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JUDUL: SOFTWARE HOUSE OUTSOURCING PROJECT MANAGEMENT MANAGER

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Software house outsourccing project management manager (SHOPMM) / Wong Ming Hai.

SOFTWARE HOUSE OUTSOURCING PROJECT MANAGEMENT MANAGER (SHOPMM)

WONG MING HAI

This report is submitted in partial fulfillment of the requirements for the Bachelor of Information and Communications Technology (Software Engineering)

FACULTY OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
KOLEJ UNIVERSITI TEKNIKAL KEBANGSAAN MALAYSIA
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I hereby declare that this project report entitled

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ABSTRACT

Outsourcing can be an extremely complex and complicated undertaking. Each facet of the exercise needs to be carefully considered and properly executed. As the software outsourcing industries rapidly in recent few years, there is a need a tools/system efficiently identify, clarify, and manage all the necessary outsourcing issues such as development resources, equipment, premises, people, third party agreements, and so on. Few Issues had been identified as the main concern that should be manageable during the outsourcing process. There are needs on how the Services Provider consulted out a best practices for every outsourcing software development project for each of their relatively Service Buyer. The implementation of the SHOPMM will effectively reduce problems cope in outsourcing requirement, test and defect, project, and customer data management. It also provides an intercommunion platform between Services Provider and Service Buyer as the outsourcing process carry out. Chapter 1 mainly introduced the concepts and scope of research area. It also defined the background and objectives for the research. Chapter 2 highlights the facts and case studies and suggestion on solution development tools. Chapter 3 concentrated on the analysis phase of development process. It identified out the solution requirements and the business process of outsourcing. Chapter 4 well defines the solution architecture which represented in various diagram. Chapter 5 on implementation, chapter 6 on testing and chapter 7 as conclusion of project. Outsourcing Management will gain advantages as the result born of SHOPMM.

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ABSTRAK

Proses Penyumberan adalah kompleks dan sukar.Setiap fasa perlu dipertimbangkan dengan serius sebelum dilaksanakan. Seperti yang diketahui, industri perisian berkembang pesat beberapa tahun kini. Ini menwujudkan satu permintaan alat bantuan atau sistem yang boleh mengesah,menerangkan, dan mengurus semua penyumberan isu seperti sumber penyumberan, alatan, pekerja, perjanjian, dan lain-lain. Ini adalah satu keperluan bagi pembekal perkhidmatan memberi cadangan strategi terbaik untuk setiap projeck penumberan perisian dengan pembelinya. Perlaksanaan SHOPMM berkesan mengurangkan masalah yang berkait dalam fasa-fasa penyumberan seperti keperluan penyumberan,percubaan,pengurusan maklumat projeck dan pelanggan. Ia juga memberi satu ruangan komunikasi kepada pembekal dan pembeli sempena proses dijalankan. Bab 1 tumpu kepada pengenalan konsep dan penylidikan skop. Ia juga menerangkan latarbelakang dan tujuan penyelidikan. Bab 2 menumpu kepada kajian kes dan kebenaran serta cadangan pembangunan penyelesaian. Bab 3 mengutamakan perlakaran dan analisis keperluan serta proses perniagaan penyumberan. Bab 4 menerangkan dasar penyelesaian dengan pelbagai gambarajah. Bab 5 menerangkan proses pembangunan applikasi SHOPMM, bab 6 merumuskan proses percubaan applikasi dan kesimpulan projek dalam bab7. Diharapkan pembangunan SHOPMM dapat memberi faedah kepada proses penyumberan.

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LIST OF ABBREVIATION

Abbreviate Word	Full Word
1. SHOPMM	Software House Outsourcing Management Manager
2. IIS	Internet Information Server
3. ASP.Net	Active Server Pages .Net
4. LAN	Local Area Network
5. KBps	Kilobyte per seconds
6. VGA	Video Graphic Accelerator
7. GB	Gigabyte
8. HDD	Hard disk
9. IBM	International Business Machine
10. MS	Microsoft

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CHAPTER I

INTRODUCTION

1.1 Project Background

Outsourcing activities and process can be an extremely complex and complicated undertaking. Each facet of the exercise needs to be carefully considered and properly executed. This project nascence from observation during industrial training, there are no efficient tool that helping Software Company manages the whole outsourcing process yet to meet the customer satisfactions.

