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< 🏠 Norbert Frick - IT-Management 2025 - ...   ✕

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Course info

👤 ▾   ◀ ▶
My course

Norbert Frick - IT-Manage

- 📝 ITM2025 - Bonus Exercise
- 📝 ITM2025 - Exercise 1
- 📝 ITM2025 - Exercise 2
- 📝 ITM2025 - Exercise 3
- 📝 ITM2025 - Exercise 4
- 📝 **ITM2025 - Exercise 5**
- 📝 ITM2025 - Exercise 6
- 📝 ITM2025 - Exercise 7
- 📝 ITM2025 - Exercise 8
- 📁 Lecture Material 2025
- 💬 ITM 2025 Forum

📝 ITM2025 - Exercise 5

Performance summary   ✓ Assessed

Success status 🎖	Rating ★	Score 🏆
Passed	😐	**16** of 24 points

Attempts ↺
1 of 1 attempts

▼ Results

Course	Norbert Frick - IT-Management 2025 - 0442017
	ID: 4862705870 / 107905346109467
Test	**ITM2025 - Test 5**
	ID: 4915462399

You have passed the test!

Duration	0h 20m 13s 5/22/2025, 12:11 PM - 5/22/2025, 12:31 PM
Answered	4 of 4 questions (100%)
Your score	16 of 24 points (67%)
Necessary score	12.0
Success status	✓ Passed
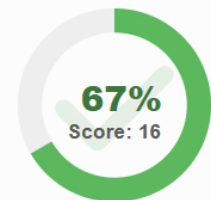
67%
Score: 16

SWOT-Analysis 1	Sourcing Assessment 2	IT-Outsourcing Characteristics 1
13% Score: 1 of 8	**88%** Score: 7 of 8	**100%** Score: 8 of 8
go to section ❯	go to section ❯	go to section ❯
✖	✓ ✖	✓
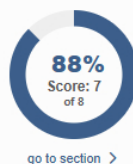
🔗 SWOT-Analysis 1 of 8 points (13%)

📑 Task 1: Qualitative Sourcing Assessment

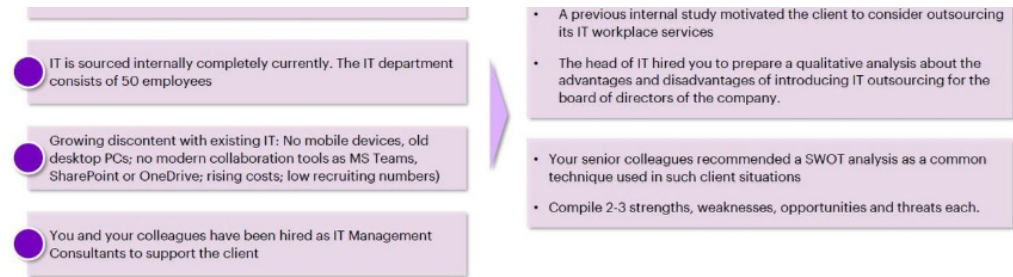| Status	Answered
Your score	1 / 8 �⬛_____ 13%

Response

Read the following situation and task description:

Client Situation

● Client is a logistics company from the Hamburg area with 2000 employees, 500 of which within administration

Your Task

- IT is sourced internally completely currently. The IT department consists of 50 employees

- Growing discontent with existing IT: No mobile devices, old desktop PCs; no modern collaboration tools as MS Teams, SharePoint or OneDrive; rising costs; low recruiting numbers)

- You and your colleagues have been hired as IT Management Consultants to support the client

- A previous internal study motivated the client to consider outsourcing its IT workplace services
- The head of IT hired you to prepare a qualitative analysis about the advantages and disadvantages of introducing IT outsourcing for the board of directors of the company.

- Your senior colleagues recommended a SWOT analysis as a common technique used in such client situations
- Compile 2-3 strengths, weaknesses, opportunities and threats each.

Students need to provide at least 2 answers for each of the 4 fields (see a SWOT diagram below) from the given list of statements. Drag and drop the correct statements to the four given SWOT areas!

