourcing

- 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