

Course No.	SC 515	
Course Title:	MANAGING ICT OUTSOURCING <i>“Never be fearful about a failing project: Do it right from the start”</i>	
Target Group: Staff Grade Officers in Public Service and Statutory Organisations	Duration: 05 Days	
Main Subject Areas: <ul style="list-style-type: none"> ▪ Key Components for consideration in ICT Contract Management ▪ ICT outsourcing lifecycle Management ▪ Develop and Manage Service Level Agreement (SLA) ▪ KPI and Performance Management in SLA ▪ Stakeholder Management ▪ Controls and due diligence applicable in outsourcing contracts 		
Learning Outcomes: On successful completion of the course, the participants will be able to <ul style="list-style-type: none"> ▪ Understand the lifecycle of ICT outsourcing ▪ Manage ICT Outsourcing contracts effectively ▪ Gain confidence in stakeholder management ▪ Be successful in ICT project implementation in organizations 		
Course Fees: Rs. 12,500.00 *	Medium	English
Assessment Method	Group Assignment and Presentation	
Course Coordinator	Ms.Samanthi Senanayake	

**Employees of Government Ministries, Departments and Provincial Councils are exempted from paying the course fee. (State Owned Enterprise (SOE) employees are not exempted from Course fee.*