

Session

Outsourcing IT: Addressing Risks and Cutting Costs

Speakers

Shirley Hughes

Assistant City Manager/CFO
City of Beaufort, SC

Joe Foster

Virtual CIO
VC3, Columbia, SC

- I. I've lost confidence in my IT department. Should I outsource?
- II. Decision making process
 - a. Two real world examples
 - b. Risks
 - i. Internal vs Outsourced
 - c. Costs
 - i. Comparisons (Hard and soft)
 - d. Triggering events
- III. Shopping for your partner
 - a. RFP and recommendations
 - i. Local or state level RFP alternatives
 - b. Considerations
 1. Coverage areas (larger **regional** coverage the better)
 - ii. Contract management expectation setting
 1. Change of internal expectation
 2. Full contractual understanding across departments
 3. Adoption of internal policies
 - a. Holding the vendor to our policies
 - b. Review of vendor recommended policies
 - iii. Type of outsource arrangement
 1. Full staff replacement
 2. Proactive managed services
 3. Reactive managed services
 4. Break fix repair
 - iv. Cost
 - v. Capabilities
 1. Skill set review to match environment
 2. Management synergy between vendor and client
 - c. Internal expectation setting of genuine partnership (both vendor and client)
- IV. What to expect in the relationship
 - a. Initial engagement
 - i. Assessment
 - ii. Clean up
 - iii. Changing the Culture
 - b. Ongoing relationship
 - i. Contract management
 - ii. Vendor staff flexibility
 - iii. Governance