The research project aims to provide a better outsourcing project information system for managing complex IT outsourcing process by proposing a descriptive project management base framework containing relevant toolkits. It specialize designed aims to provide manageable outsourcing project framework contrapose in commonly outsourcing raised issues. The tile of this project is Software House Outsourcing Project Management Manager (**SHOPMM**).

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1.2 Problem Statement

Outsourcing failures occurred during process of outsourcing are related to unmanageable process. The unclear requirements specifications and a mutual lack of understanding for each other's expectations due to lack of bridge communication platform between the Services Provider and Services Buyer. The needs of outsourcing management tools minimized the risk of failures and increase outsourcing satisfaction. The solution should give user manage project information, sharing within groups member, being a communication platform and support center virtually for any project.

1.3 Objectives

This project employs below goals to assess IT outsourcing managements

(a) Outsourcing Project Management Tools

The specifically designed project management tools dedicated for outsourcing of information system (IS) expertise to supplement offshore development project.

(b) Bridged Communication Platform

It provided a manageable monitoring platform for both services provider and buyer.

(c) Outsourcing File management

Systematically manage all outsourcing related documentations.

(d) Project Progress Report

It provides analysis report on the performance of the outsourcing project in progress, defect and scheduling monitoring.

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1.4 Scope

SHOPMM comprises only web base implementation.

The web base of SHOPMM provides an intercommunion platform for the outsourcing process related stakeholder. It provides functions in add, edit, monitor, track, each task completion. Both services provider and buyer can performed various actions due to the changes in any task for related outsourced project.

(a) Online Outsourced Project Profile Module

(i) Outsourced Project Center

This center provides every detail setup for each new outsourcing project, track progress for services supplier project manager.

(b) Online Customer Profiles Module

(i) Service Buyer Information Center

This center provides detail maintenance of customer (services buyer) information profile, outsourced project contract detail and web account maintainability.

(c) Outsourced Task Maintenance Module

(i) Provider Task Center

This center provides user with the maintain task ability for project manager and administrator.

(a) Online Outsourced Personalization Module

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(i) Outsourced Member Area

This provides user ability to change their preference setting for the system such as login password and view their message box.

(ii) Outsourced MyWork

This provides user ability to view and update task assigned to him/her.

(b) Outsourcing Portal maintenance Module (SHOPMM Service Support)

(i) Service Buyer Information and Support Center

Provide a digital helpdesk for services buyer. It has function to answer back any enquiry made by visitor to the site.

1.5 Project Significance

The SHOPMM combined basic project management tools that had been specifically designed to outsourcing services provider. It also provides a bridge communication platform between the Services Provider and Services Buyer. The project will benefit for all outsourcing stakeholder.

The SHOPMM is not like ordinary project management tools as ordinary only concentrated on how to schedule out the project activities plans and resources allocation. It's more focusing on how to help outsourcing processes gaining success and improve quality. SHOPMM provide a intercommunion platform for both parties. In this way, general dissatisfaction due to lack of communication and appropriate monitor platform for both side is eliminate.

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1.6 Expected Output

SHOPMM is specifically designed to ease the management work for outsourcing information system (IS) expertise. The system more likeness act as project management tools that help both services buyer and supplier to monitor, tracking, maintain and analysis outsourcing processes related issues. It does include a web base management interface platform that gives share outsourcing management repository. Both parties can analysis and view diversification of outsourcing reports regards issues of interest.

Deliverable of SHOPMM is a total outsourcing project management system. It include centralize information server and the ease to use standalone application for supplier administration.

The package module is pluggable as add-in and updates of information module will not affect the presentation layer of the management interface.
SHOPMM is not restricted to software development methodology, it adapts the need and changes by user self configure the processes of the outsourcing.

