

Outsourced Business Process



Assurance

Discussion Document

01 August 2009

Outsourcing / Off-shoring Assurance Services

	<i>Contractual Requirements Assurance</i>	<i>Development Process Compliance Assurance</i>	<i>Information Security Assurance</i>	<i>Project Staffing Assurance</i>	<i>Project Billing Assurance</i>
Risk	Contractual Obligations are not met	Results / deliveries are not in alignment with standard expectations	Loss of IP Compromise on Confidentiality, Integrity	Poor Quality of Interactions Poor quality of deliveries	Revenue Leakage
Assurance Activities	<ul style="list-style-type: none"> Review of Contract Review of SLAs Review of Conformance to Contractual Obligations 	<ul style="list-style-type: none"> Assessment of Process Definition Audit of Process implementation 	<ul style="list-style-type: none"> Assessment of Information Security Controls definition Assessment of Information Security Controls implementation 	<ul style="list-style-type: none"> Audit of Project staffing Audit of Staffing records 	<ul style="list-style-type: none"> Audit of Billing data Audit of Time sheets
Frequency	• Half –yearly / Yearly	• Half –yearly / Yearly	• Half –yearly / Yearly	• Half –yearly / Yearly	• Half –yearly / Yearly
Purpose	<ul style="list-style-type: none"> Provide inputs for Contract Process To identify any deviations, if any 	<ul style="list-style-type: none"> Provide independent assurance on software development Processes both in terms of definition and implementation 	<ul style="list-style-type: none"> Provide assurance on information security adequate and working Provide assurance on security is compromised 	<ul style="list-style-type: none"> Provide assurance on Project is staffed as per contractual obligation to ensure effectiveness and efficiency 	<ul style="list-style-type: none"> To provide assurance to the effect that it is accurate and complete

Potential Weaknesses likely to occur

Contracting.

- Wrong Selection of Supplier
- Contract clauses incomplete
- Contract clauses not understood
- Contract Clauses are overlooked
- SLAs are not defined adequately
- Contents of the contract not understood by all stakeholders uniformly

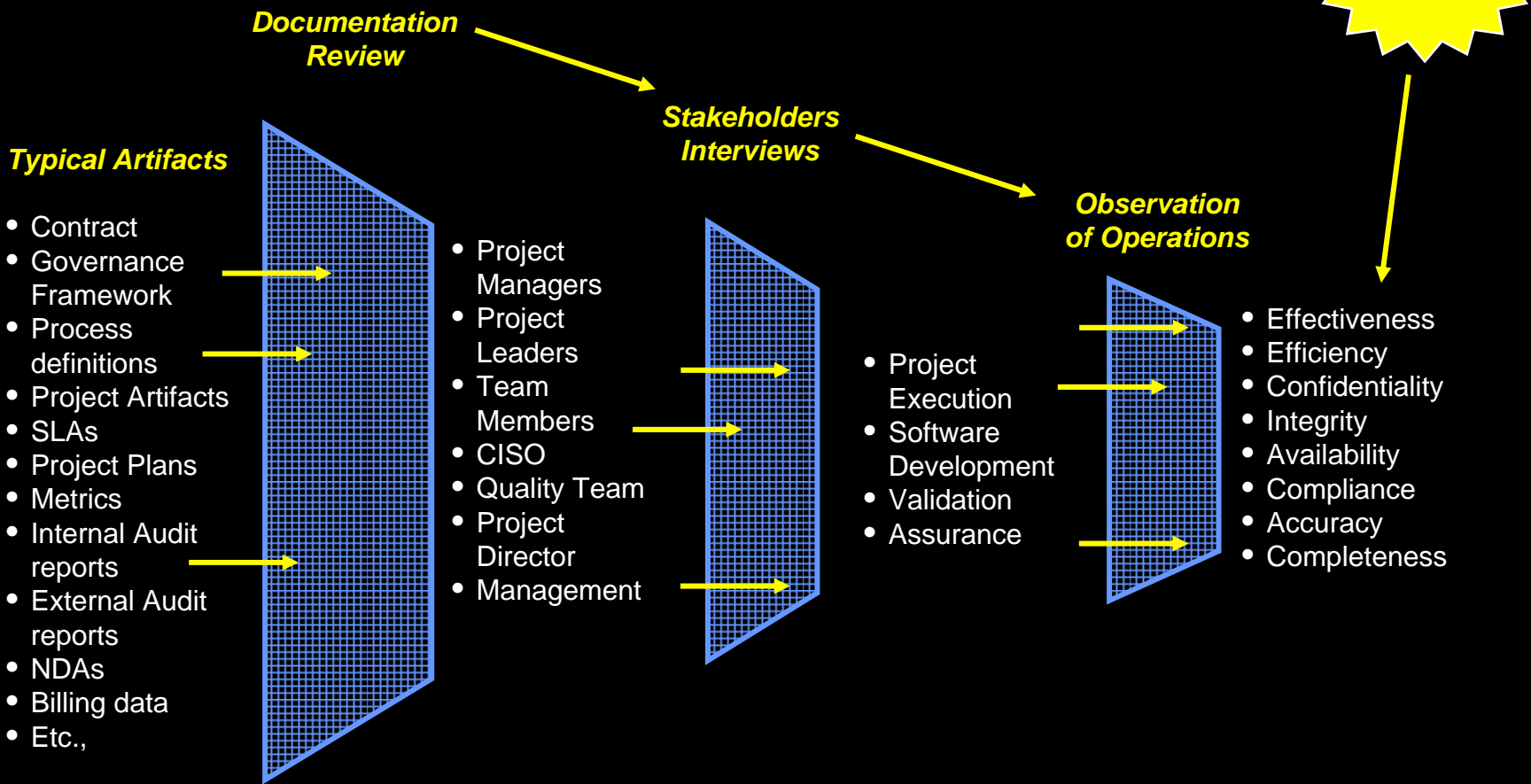
Knowledge Transfer

- KT not planned
- Insufficient Budget on KT
- Staffing of KT inappropriate
- Lack of defined and approved processes
- Expectation Mismatch
- Cultural Mismatch
- Competency Mismatch
- Pilot project not planned to validate processes, culture alignment, competency alignment

Execution

- Lack of processes
- Inadequate processes
- Processes are not implemented
- Lack of training on processes
- Information Security overlooked
- Controls weaknesses are material
- Inaccurate reporting of project progress
- Billing inaccuracies
- Staffing not as per contract
- Performance Mismatch

Assurance Methodology



Thank You