

Course No.	SC 304	
Course Title:	MANAGING ICT OUTSOURCING “Never be afraid of a failing project: Do it right from the start”	
Target Group: Staff Grade Officers of Ministries, Departments and SOEs	Duration: 03 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 have the ability 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.10,500.00	Medium	English
Assessment Method	Group Assignment and Presentation	
Course Coordinator	Ms. Samantha Senanayake	
Contact Person	Nisal (011-5980276)	

**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.*