

Global Resource

Five modules that cover global resource delivery. Focus on a module, select the key bullet points or touch on all five; an interactive sharing of experiences to give ideas for the project traveller to successfully traverse the global “jungle”.

Project Initiation Module

This module touches on the key elements of getting your resource(s) onshore, at your location, and working. How not to end up with a “homeless, tired, lost” resource on the first day in a new job, in a new country!!!

- Onboarding considerations
- Physical logistics
- Travel logistics
- Resource Orientation
- Team Initiation
- Engagement Activities
- Teaming

Presented by Steve Tam, Delivery Project Executive with IBM Canada. IBM is a Tier 1 GR provider, recognized #1 in the industry for GR services world-wide. Steve heads global delivery for a major client financial institution in the area of application management services. The delivery employs a mix of onshore/offshore resources from India, working with local resources from IBM and client organizations.

The client organization passed its first year anniversary in August, peaking at 100 personnel outsourced and continues to grow its GR footprint.

These modules reflect the experiences of interest to a project/program manager engaged in global delivery.

Communications Module

Trust & relationship are key success criteria to any global delivery. Communications is the vehicle is to building trust. Project management provides the framework. It is people effectively communicating that makes it all work.

- Cultural awareness
- Offshore communications protocols
- Communication mediums
- Roles and Responsibilities
- Issues Management
- Communications Plan
- Escalation Management

Value Proposition / Delivery Models Module

So where does global resourcing make sense and what are the typical delivery models? Why would my client pick these?

- Staff Augmentation
- Co-sourcing Model
- Outsourcing Model
- Capacity Model
- Application Management Model
- Quality Management
- Attrition Management
- Types of IS Work

Execution Modules

So what is it really like for a project or program manager to work on a global resource project? Got coffee? Got patience?

- Day in the life of a project under GR
- Management of Offshore Resources
- Project Organization Models in GR
- Project and Program Governance
- Project Recognition and Awards
- Knowledge Transfer
- Project Risk Management – Top 5 GR Risk Mitigations

Mixed Bag: The 5 Minute Modules

The global resource “ticker tape”. Some street smart ideas as you go about your business of successful delivery of your global resource project.

- Working by following the sun
- Getting personal
- Seek to understand, stop and listen
- What’s in it for me?
- GR is an investment