Note: Correct answers will give you 0.5 point, wrong answers will deduce 0.5 point! Maximum: 4 points.

	Helpful to achieving the objective	Harmful to achieving the objective
Internal origin (attributes of the organization)	Strengths	Weaknesses
External origin (attributes of the environment)	Opportunities	Threats

Internal knowledge might be lost when no internal employee is responsible for a topic anymore

It might be harder to fix issues lie with the external service provider

Gain state of the art knowledge on the contracted IT services

The client could become too dependent on the service provider

The client can focus on its core business (logistics)

Revamp the IT workplace

Access to IT talent from the market that would not have worked directly for the client

Higher internal effort for coordinating the service provider

Insourcing or transition to another provider might prove difficult

Better IT security

Even if the service provision is not as good as expected, the client has to stay with a chosen service provider for at least the minimum contract duration

Lower overall cost and variable fix costs

Gain access to modern collaboration tools

Ability to scale quickly when the client needs more or less services

Sensitive data could be stolen

Faster time to market when introducing new IT services

Opportunities

- Gain access to modern collaboration tools
- Access to IT talent from the market that would not have worked directly for the client
- Revamp the IT workplace

Strengths

- Lower overall cost and variable fix costs
- The client can focus on its core business (logistics)
- Gain state of the art knowledge on the contracted IT services

Weaknesses

- It might be harder to fix issues lie with the external service provider
- Internal knowledge might be lost when no internal employee is responsible for a topic anymore
- Higher internal effort for coordinating the service provider

Threats

- Sensitive data could be stolen
- Insourcing or transition to another provider might prove difficult
- The client could become too dependent on the service provider

☸ Sourcing Assessment 7 of 8 points (88%)

⊙ Task 2: Quantitative Sourcing Assessment (4 Points)

Status	Answered		
Your score	2 / 2	▓▓▓▓▓▓▓▓▓▓▓▓	100%

Response

Read the following situation and task description:

Client Situation

- Based on your first analysis, the client decided to go ahead, and request offers from two reputable service providers for IT workplace services

- The client asked you and your colleagues to compare the offers from a financial point of view

Your Task

- You have been provided with both offers as Excel files. They include the breakdown of yearly run costs as well as the one-time transition costs.

- Which service provider offers the cheaper service if you look at the overall contract duration of 4 years?

Links to the excel-files:

Excel file for Server Provider A

Excel file for Service Provider B

○ Service Provider A

⊘ Service Provider B

⬚ Task 3: Support Areas for Companies in IT-Outsourcing

Status	Answered		
Your score	5 / 6	▓▓▓▓▓▓▓▓▓░░	83%

Response

Assign the given statements of the area of IT-Outsourcing to the four support areas of IT-Outsourcing for companies.

Sourcing Strategy

Thorough assessment of risks and opportunities before finalizing the outsourcing arrangement

Creating the structure that defines how the organization will operate after outsourcing

