

An insight into Project Management for outsourced IT/ITES Projects

Background

Information Technology has become one of the most critical drivers and enablers for today's global and ever evolving businesses. This has given rise to a burgeoning demand for IT products and services. IT Services and product companies have grown exponentially during the last decade and has become one of the leading employers of best talents. We have seen the emergence of many Indian IT product and Services organizations like the Infosys, TCS, Wipro, CTS, HCL etc, who have created a niche and competitive position on the global consulting map.

Most of the IT Services, IT Enabled Services & IT Product companies, typically manage their service delivery operations as Projects. This course aims at providing a basic insight into the project management approaches and best practices adopted by these organizations. Project Success is critical to the business success of these organizations. By the adoption of Project Management Standard process framework and best practices such as PMBOK from PMI, they are able to achieve very high rate of success and predictability in their projects.

There are many different types of IT projects based on the objectives to be achieved. We will be using few real case studies and will try to understand the fundamental approach for how such projects can be planned, controlled and executed. The discussions will be neutral to any IT technology or any Software Development methodologies. The discussions will purely center on project management and operational aspects of such projects. It will be helpful if the participants will be having some basic understanding of the IT and ITES organization's business models.

The course will be helpful for those who would be looking forward to joining IT/ITES consulting organizations or those who would like to have a basic understanding of how these organizations manage their businesses.

Session Plan

SI No.	Session	Topics
1	Session 1 Day 1	➤ IT Services, ITES and IT Product Organizations ➤ Types of IT Projects, Types of ITES Projects ➤ A Survey report on success rate of IT Projects ➤ Significance of Project Management & Process Framework ➤ Outsourcing & Global Delivery Models
2	Session 2 & 3 Day 1	➤ A case study of a classical IT Consulting type project involving solution recommendations ➤ Discussion on how to create a project plan & execute such a project ➤ Issues and Challenges
3	Session 3 & 4 Day 1	➤ A case study of a classical IT development project involving new software development ➤ Discussion on how to create a project plan & execute such a project ➤ Issues and Challenges

4	Day2 Session 5 & 6	➤ A case study of a classical IT Maintenance & Support kind of project to provide 24x7 support to client organization's ongoing IT needs. ➤ Discussion on how to create a project plan & execute such a project ➤ Issues and Challenges
5	Day 2 Session 7	➤ A case study of an Off-the-Shelf Enterprise Software Product (like ERP, CRM, SCM etc.) Implementation type of Project ➤ Issues and Challenges ➤ Some of the best practices
6	Day 2 Session 8	➤ Managing IT projects with Government ➤ Typical challenges and Issues ➤ Concluding remarks (Projects still can fail in spite of the best processes and best practices)

Note:

- Handouts for some of the case studies will be given to the participants
- We will be doing group discussions and role-plays to understand the various aspects of the topic. Your sincere and active participation and asking questions will be essential for making the discussions intense and interesting.
- Participants in groups, will be preparing basic project management plans for the given case studies
- **The course will be completed in a minimum of 6 sessions and a maximum of 8 sessions, depending upon the intensity of discussions.**

Speaker Profiles

Sunil Agrawala,PMP has more than 20 years of work experience with more than 15 years as Project & Program Manager. Sunil has worked with giants like Cap Gemini USA, Bell Labs, Satyam, HCL Technologies, Keane Inc. etc. Sunil has managed country specific IT programs and entire business unit with top line and bottom line responsibilities with team size of 200+ and revenue size in excess of USD 15 million. Sunil has co-founded and managed start up businesses in the areas of Education Management, Agro-Based Food Processing and IT consulting.

Sunil is an accomplished trainer and coach on Project Management and PMP Preparation. Sunil holds a BS degree in Engineering from India and MS degree in Computer Science from Florida Institute of Technology, USA. He is an active Project Management Professional (PMP) certified from PMI, USA.

Keshav Tripathy has more than 23 years of industry experience as Project and Program Manager. Keshav has worked with giants like NIC, Tata Steel, Satyam, GE, IBM etc. Keshav has managed complex & large IT programs with more than 250 engineers working from multiple global sites with revenue size in excess of USD 15 million from a single program. He has the distinction of managing some of the most challenging and complex outsourced IT engagements. Keshav is a co-founder of Bharti Consulting Inc. Keshav is an alumnus of National Institute of Technology, Rourkela.

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