

# IT-Outsourcing Checklist for DevOps

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**sourcing x-enable**

## Checkliste IT-Outsourcing mit DevOps

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1	Is the management behind the outsourcing project and are the general conditions for the tendering team clear?	<input type="checkbox"/>
2	Are the objectives and targets to be achieved for outsourcing defined and presented transparently to all parties involved?	<input type="checkbox"/>
3	Have your own core competencies been identified and the supply of external IT services for outsourcing defined?	<input type="checkbox"/>
4	Should assets (system hardware) or employees according to BGB § 613a also be taken over in the course of outsourcing?	<input type="checkbox"/>
5	Are the added values and benefits of outsourcing and the measurement points clearly defined?	<input type="checkbox"/>
6	Was an analysis of benefits and risks carried out and measures for control identified?	<input type="checkbox"/>
7	Are the processes and IT services to be outsourced described in detail, or is there an integrated process design?	<input type="checkbox"/>
8	Were the exact responsibilities for all service providers described in detail in a RACI matrix?	<input type="checkbox"/>
9	Have the outsourcing processes been standardized as far as possible, service levels defined and interfaces to the IT service provider determined?	<input type="checkbox"/>
10	Is the integration of the IT provider defined and the concept of provider control established?	<input type="checkbox"/>
11	Is the interaction between product owner, user story development, development, operation and infrastructure clear and has the target model been developed?	<input type="checkbox"/>
12	Have they integrated the most important areas for the bid team (infrastructure, IT area, business department and product owner, provider management, purchasing, cost engineering, legal department, accounting, external outsourcing consultant) and is the bid team defined?	<input type="checkbox"/>
13	What is the contractual situation for existing providers and how can the transition to a new provider be contractually structured?	<input type="checkbox"/>
14	Is the tendering team prepared for the task and is the tendering process clearly defined?	<input type="checkbox"/>
15	Are the interfaces to other areas of neighboring products and domains integrated?	<input type="checkbox"/>
16	Are there any special requirements regarding data protection and DSGVO for the project?	<input type="checkbox"/>
17	Are regulations of supervisory authorities and internal compliance regulations (MARisk) or audit regulations to be implemented?	<input type="checkbox"/>
18	Which delivery locations and which shoring mix (onsite, nearshore, offshore) come into question?	<input type="checkbox"/>
19	What are the language requirements, especially communication, documentation, code commenting and service delivery?	<input type="checkbox"/>

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20	Can language requirements be met via a translation factory, or are time-critical tickets, for example, to be processed in the local language?	<input type="checkbox"/>
21	Is the time frame, the tender process, the tender documents and the evaluation scheme of the tender defined?	<input type="checkbox"/>
22	Is the contractual framework for the individual contract and framework contract including all annexes (AVB, BVB) prepared for the providers?	<input type="checkbox"/>
23	Are the tender documents prepared, especially the calculation and price sheet, and are all important contractual areas integrated?	<input type="checkbox"/>
24	Have the requirements and integration been defined for the tender procedure as part of the Business Continuity Management?	<input type="checkbox"/>
25	Are the communication structures defined and the processes for the management of major incidents described?	<input type="checkbox"/>
26	Are the governance structures, decision-making and escalation paths described and part of the tender documents?	<input type="checkbox"/>
27	Are there any requirements for a technology change or platform change within the scope of the tender (transformation) ?	<input type="checkbox"/>
28	Are the volumes for the services collected and is there a projection for Backlog (user stories), Non Backlog (tickets)?	<input type="checkbox"/>
29	Does the volume data provide complete information, e.g. for monitoring activities or access management activities?	<input type="checkbox"/>
30	Are the key performance indicators, measurement points, reporting, evaluation matrix and financial applicability defined?	<input type="checkbox"/>
31	Are the bonus and malus regulations for the performance indicators and the accounting transparent?	<input type="checkbox"/>
32	Are the tool landscape (Agile, Test Automation, CI & CD) and access rights for development, integration and pre-production provided?	<input type="checkbox"/>
33	Which product providers of standard software must be involved for IT outsourcing and software maintenance?	<input type="checkbox"/>
34	Are the system and process descriptions and technologies of the applications to be outsourced part of the tender documents?	<input type="checkbox"/>
35	Has the procedure been defined with regard to contract design, order management and service invoicing?	<input type="checkbox"/>
36	Is the cooperation model defined and does it take into account the legal framework regarding the hiring of employees?	<input type="checkbox"/>
37	Are the roles, skill levels and seniority defined for the IT provider's service delivery?	<input type="checkbox"/>
38	Is the reporting, intervals regarding service levels and performance indicators fully represented?	<input type="checkbox"/>
39	Are the service and on-call times, also for releases and month/year-end processing described?	<input type="checkbox"/>

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40	Is there an estimation for the transition of the service regarding procedure, duration, effort and costs?	<input type="checkbox"/>
41	Is the framework for the involvement of subcontractors regulated by the IT service providers?	<input type="checkbox"/>
42	Are the services for operation clearly defined in terms of L1/L2/L3/4, or has the user interface been clearly described?	<input type="checkbox"/>
43	What optimization potentials in terms of automation, integration, commissioning and operation are expected from IT service providers?	<input type="checkbox"/>
44	Are the descriptions of the systems (applications), processes, collaboration model, services detailed, complete and up-to-date?	<input type="checkbox"/>
45	Were the expectations communicated in dealing with provider references and reference calls?	<input type="checkbox"/>
46	Are the system accesses to the different environments, development, test, integration, production in accordance with the requirements?	<input type="checkbox"/>
47	Has a change request procedure been described, how it is implemented and according to which regulations it is applicable?	<input type="checkbox"/>
48	Is there an exit description for transferring the services to another provider or returning to the company?	<input type="checkbox"/>
49	Are the audit arrangements agreed with the provider and is his cooperation guaranteed?	<input type="checkbox"/>
50	Have the documentation requirements and the systems and processes for information provision been described and are they part of the tender documents?	<input type="checkbox"/>
51	Has the provision of third-party software and licenses been clarified for the provider?	<input type="checkbox"/>
52	Have the processes for further development and maintenance for standard software been clarified, which tasks and interfaces are to be operated?	<input type="checkbox"/>



This checklist should give you the opportunity to get a compact overview of the extensive questions about IT outsourcing and shoring with DevOps. Your activities can thus be compared quickly and clearly and fields of action identified.

Should further specific requirements and questions arise, or should further topics be added to the checklist, we look forward to hearing from you: [sourcing@x-enable.de](mailto:sourcing@x-enable.de)