

OSQA – Offshoring Workshop

Facilitator: Edwin Chan, Deloitte Inc.

Date: February 17, 2010

Context

- ITO vs BPO
- Offshore countries
- Language Proficiency
- Cultural Compatibility

Best Practices

- Which part of the project to be offshored
- Requirements development
- Delivery model – on-site coordinator
- Initial knowledge transfer

Best Practices

- Project status reporting
- Status Calls
- Infrastructure setup
- Co-location