

## 13 IT Outsourcing Woes

Scene: The Board room at CongoCo, first Monday in January.

CEO: *"I've got a stiff letter here from little Susie (10) from Wapping. She received a copy of Black Ops II instead of Crystal Barbie and Brad (16) of New York got the Barbie and has lost his street cred. This is disastrous and just the tip of the iceberg (glowering round the table). What's going on?!?"*

Ops Director (young bod in ripped jeans): *"Not my fault gov. The system just tells us what to dish out. It's the latest wacky idea from the KAM Team that's to blame."*

KAM Director (slick sales type): *"In order to get closer to our customers over the years we started with phone button options then we moved on to voice recognition. Now we have implemented our Customer Readable Mind system our service should be even better! The problem lies with those people we got in to take over our IT department."*

Procurement Director (a burly character): *"I was ready to go after the suppliers but, I tell you what, I'll get out the contract and we'll hammer the IT outsourcer with the penalty clauses!"*

CEO: *"I wanted to join the band wagon where lots of companies have got slicker, cheaper operations by collaborating with their IT outsourcers. Why is ours not working?"*

Head of Admin (over-promoted): *"I've been having some really duff ordering info coming through lately. In the old days I used to be able to head over to IT and the programmer elves would just tweak the code. Now it takes forever to get a change made. They insist upon formal requests, feasibility studies and the like. What's more this seems to cost a fortune as it's always off-contract!"*

Account Manager, Whizzo Outsourcing (reaching for the pencil behind the ear): *"We give you exactly what you ask for. This is what we've built our reputation on. Since we got the contract, we've struggled to understand all your undocumented programs plus, you don't have a change control system to speak of. It used to cost you even more but you didn't have to pay it out so you didn't realise it. We tried to get a handle on what your KAM people wanted the new CRM system to do but, the design came to us on a wine-stained Ritz menu and we couldn't get anybody who remembered enough to explain the whole thing. Furthermore, it was wanted 'yesterday'."*

CEO: *"This outsourcing thing isn't as easy as I first thought. We really need to sit down with Whizzo and work out how to make things happen. KAM Director you can sort out our disappointed customers by Friday."*



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