Integrated System Diagnostics

ITSqc *Authorized*

eSourcing Capability Model for Service Providers (eSCM-SP)

The **eSourcing Capability Model for Service Providers (eSCM-SP)** is an officially licensed **Information Technology Services Qualification Center (ITSqc)** course that introduces participants to eSCM-SP model concepts, structure, and a walkthrough of the capability areas and practices. The objective is to **provide a foundation** for using the eSCM-SP content. Discussions include model implementation value, organizational characteristics at each capability level, implementation approaches, and a description of the Capability Determination Methods used to evaluate service provider capability.

A set of industry best practices for outsourcing IT capabilities has emerged to support both the outsourcing client and the service provider. Developed originally by Carnegie Mellon University, ITSqc continues and extends this work to establish best-practice models and certification procedures for the global sourcing of information technology-based services. The eSCM-SP serves as a

- **Guide for improving** IT capabilities throughout all phases of the contract,

- **Standard for comparison** in the marketplace.

- **Means for objectively evaluating** the capability of service providers.

The ISD Instructor will be an ITSqc Authorized eSCM-SP Instructor and Lead Evaluator

Course Content

- What is IT-Enabled Sourcing?
- Benefits and Risks
- Successes and Failures in Sourcing
- Model Structure
- Practice Implementations
- Support Practices
- Capability Levels
- Using the Model
- The Capability Determination Methods
- Introducing the eSCM into Organizations

Material Provided

- eSourcing Capability Model for IT-Enabled Service Providers V2 book
- Course notebook
- Reference Material and Supplemental Readings

Course Duration

- 3 days
- This class is presented in both public and client site forums

Prerequisites

- Bachelor of Arts or Sciences from an accredited institution of higher learning
- Relevant experience in quality management or IT outsourcing.

Who Will Benefit

- Service providers who will be participating in an eSCM capability determination or self appraisal
- Quality consultants who want to become authorized as part of an eSCM Capability Determination Team
- Managers responsible for providing IT-enabled outsourcing services
- Service providers who are interested in quality improvement or in planning a quality improvement program

Client Site Logistics Requirements

- LCD projector and screen
- Flip charts
- Classroom for 20 participants and 1 instructor

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