**COURSE PROFILE**

| Course Name | Code | Semester | Term | Theory+PS+Lab (hour/week) | Local Credits | ECTS |
|---|---|---|---|---|---|---|
| IT Outsourcing | MIS536 | 2 | 2 | 3 + 0 + 0 | 3 | 8 |

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|---|---|
| **Prerequisites** | None |

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| **Course Language** | English |
| **Course Type** | Departmental Elective |
| **Course Lecturer** | Assist. Prof. Dr. Cüneyt Sevgi |
| **Course Assistant** | |
| **Course Objectives** | This course examines:<br>• Outsourcing as IT resource management tool<br>• Outsourcing key drivers including financial considerations<br>• Preparing Outsourcing Feasibility Study Proposal to Management<br>• Preparing Request for Proposals (RFP) for Outsourcing Evaluation<br>• Vendor Selection |
| **Course Learning Outcomes** | Upon successful completion of the course, students will:<br>• Understand the pros and cons of outsourcing the proposed IT service area<br>• Understand the process and the issues involved in an IT outsourcing exercise<br>• Learn preparing the IT Outsourcing Request For Proposal (RFP) and managing the responses from the vendors<br>• Learn selecting prospective supplier and terms of the SLA |
| **Course Content** | This course includes examining the cost & benefits analysis of outsourcing, SWOT analysis of the current IT set-up, risks involved in outsourcing, preparation of outsourcing feasibility study to management and an exercise for the students on the financial consideration for outsourcing. |

**COURSE CONTENT**

| Week | Subjects | Related |
|---|---|---|
| **1** | Introduction | |
| **2** | Business process outsourcing | |
| **3** | Data continuity challenges | |
| **4** | Government IT outsourcing | |
| **5** | Managing the Transition: Infrastructure Requirements | |
| **6** | Localization and offshoring | |
| **7** | Outsourced IT projects | |
| **8** | Supply chain management | |
| **9** | Supply chain management | |
| **10** | Trends in delivery and utilization of enterprise ICT | |
| **11** | Contract Termination & Migration | |
| **12** | Trust in offshore outsourcing | |
| **13** | Case Review | |
| **14** | Case Review | |

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| **Course Textbook** | IT Outsourcing: Concepts, Methodologies, Tools, and Applications, Kirk St.Amant, July 16, 2009, Business Science Reference; 1 edition |
| **Recommended References** | |

| Semester Requirements | Number | Percentage of Grade |
|---|---|---|
| Attendance/Participation | | 10 |
| Laboratory | | |
| Application | | |
| Special Course Internship (Work Placement) | | |
| Quizzes/Studio Critics | | |
| Homework Assignments | | |
| Presentation | | 20 |
| Project | | |
| Seminar/Workshop | | 40 |
| Midterms/Oral Exams/Review | | 30 |
| Final/Resit Exam | | |
| **Total** | | 100 |

| | | |
|---|---|---|
| **PERCENTAGE OF SEMESTER WORK** | | 100 |
| **PERCENTAGE OF FINAL WORK** | | 0 |
| **Total** | | 100 |

| | | |
|---|---|---|
| **Course Category** | Core Courses | |
| | Major Area Courses | X |
| | Supportive Courses | |
| | Media and Management Skills Courses | |
| | Transferable Skill Courses | |

**COURSE'S CONTRIBUTION TO PROGRAM**

| # | Program Qualifications / Outcomes | * Level of Contribution | | | | |
|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| **1** | An ability to use the theoretical and applied foundations in mathematics and basic sciences acquired in the undergraduate level to the solutions of problems in information technology area | X | | | | |
| **2** | An ability to analyze a graduate level problem, identify and define the computing requirements appropriate to its solution, to understand, select and use appropriate technology, tools, standards, protocols, building blocks, and components to solve the problem | | X | | | |
| **3** | An ability to propose, analyze, design, develop, test and maintain an information technology system including software solutions, security model, computer and network infrastructure, information systems etc. to solve graduate level information technology problems | | | X | | |
| **4** | An ability to analyze and communicate local and global impact of computing on individuals, organizations and society; and the ability to apply information technology techniques, skills, and tools for regular computing practices as well as to improve effectiveness of current methodologies | | | X | | |
| **5** | An ability to effectively communicate in oral and written media with all kinds of related audiences, prepare documentation for this purpose; and acquire academic writing skills in a foreign language | X | | | | |
| **6** | An ability to understand and teach professional, ethical, legal, and social issues and responsibilities of information technology profession and research | | | X | | |
| **7** | An ability to gain knowledge and conduct research on topics inside and outside the requirements of the information technology profession, and the ability to lead and work within heterogeneous teams of people from different research areas to accomplish interdisciplinary research | | | | | X |
| **8** | An ability to engage in life-long learning and professional development for personal improvement to follow contemporary information technology research | | | X | | |

*1 Lowest, 2 Low, 3 Average, 4 High, 5 Highest

**ECTS ALLOCATED BASED ON STUDENT WORKLOAD BY THE COURSE DESCRIPTION**

| Activities | Number | Duration (Hours) | Total Workload |
|---|---|---|---|
| Course Hours (Including Exams) | 14 | 3 | 42 |
| Tutorials | 14 | 2 | 28 |
| Laboratory | | | |
| Application | | | |
| Special Course Internship (Work Placement) | | | |
| Field Work | 10 | 2 | 20 |
| Study Hours Out of Class | 10 | 2 | 20 |
| Presentations / Seminar | 6 | 4 | 24 |
| Project | | | |
| Preparatory reading | 14 | 4 | 56 |
| Homework Assignments | 5 | 2 | 10 |
| Quizzes | | | |
| Midterm Exams | | | |
| Final / Resit Exam | 1 | 3 | 3 |
| | | **Total Workload** | 203 |

**COURSE CATEGORY**

| ISCED GENERAL AREA CODES | GENERAL AREAS | ISCED BASIC AREA CODES | BASIC EDUCATIONAL AREAS | |
|---|---|---|---|---|
| 1 | Education | 14 | Teacher Training and Educational Sciences | |
| 2 | Humanities and Art | 21 | Art | |
| 2 | Humanities and Art | 22 | Humanities | |
| 3 | Social Sciences, Management and Law | 31 | Social and Behavioural Sciences | 40 |
| 3 | Social Sciences, Management and Law | 32 | Journalism and Informatics | |
| 3 | Social Sciences, Management and Law | 38 | Law | |
| 4 | Science | 42 | Life Sciences | |
| 4 | Science | 44 | Natural Sciences | |
| 4 | Science | 46 | Mathematics and Statistics | |
| 4 | Science | 48 | Computer | 25 |
| 5 | Engineering, Manufacturing and Civil | 52 | Engineering | 35 |
| 5 | Engineering, Manufacturing and Civil | 54 | Manufacturing and Processing | |
| 5 | Engineering, Manufacturing and Civil | 58 | Architecture and Structure | |
| 6 | Agriculture | 62 | Agriculture, Forestry, Livestock, Fishery | |
| 6 | Agriculture | 64 | Veterinary | |
| 7 | Medicine and Welfare | 72 | Medical | |
| 7 | Medicine and Welfare | 76 | Social Services | |
| 8 | Service | 81 | Personal Services | |
| 8 | Service | 84 | Transport Services | |
| 8 | Service | 85 | Environment Protection | |
| 8 | Service | 86 | Security Services | |