1.7 Conclusion

Managing outsourcing for IT services is a complex processes. Adequate management tools not only will simplify the management works, in the same time, quality of outsourcing will be increase while the risk of failures reverse. SHOPMM

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provide monitoring, maintenances, analysis function to help improved the quality of outsourcing processes.

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CHAPTER II

LITERATURE REVIEW & PROJECT METHOD

2.1 Introduction

This chapter aims to explain and narrates the keys issues and findings related to software house outsourcing of information system (IS) expertise to supplement others corporate in-house development resources. A suggested methodology has been tacks to intend develop and deliver successful solution against outsourcing management problems and issues.

2.2 Facts and Findings

Marq R. Ozanne provides a general definition of outsourcing. He describes it as:

"The use of outside partners to perform tasks that traditionally would have been

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performed inside the company."

It should be possible for an organization to outsource parts of its software development, and thereby meet the challenges of a business world in change. This type of engagement requires a specification of requirements on those responsible for managing the external resources, e.g. assuring a high level of quality and achieving and maintaining trust and solid relations in the engagement. Thus, the main research question is: how can a software house manage outsourcing services for software development to Services Buyer?

First of all, let's study the Asia outsourcing situation now, below is the press clipping from the Conference articles titles "*Managing an IT-outsourcing partnership in Asia. Case study: the relationship between a global outsourcing company and its global IT services supplier*" by Beulen, E. and etc. (Refer Appendix for full articles)

> Most IT suppliers in Asia are relatively inexperienced with the management of IT outsourcing relationships. But not only the IT suppliers are inexperienced, also the outsourcing companies do not have a track record in the management of IT-outsourcing relationships.
>
> .....
>
> Asia is a growth market for IT services; however, the level of experience with the management of IT outsourcing is low compared to the rest of the world. Gartner presents for 2001 a general higher average growth for the Asian IT market than the 10% yearly growth for the rest of the world.
>
> .....
>
> The question addressed in this paper is how IT outsourcing partnerships can be managed properly in these inexperienced, high power distance, and collectivist countries.
>
> .....
>
> When discussing culture Hofstede writes: "The collective programming of the mind distinguishes the members of one group or society from those of another. ....Management within a society is very much constrained by its cultural context, because it is impossible to coordinate the actions of people without a deep understanding of their values, beliefs and expressions."
>
> .....
>
> The outsourcing company is the company that decides to start a long-term contractual relationship with one or more IT suppliers to provide all or part of its IT services. The IT supplier is responsible for the delivery of the IT services to the outsourcing company.

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The outsourcing services are the traditional IT services such as infrastructure services, desktop services and application management services. These IT services support the business processes but are not an integral part, there are range from hardware and software changes were also frequent candidates due to rapidly changing and complex technology, including network management and telecommunications, along with associated education and training. While application packages, contract programming, and specific processing services comprised the major portion of services outsourced in the 1970s and 1980s, outsourced IS services are more likely to be complicated undertaking.

From the press edit, IT outsourcing is a complex processes that do need proper management system especially for Asia situation that which the maturity of outsourcing is not high and complicated of culture and differ relationship in business culture. The key findings in this articles identifies the issues raised due to unmanaged and tracking of outsourcing relationship and its impact on outsourcing relationship between the global client and its services provider.

Now we focus on the outsourcing communication issues, e-services of outsourcing and its problems through the 2 articles as below.

The specific context for interorganizational learning was an IT outsourcer and three of its clients. The degree of organizational transparency and degree of receptivity were two key factors examined in the facilitation of the collaborations. Other factors examined because of their potential to impact the interorganizational learning outcomes in the relationships included: absorptive capacity (capacity of the partners to learn), relative absorptive capacity (similarity of the organizations) and the intent of the partners. Organizational transparency, organizational receptivity, intent and absorptive capacity were all found to have influenced the levels of interorganizational learning resulting from ICT use in the collaborations

.....

Transparency is the level of openness of a firm to its partner and Receptivity is the capacity of the collaborating partners to absorb the knowledge provided by one another.

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