



# PECB



## PECB Certified ISO 37500 Lead Outsourcing Manager

Master the implementation of an Outsourcing Strategy based on ISO 37500

### Why should you attend?

Lead Outsourcing Manager Training enables you to gain a thorough understanding of the core principles of outsourcing based on ISO 37500. During this training course, you will also acquire the necessary knowledge to support an organization in designing and deploying an outsourcing strategy and support an organization during the transition, operation, monitoring and evaluation of outsourcing activities.

After understanding all the necessary concepts of Outsourcing, you can sit for the exam and apply for a “PECB Certified Lead Outsourcing Manager” credential. By holding a PECB Lead Outsourcing Manager Certificate, you will be able to demonstrate that you have the practical knowledge and professional capabilities to manage outsourcing activities.



## Who should attend?

- Managers or consultants seeking to master their skills to support an organization during the implementation of an outsourcing strategy
- Managers or consultants seeking to master their skills to support an organization during the negotiation and establishment of outsourcing arrangements
- Stakeholders engaged in outsourcing governance
- Individuals responsible for outsourcing activities of an organization
- Individuals responsible for managing outsourcing risks

## Course agenda

Duration: 5 days

### Day 1 | Fundamental outsourcing principles and outsourcing governance

- Section 1: Course objective and structure
- Section 2: Standard and regulatory framework
- Section 3: Fundamental principles and concepts in outsourcing
- Section 4: Understand the organization and analyze the existing system
- Section 5: Outsourcing scope and policy
- Section 6: Risk Management

### Day 2 | Design and Deploy the outsourcing strategy

- Section 7: Strategy analysis
- Section 8: Develop the strategy and the business case
- Section 9: Organizational structure
- Section 10: Outsourcing objectives and targets
- Section 11: Identify and select the providers
- Section 12: Negotiate and establish the agreements
- Section 13: Competence, training and awareness
- Section 14: Communication

### Day 3 | Transition and operation of outsourcing activities

- Section 15: Establish transition project team and outsourcing governance
- Section 16: Refine operational frameworks and transition plan
- Section 17: Test the service delivery capability
- Section 18: Pilot and handover
- Section 19: Deliver services and value

### Day 4 | Monitoring and evaluating outsourcing activities

- Section 20: Manage outsourcing activities
- Section 21: Monitor and review service performance
- Section 22: Resolve issues
- Section 23: Continual improvement
- Section 24: Continuation or end of agreement
- Section 25: Closing the training

### Day 5 | Certification Exam





## Learning objectives

- Understand outsourcing principles and concepts based on ISO 37500 recommendations
- Gain a comprehensive understanding of the complete outsourcing lifecycle model
- Be able to interpret ISO 37500 recommendations in the specific context of an organization
- Develop the expertise to support an organization to effectively design and deploy an outsourcing strategy
- Master the expertise to support an organization during the transition and operation of outsourcing activities
- Master the methods, techniques and approaches used to effectively monitor and evaluate outsourcing activities

## Examination

Duration: 3 hours

The “PECB Certified Lead Outsourcing Manager” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:

**Domain 1 | Fundamental outsourcing principles and concepts**

**Domain 2 | The outsourcing lifecycle**

**Domain 3 | Designing and deploying outsourcing activities**

**Domain 4 | Transition and operation of outsourcing activities**

**Domain 5 | Monitoring and evaluation of outsourcing activities**

**Domain 6 | Continual improvement of an outsourcing arrangement**

For more information about exam details, please visit Examination Rules and Policies.



## Certification

After successfully completing the exam, you can apply for the credentials shown on the table below. You will receive a certificate once you comply with all the requirements related to the selected credential.

For more information about Lead Outsourcing Manager certifications and the PECB certification process, please refer to the Certification Rules and Policies.

Credential	Exam	Professional experience	Outsourcing project experience	Other requirements
<b>PECB Certified Provisional Outsourcing Manager</b>	PECB Certified Lead Outsourcing Manager exam or equivalent	None	None	Signing the PECB Code of Ethics
<b>PECB Certified Outsourcing Manager</b>	PECB Certified Lead Outsourcing Manager exam or equivalent	<b>Two years:</b> One year of work experience in Outsourcing Management	Outsourcing Management activities: a total of 200 hours	Signing the PECB Code of Ethics
<b>PECB Certified Lead Outsourcing Manager</b>	PECB Certified Lead Outsourcing Manager exam or equivalent	<b>Five years:</b> Two years of work experience in Outsourcing Management	Outsourcing Management activities: a total of 300 hours	Signing the PECB Code of Ethics

## General information

- Certification fees are included on the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months for free