Evaluation of Outsourcing Services

Customer: Local Government Authority
Industry: Government

Background:
TechAlliance was commissioned by a local Authority to review and evaluate current data processing services provided by an outsourcing organization. The organization employs 1,000 individuals organized into 25 departments. Their annual data processing budget is approximately two million dollars.

Business Challenge:
For the past twenty years, our client has outsourced data processing services. The current service contract was due to expire, and officials wanted an impartial third-party evaluation of services and value provided. The goal of this project was to assess the current service level agreement, and evaluate the cost benefit of continuing the current approach or bringing the data processing operation in-house.

Solutions:
TechAlliance assembled a team of highly-experienced IT Professionals who then interviewed county department leaders and key employees. The basis for discussion was a predetermined outline of IT functions structured to determine adequacy, reliability, and availability of data processing systems and services, outsourcer responsiveness and working relationships and suggestions for improvement. In addition, strategic planning, governance and policy were reviewed to determine alignment between business and technology.

Interviews were conducted with the service provider to determine approach to service levels, organizational leadership, and operations management. The review included network security, application development lifecycle methodologies, project execution and delivery, work management of service requests, problem management procedures and systems performance monitoring activities. Hardware platforms and software applications were inventoried, then the outsourcer’s current staffing evaluated for effectiveness based on current architecture and service agreements. Other operational areas assessed included disaster recovery procedures, network security, education and training.

Results:
Findings were analyzed and a full report was produced. It included recommendations to help the county achieve maximum value from data processing resources. An executive summary was completed and presented to county officials. The client stated all their expectations were met by the TechAlliance Team.