SME TRADE ACADEMY

Standards and Certifications for IT and ITES Outsourcing

SUMMARY

This course examines the role of standards and best practices as keys to competitiveness for small and medium enterprises (SMEs) involved in information technology (IT) and IT-enabled services (ITES) outsourcing. In addition to introducing the various ways in which enterprises can demonstrate compliance with specific organizational and individual standards or best practices, it gives SMEs the tools to evaluate whether or not certification is necessary for them and, if so, the best way of successfully achieving it.

COURSE STRUCTURE

- Lecture 1: The Importance of Standards in Meeting Customer Requirements
- Lecture 2: Overview of Certification in the IT/ITES Outsourcing Industry
- Lecture 3: Roadmap for Standards as a Tool for Competitiveness
- Case Study Exercise: IT Services Company Seeks to Provide Outsourcing Services for Western European Clients.
- Readiness Self-Assessment

COURSE OBJECTIVES

AT THE END OF THIS COURSE, PARTICIPANTS WILL BE ABLE TO:

- Assess the elements of standards and best practices that are valued by clients;
- Identify and research standards that may potentially be useful for their IT/ITES outsourcing activities;
- Grasp the various issues related to certification; and
- Formulate an appropriate roadmap to implement/become certified to a standard.

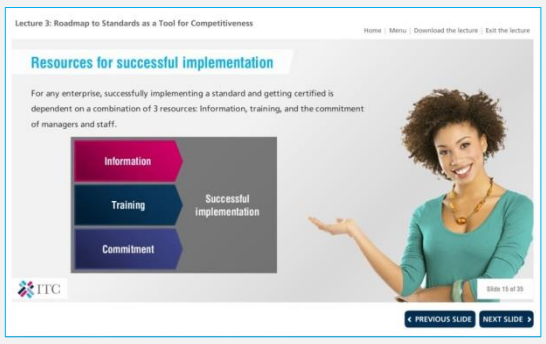
REGISTRATION

Interested participants can register to this course by going to the SME Trade Academy website at:

learning.intracen.org

Once on the website, simply create a new account, input your information, and sign up to the course.

CERTIFICATION

Participants who meet the course requirements will receive a Certificate of Achievement issued in electronic format. The certificate is verifiable through the SME Trade Academy.

Sample course slide