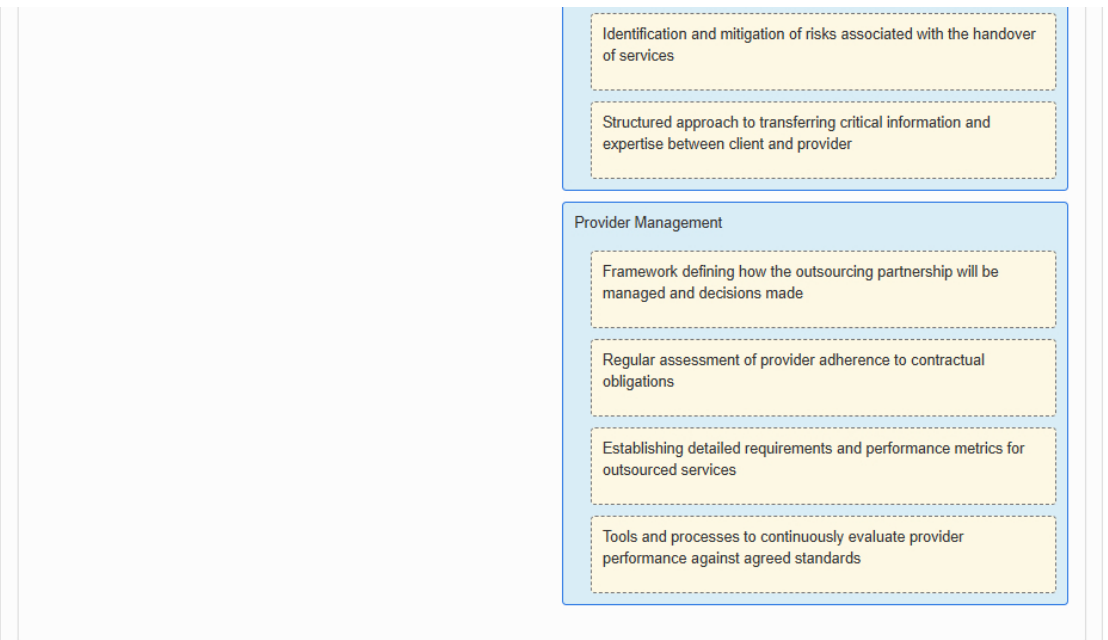The process of identifying which functions are essential to the business and which can be outsourced

Proposal and Tender Process

Detailed document sent to shortlisted providers requesting specific solutions and pricing

Initial form sent to potential providers to present their capabilities based on high-level requirements

Transition and Transformation

Structured approach to transitioning individuals, teams, and organizations through the outsourcing process

Identification and mitigation of risks associated with the handover of services

Structured approach to transferring critical information and expertise between client and provider

Provider Management

Framework defining how the outsourcing partnership will be managed and decisions made

Regular assessment of provider adherence to contractual obligations

Establishing detailed requirements and performance metrics for outsourced services

Tools and processes to continuously evaluate provider performance against agreed standards

🦠 IT-Outsourcing Characteristics 8 of 8 points (100%)

▼ Task 4: Fill in the gaps!

Status	Answered
Your score	8 / 8	100%

Response

IT outsourcing refers to the practice of delegating certain [IT Functions ▾] to external providers. One of the main prerequisites for successful IT outsourcing is a thorough evaluation of the organization's [IT Infrastructure ▾] , which involves analyzing current systems and identifying areas that require external support. Companies often choose to outsource in order to address [Expertise Gaps ▾] within their internal teams, allowing them to access specialized skills that may not be available in-house.

Common application areas for IT outsourcing include [Software Development ▾] , where external teams handle coding and testing; [IT Infrastructure Management ▾] , which involves the management of servers, networks, and storage; and [Cybersecurity ▾] , where experts protect the organization from digital threats. Businesses may also utilize [Offshore Outsourcing ▾] to take advantage of lower labor costs and a broader talent pool by contracting services to providers in distant countries.

The outsourcing process typically begins with the [Strategy Phase ▾] , during which the organization defines objectives, scope, and feasibility. Once a suitable vendor is selected, the [Implementation Phase ▾] follows, marking the transition of in-house processes to the external provider. After the transition, the [Management Phase ▾] ensures ongoing integration and performance monitoring.

A crucial part of contract negotiation is establishing clear [Service Level Agreements ▾] , which define the scope of services, performance metrics, and penalties for non-compliance. Additionally, protecting [Intellectual Property ▾] is vital to ensure that the business retains control over its valuable assets.

The main opportunities of IT outsourcing include [Cost Reduction ▾] , as companies can often operate more efficiently by leveraging external providers, and [Access to Global Talent ▾] , which gives organizations access to skills and knowledge worldwide. However, risks such as [Loss of Control ▾] over critical processes must be carefully managed to avoid negative impacts on the business. Ultimately, outsourcing allows organizations to focus on their [Core Business ▾] and strategic initiatives.

Test execution

Information

🕐 Availability: Expired at 5/27/2025, 11:59 PM

↺ Max. attempts: 1 | No further attempts are available to you

👁 Results of this test are visible to administrators and tutors of this course.

[Start test]

▶ Change log

⌃ Go to top