

## ISYS90055 ICT Outsourcing Contract Management

<b>Credit Points:</b>	12.50
<b>Level:</b>	9 (Graduate/Postgraduate)
<b>Dates &amp; Locations:</b>	2010, Parkville This subject commences in the following study period/s: Semester 2, Parkville - Taught on campus. Lectures
<b>Time Commitment:</b>	Contact Hours: 3 hours per week, 36 hours in total. Total Time Commitment: 10 hours per week, 120 hours in total
<b>Prerequisites:</b>	Students who are enrolled in the two year 200 point Master of Information Systems must have completed 50 points of study to enrol in this subject.
<b>Corequisites:</b>	None
<b>Recommended Background Knowledge:</b>	None
<b>Non Allowed Subjects:</b>	None
<b>Core Participation Requirements:</b>	For the purposes of considering requests for Reasonable Adjustments under the Disability Standards for Education (Cwth 2005), and Students Experiencing Academic Disadvantage Policy, academic requirements for this subject are articulated in the Subject Description, Subject Objectives, Generic Skills and Assessment Requirements for this entry. The University is dedicated to provide support to those with special requirements. Further details on the disability support scheme can be found at the Disability Liaison Unit website: <a href="http://www.services.unimelb.edu.au/disability/">http://www.services.unimelb.edu.au/disability/</a>
<b>Coordinator:</b>	Dr Sara Cullen
<b>Contact:</b>	Sara Cullen <a href="mailto:scullen@cullengroup.com.au">scullen@cullengroup.com.au</a> ( <a href="mailto:scullen@cullengroup.com.au">mailto:scullen@cullengroup.com.au</a> )
<b>Subject Overview:</b>	This subject provides a practical set of principles, tools and techniques for client organizations to follow when managing ICT outsourcing. Topics discussed are as follows: Architect Phase 1: Deciding why, what and how to outsource, Architect Phase 2: Designing a deal, contract, scorecard, Service Level Agreements and Key Performance Indicators, Financial Schedule and contracts, Engage Phase: Choosing supplier/s, competitive bidding, negotiation, Operate Phase: Mobilisation, contract management, governance, relationship management, Regenerate Phase: Disengagement/exit (types and planning), next generation options. Upon completion of this subject, students should be able to perform effectively in an ICT contract management role.
<b>Objectives:</b>	.
<b>Assessment:</b>	A report of 2000 words due in the first half of semester (20%); a report of 4000 words due in the second half of semester (30%); and a 2-hour written examination in the examination period (50%).
<b>Prescribed Texts:</b>	Cullen, S. and Willcocks, L.P., Intelligent IT Outsourcing: Eight Building Blocks to Success, Butterworth-Heinemann, 2003.
<b>Breadth Options:</b>	This subject is not available as a breadth subject.

<b>Fees Information:</b>	Subject EFTSL, Level, Discipline & Census Date, <a href="http://enrolment.unimelb.edu.au/fees">http://enrolment.unimelb.edu.au/fees</a>
<b>Generic Skills:</b>	Students should have honed their generic skills such as: <ul style="list-style-type: none"><li># clear thinking,</li><li># improved reading and writing,</li><li># enhanced ability to work in a team</li><li># presentation skills</li></ul>
<b>Links to further information:</b>	<a href="http://www.dis.unimelb.edu.au/current/postgrad/subjects/index.html">http://www.dis.unimelb.edu.au/current/postgrad/subjects/index.html</a>
<b>Related Course(s):</b>	Bachelor of Information Systems (Degree with Honours) Master of Information Systems Master of Information Systems Master of Information Systems Master of Information Systems/Postgraduate Diploma in Management Master of Science (Information Systems)