

Syllabus

CIS 95D

Managing Outsourcing - A Practicum

3 Unit(s)

Requisites: Advisory: English Writing 211 and Reading 211 (or Language Arts 211), or English as a Second Language 272 and 273; Computer Information Systems 95A or equivalent.

Hours: Three hours lecture (36 hours total per quarter).

Location

ATC 204

Schedule

Class meets for three weekends Feb 6-7, Feb 20-21, Feb 27-28.

Office hours - MW - 1:00pm to 2:50pm

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Description: Learn to acquire goods and services from an outer organization using procurement and solicitation processes. Perform contract administration till completion and settlement of contract.

Student Learning Outcome Statements (SLO)

- Student Learning Outcome: Create a RFP for a given set of requirements.
- Student Learning Outcome: Accept and analyze bids for an RFP.
- Student Learning Outcome: Manage the outsourced vendor inline to the contractual requirements.

Course Objectives

A. Learn basics of project management and learn to determine what to procure and when.

- B. Document requirement for outsourcing and identify potential sources.
- C. Obtain Quotations, bids, offers or proposals.
- D. Choose from potential sellers.
- E. Manage the relationship with the seller.
- F. Complete and settle the contract, including resolution of any open items.

Essential Student Materials

None

Essential College Facilities

None

Expanded Description:

- A. Learn basics of project management and learn to determine what to procure and when.
 - 1. Identify project needs that can be best met by procurement of products and services outside of the project organization
 - 2. Apply techniques such as make or buy analysis, expert judgement or contract type selection.
 - 3. Create a Procurement Management Plan
 - 4. Understand basics for managing projects using Project Management Book of Knowledge (PMBOK) theory keeping scope, schedule, budget and quality in balance.
 - 5. Learn five phases of implementing a project life cycle.
 - 6. Learn how to mitigate and control risk.
 - 7. Understand basics of procurement planning and contract management.
- B. Document requirement for outsourcing and identify potential sources.
 - 1. Create statement of work
 - 2. Apply techniques such as solicitation planning.
 - 3. Generate Evaluation criteria to rate or score proposals.
- C. Obtain Quotations, bids, offers or proposals.
 - 1. Identify qualified seller lists and provide them a Request for Proposal.
 - 2. Use techniques such as bidder conferences or advertising to reach the audience.
 - 3. Accept responses from Sellers
- D. Choose from potential sellers.
 - 1. Analyze bids or proposals using the evaluation criteria to select a seller.
 - 2. Select a single seller who will be asked to sign the contract.

3. Create and present the contract to the seller.

E. Manage the relationship with the seller.

1. Apply project management process to contractual relationships and integration of the outputs from these processes.

2. Document contract terms and condition.

3. Establish a payment system with vendor.

F. Complete and settle the contract, including resolution of any open items.

1. Collect and analyze Contract documentation.

2. Perform formal acceptance of contract and a closure meeting.

Assignments

A. Create a plan for outsourcing that describes the rationale for outsourcing based on a sound judgment of scenario presented.

B. Write the process for doing a supplier evaluation and selection process based on outsourcing plan.

C. Manage a supplier in context of a scenario in which a software project is outsourced to a vendor. This assignment has eight sub tasks in which student manages common vendor problems.

Methods of Instruction

Lecture and visual aids

Discussion of assigned reading

Discussion and problem solving performed in class

Guest speakers

Collaborative learning and small group exercises

Collaborative projects

Methods of Evaluating Objectives

A. Students will be presented with scenarios that require successful implementation of strategies in a client-vendor relationship starting from procurement to project completion.

B. Evaluation of oral and written assignments demonstrating progressive proficiency in outsourcing concepts, half completed in the class, half completed as homework.

C. One or more essay exam or project in which students demonstrate the ability to integrate and critically analyze concepts examined throughout the course, half completed in the class, half completed as homework.

Texts and Supporting References

A. Examples of Primary Texts and References

1. A Guide to Outsourcing, Sukhjit Singh, MS - Management of Software System Development, Carnegie Mellon University, 2010

B. Examples of Supporting Texts and References

1. None

Grading System for this course

For Letter Grade:

Grade: A+ assigned with 97% or higher

Grade: A assigned with 93% or higher

Grade: A- assigned with 90% or higher

Grade: B+ assigned with 87% or higher

Grade: B assigned with 83% or higher

Grade: B- assigned with 80% or higher

Grade: C+ assigned with 77% or higher

Grade: C assigned with 73% or higher

Grade: D+ assigned with 70% or higher

Grade: D assigned with 63% or higher

Grade: D- assigned with 60% or higher

Grade: F assigned with 0% or higher

For Pass/No Pass:

Grade: Credit assigned with 70% or higher

Grade: No Credit assigned with 0% or higher

Incomplete

Audit

Withdrawal

Grading

Individual Contribution - 20% of the grade

Tasks - 80% of the grade

Withdrawing

Once you are added to the class it is your responsibility to withdraw. I will not drop you from the class. The

earned grade will be assigned at the end of the quarter.

Adding the class and Late Adds

At Instructor's discretion you may be assigned an addcode. you should add the class within normal dates provided in academic calendar on De Anza's website. If you do not add the class, during the scheduled time, no late adds will be processed by instructor.