

Tips And Challenges For 2011

Definition and Scope of Outsourcing

Definition

The purchase of ongoing services from an outside company that a company currently provides, or most organizations normally, *provide for themselves*' (Linder, J (2004) *Outsourcing for radical change*)

Scope

'Marketese' and hype notwithstanding, e.g.'cosourcing' , 'adaptive outsourcing' , 'crowdsourcing', the activities typically lumped under the word 'outsourcing' embrace a broad spectrum of elements.

Examples of these elements follow which more appropriately can be categorised under the overarching umbrella of 'Managed Operations'.

Managed Operations

OUTSOURCING (Provider takes over/out service elements)

- ❑ Infrastructure including 'Cloud' (Public, Private, Hybrid)
- ❑ Classical/Full which can include employees, applications, processes
- ❑ Transformational.
- ❑ BPO
- ❑ Disaster Recovery
- ...

FACILITIES MANAGEMENT 'FM' (elements remain internal)

- ❑ FM (Management of infrastructure/ Assets)
- ❑ AFM (Applications management)
- ...

MANAGED SERVICES (Internet/WEB related)

- ❑ Security
- ❑ Storage
- ❑ VPNs
- ❑ ASP/Email
- ❑ Business Continuity
- ...