

## O01. Outsourcing

**O1.1.1 Which elements of your IT service are you outsourcing/considering outsourcing in the future?**

	Currently outsourcing	In the next year	In the next 3-5 years	Not considering
Service Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Operations Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applications Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring and Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**O1.1.2 How often do you formally review outsourcing contracts?**

- Annually
- Every 2-3 years
- Every 4-5 years
- Every 5-7 years
- Never

**Selection:**

**O1.2.1 Do you use a formal tendering process to select an outsourcing partner for each of these elements?**

- Yes
- No

**O1.2.2 How many suppliers did you invite to participate in the selection process at RFI (request for information) and ITT (invitation to tender) stages?**

	RFI	ITT
Service Desk		
Technical Management		
IT Operations Management		
Applications Management		
Monitoring and Control		
Project Management		
Training		

**O1.2.3 Main reasons for selecting partner:** *[Select all that apply]*

- Costs
- Reputation
- Previous work
- Compatibility
- Other, please specify \_\_\_\_\_

**O1.3 For each element of service please indicate the cost of your outsourcing, according to:**

	Annual Fees	Additional costs, e.g., for project work	Salary of IS staff monitoring and managing contracts	Number of FTEs managing contracts?
<b>O1.3.1 Service Desk</b>				
<b>O1.3.2 Technical Management</b>				
<b>O1.3.3 IT Operations Management</b>				
<b>O1.3.4 Applications Management</b>				
<b>O1.3.5 Monitoring and Control</b>				
<b>O1.3.6 Project Management</b>				
<b>O1.3.7 Training</b>				

**Management:**

**O1.4.1 What tools do you use to monitor the success of your outsourcing?** *[Select all that apply]*

- Regular meeting
- Regular reports
- Contracts manager
- Service level agreements
- Other please specify \_\_\_\_\_

**O1.4.2 What penalties do you have in place for failure to meet agreed targets?** *[Select all that apply]*

- Refund of fees
- Credit against future contract charges
- Additional services, e.g. consultancy
- Other, please specify \_\_\_\_\_

**O1.4.3 How often have you enforced those penalties in the last year?**

- Never
- 1-2 times
- 2-5 times
- 5+ times

**O1.4.4 How would you rate your outsourcing partner on the following factors:**

*(1=poor, 2=adequate, 3=satisfactory, 4=good, 5=excellent)*

	1=Poor	2	3	4	5=Excellent
<b>O1.4.5 Responsiveness &amp; Issue Resolution</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.6 Coverage &amp; Accessibility</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.7 Demonstrable knowledge/understanding of your organisation by staff</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.8 Demonstrable knowledge and understanding of charity strategy and objectives by management</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.9 Providing advisory services and input to IS strategy</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.10 Knowledge of technology developments</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>O1.4.11 Overall Satisfaction</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>