School of Management Studies

Motilal Nehru National Institute of Technology Allahabad

Organizing one week
Global Initiative of Academic Network (GIAN) workshop on
Managing Information Technology (IT) Outsourcing (Course Code: 171018J04)
November 13th - 17th, 2017

MHRD
Govt. of India

Motilal Nehru National Institute of Technology Allahabad, Allahabad (MNNIT) is an Institute with total commitment to quality and excellence in academic pursuits. It was established as one of the seventeen Regional Engineering Colleges of India in the year 1961 as a joint enterprise of Government of India and Government of Uttar Pradesh, and was an associated college of University of Allahabad, which is the third oldest university in India. **School of Management Studies** (SMS) offers a full time Post Graduate Degree Programme (MBA), providing the advantage of dual specialization with equal weightage to each. The present intake of students is 62, selected through a rigorous admission process. CAT score are used for shortlisting and rounds of group discussions and personal interviews are held to finally select the candidates.

Course Overview

Information Technology (IT) outsourcing has been an increasingly significant phenomenon of current times. It refers to the use of third party vendor to provide IT services that were previously provided internally. With an expansion in offshore outsourcing and the emergence of cloud computing, IT outsourcing is gaining even stronger momentum. IT offshore outsourcing is an important strategic tool for firms as IT skills and communication infrastructures have become readily available at low cost overseas. India is highly sought after destination in the field of offshore IT outsourcing, which has become a strategic necessity for organizations that are growing or trying to reduce their overhead expenses. This experimentation is considered by many companies as a way to explore their opportunities in a foreign land where they wish to expand their operations and the outsourcing arrangement as a means of testing the grounds.

Just as the Persian Gulf has unlimited natural reserves of crude oil and South Africa has the world's most productive diamond mines, India has an abundance of technically skilled manpower. It is the world's second largest exporter of software after the US, and has more software companies with ISO 2000 certification than any other country in the world. According to the National Association of Software & Service Companies (NASSCOM), almost half of the Fortune 500 companies now use Indian software services. A growing number of firms are expanding their offshore initiatives in India and several large merger and acquisition deals are being scripted in the industry. A World Bank funded study confirmed that vendors rated India as their number one choice for offshore outsourcing.

However, it will be difficult for India to attain leadership position in the outsourcing market due to the reasons like availability of low cost and English-speaking technical resource pool. The country also needs to make huge amount of investment in skills development and toward improving the quality and standard of education from the primary to the higher levels, if it wants to reap benefits of the so-called demographic dividend. Merely a large population of young people is not enough and if India has to ride on an evolving wagon-wheel of the IT outsourcing market, it needs to be strategically implemented to get the optimal benefits out of it. Therefore, this course is particularly important for the Indian audience because despite being one of the largest outsourcers in the world, there is hardly any curriculum that supports diffusion of knowledge in this area and prepares a pool of professionals who can really take this knowledge forward. The primary objectives of the course are as follows:

i) Exposing participants of the IT outsourcing phenomenon: Arguments in favour of and against IT outsourcing

ii) Introducing the concept of offshore outsourcing and further discussion about market developments and risks in offshore outsourcing and risk mitigating strategies to minimise such risks

iii) Briefly discuss business process outsourcing (BPO) and its market developments, the risks, knowledge transfer and service provider's and recipient's responsibilities

iv) Provide a brief review of Governance of IT outsourcing and exposing them to some of the IT governance frameworks and outlining some theoretical foundations around this

v) Enhancing the capability of the participants to identify and evaluate some of the key challenges around IT offshore outsourcing in India and recommendations for India to become a world leader in this area.

