

IT Outsourcing

MSIS CONCENTRATION, MBA MAJOR,
GRADUATE CERTIFICATE



THE PROGRAM

IT outsourcing is a growing trend and the rise in popularity of US and international corporations entering into outsourcing agreements has been well documented. Corporations need talented information technologists who can determine the need for outsourcing. They must have the ability to manage outsourcing relationships on an on-going basis, and to be knowledgeable in the best practices for IT outsourcing. Since IT outsourcing is a trend worldwide and off-shore outsourcing is occurring in many countries, this program has value in many global operations and is a key area in global studies. The IT Outsourcing courses will also be of great interest to consulting firms and service providers. The IT outsourcing courses deliver a competitive edge to students.

The IT Outsourcing program consists of four graduate courses:

- MIS 650 IT Outsourcing Governance
- MIS 651 Legal Issues in IT Outsourcing
- MIS 652 Relationship Management in IT Outsourcing
- MGT 654 Organization Change and Development

ADMISSION REQUIREMENTS

All students should have a solid foundation in IT management concepts, organizational theory and basic financial functions. Students lacking these basics will be asked to take additional courses prior to completing the certificate.

For those students currently enrolled in the MSIS or MBA degree programs at Stevens, the IT Outsourcing courses can also be used as a concentration or major area, or as electives in any program.

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REQUIRED COURSES

MIS 650 IT Outsourcing Governance IT Outsourcing is becoming a major factor in the strategic management of IT organizations. Today's companies are faced with key decisions about whether to outsource at all, the various ways to outsource, and how to manage outsourcing on an on-going basis. These issues are part of the governance questions which are investigated in this course. We will look at the basic pros, cons, and day-to-day management, thus the material is appropriate for both client organizations and service providers. Topics include strategic decision making, feasibility considerations, service level management, using dashboards effectively, measuring and assessing value, project priorities, resource allocation, security, and the "sunset" decision to close out an outsourcing agreement and reintegrate the functions and processes within the firm. Students can combine the knowledge and skills gained in this course with the more specialized knowledge in the other three IT outsourcing courses to create a valuable skill set for today's marketplace. These skills can be used for any organization: foreign, domestic, corporate, non-profit and government.

MIS 651 Legal Issues in IT Outsourcing One of the critical aspects of IT outsourcing is creating a legal agreement that appropriately protects the client organization and fairly defines the work of the service provider. Most of the headline failures in outsourcing are a direct result of poorly crafted contracts. The purpose of this course is to acquaint students with the specialized legal aspects of IT outsourcing needed to manage contract negotiation, ongoing relationship management and measurement, regulation, specialized aspects of off-shore agreements, and termination of IT outsourcing. Successful completion of the course allows the student to achieve a useful level of specialized management knowledge and an appreciation for the role of the legal function in outsourcing.

MIS 652 Relationship Management in IT Outsourcing Headlines often tell of the problems associated with cultural clashes between two organizations in an outsourcing relationship. This is one of the many aspects of relationship management that will be studied in this course. Relationship management is a systematic process for coordinating critical business interactions between organizations. Overseeing these relationships and ensuring that they continually add value to the individuals and organizations involved, is one of the goals of relationship management. Students will explore, discuss, and put into context, the many variations of relationship management in the 21st century corporation. They will be exposed to both theoretical models and practical case studies to more fully develop a set of skills and knowledge to help them with these management issues.

MGT 654 Organization Change and Development Those who lobby against IT outsourcing focus on the negative impacts on people employed in the client organizations, this is a short-sighted view. This approach overlooks the value and organizational change which can be thoughtfully and fairly used to offset the negative. This course will focus on the wide-ranging impact on the organization & policy that result from IT outsourcing and on the methods and approaches that can be used to mitigate negative reactions. Some of the issues that will be covered include: organizational change, stakeholder roles, staff reduction, redesign of work, organizational design, change management, managing the stress, anxiety and organizational dislocation that can result from the outsourcing of processes, jobs and people.

FOR FURTHER INFORMATION

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