The course structure is divided into lectures and tutorials for five days, the details are:

Day1

Lecture 1: 2 hrs

What is outsourcing typology? Discussion around arguments in favour and against IT outsourcing

Tutorial 1: 1 hr

Group discussion around the case study of implementing an outsourcing decision

Day 2

Lecture 2: 2 hrs

Offshore outsourcing: market developments, risks and risk mitigating strategies

Tutorial 2: 2 hrs

Group discussion on case study – Changing requirements in offshore outsourcing engagements

Day 3

Lecture 3: 2 hrs

Business process outsourcing (BPO) - market developments, risks, knowledge transfer, service recipient's and service provider's responsibilities

Tutorial 3: 2 hrs

Group discussion on the case study – Service portfolio management at KPN

Day 4

Lecture 4: 2 hrs

Governance of IT outsourcing: Corporate governance vs. IT governance, IT governance frameworks and theoretical foundations

Tutorial 4: 1 hr

Group discussion around the case study – Governance of outsourcing in different cultures

Day 5

Lecture 5: 2 hrs

Identify and evaluate some of the key challenges for IT (offshore) outsourcing in India

Tutorial 5: 1 hr

Problems and Prospects of Business Process Outsourcing Industry: A Case Study of India

Examination: 1 hr

All participants will gain knowledge of these topics through lectures and tutorials. There will be some assignments to stimulate research motivation of participants. At the end of the modules an examination will be conducted.

Duration	November 13 to November 17, 2017
You Should Attend If…	• IT management professionals from both from private and public sectors • Faculty and researchers from reputed technical and management institutions • Student at all levels (BCom/BTech/MBA/MCom/MSc/MTech/PhD)

Fees	The participation fees for attending the course is as follows:
	      Participants from abroad : US $200
	      Industry : Rs. 4500
	      Academic/Research Institutions : Rs. 2500
	      Students : Rs. 500
	The above fee includes all instructional materials, computer use for tutorials, internet facility. The participants may be provided with accommodation on payment basis subject to availability.
	
	All course registrations will processed via the national GIAN portal (www.gian.iitkgp.ac.in), where Rs. 500/- one-time fee is payable in addition to the above amount.
	
	Registration fee can be directly deposited through NEFT to the designated account as given below or by cash at the time of registration.
	
	Account Name: NMEICT, Account No. 718400301000171
	Bank: Vijaya Bank, MNNIT Branch, Allahabad-211004, UP, INDIA, IFSC Code: VIJB0007184
	
	Last Date of Registration: 10th November 2017.
	Number of participants for the course will be limited to sixty only on first come first serve basis.

The Faculty

Dr. Nripendra P. Rana is an Associate Professor and Deputy Head of Department of Business in the School of Management at Swansea University, UK. He obtained his MBA and PhD in Information Systems from Swansea University, UK. Dr. Rana is an enthusiastic academic and IS/IT specialist with more than 15 years of experience in teaching (computer science, management and information systems modules), software development, leading team of dedicated software developers and research. Throughout these years applied his expertise in imparting training in various technical and software applications, developing various software applications, and published academic research in the area of technology and e-Government adoption and diffusion. He has demonstrated excellent problem solving skills in developing various software projects. He has got a proven record of accomplishment of increasing the profitability of some IT companies.

Dr. G. P. Sahu is an Associate Professor and Head, School of Management Studies, Motilal Nehru National Institute of Technology Allahabad, India. He has more than 19 years of teaching and research experience. He completed his one-year Post-Doctoral Fellowship program from California State University Monterey Bay, California, US and PhD in Management from Indian Institute of Technology Delhi, India. His research interests are in the areas of MIS, E-governance and Green Information Systems. Dr. Sahu has published around 80 research papers in international journals and conferences. He has edited six books in the area of E-governance. Dr. Sahu has acted as a reviewer for international journals.

Dr. Asheesh K. Singh (SMIEEE) is an Associate Professor with the Department of Electrical Engineering, Motilal Nehru National Institute of Technology Allahabad, India. His research interests include the application of soft computing techniques to power systems, power quality, distributed generation, and Humanitarian Technology.

Course Co-ordinators

Dr. G. P. Sahu
Principal Coordinator
School of Management Studies
Motilal Nehru National Institute of
Technology Allahabad, India
Tel: +91-9305508002
Email: gsahu@mnnit.ac.in

Dr. Asheesh K. Singh
Co-coordinator
Electrical Engineering Department
Motilal Nehru National Institute of
Technology Allahabad, India
Email: asheesh@mnnit.ac.in

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