

<p>Integrating Off-the-Shelf Software Solutions</p> <p>Duration: 3 days</p>	<p>Many organisations chose to fulfil their information system requirements through purchasing and implementing commercial off-the-shelf (COTS) software package solutions. This course provides a focus and a framework for selecting, customising and implementing COTS software packages.</p> <p>Integrating Off-the-shelf Software Solutions is an innovative course presented in two distinct phases. The first part of the course is concerned with developing a framework for package selection and identifying the requirements of a particular case study problem. The participants are then presented with a potential packaged solution to their requirements and are asked to evaluate this package using the framework developed in the course.</p>
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Course Content:

1: Strategic Issues

- Historical perspective
- Relationship of COTS packages to business strategy
- Relationship of COTS packages to IT strategy
- Relationship of COTS packages to business processes
- Legal issues, legal requirements (e.g. EU rules) and standards (e.g. IEEE1062)
- Configuration and customisation
- System integration issues
- Advantages and disadvantages of the COTS package approach
- Risks of the COTS software package approach and customisation
- Distinguishing between requests for proposals (RFP), requests for information (RFI) and requests for quotation (RFQ)

2: COTS software package selection and system Integration selection

- A framework for software package selection and system integration
- Fact finding in the context of COTS package selection
- The requirements catalogue
- COTS packages and prototyping
- Published COTS package requirements and matrices
- Defining the structure of weighted matrices
- Defining the weights and content of the high level matrix
- Iteration in COTS package selection

3: Functional and non-functional requirements

- High level functions for functional scoping
- Business functions and significant events
- Significant input and output requirements
- Identifying static structures
- Identifying relationships between those structures
- Defining non-functional requirements

4: Product and supplier requirements

- Technical requirements and conformance
- Product design requirements
- Supplier stability requirements
- Supplier citizenship requirements
- Implementation requirements
- Infrastructure requirements
- Integration protocol issues
- Cost and time requirements

5: Structuring the Request For Proposals (RFP)

- Identifying potential suppliers
- Structuring Requests For Proposals (Invitations to Tender)
- Structuring the evaluation of initial supplier responses
- First-cut evaluation of competing COTS packages

6: Evaluating and comparing competing COTS packages and customisation / integration requirements

- Evaluating the functional match
- Scripted demonstrations and user-driven evaluation
- Evaluating the non-functional match
- Evaluating the product requirements match
- Evaluating the implementation requirements match
- Finalising cost and time elements of the evaluation
- Investigating suppliers
- Negotiating and amending supply contracts
- Maintenance and support agreements
- Summarising the requirements fit (GAP analysis)
- Determining bespoke and integration considerations
- Agreeing business change recommendations
- The potential role and value of the prime contractor
- Presenting a final recommendation

7: Procuring and implementing the software solution

- Implementation considerations
- Planning and undertaking data conversion
- Support arrangements for the package
- Support elements for any bespoke elements of the solution
- Integration implications
- Training and documentation
- Upgrade arrangements and management
- Managing the long-term relationship with the supplier

ISEB Certificates:

Integrating Off-the-shelf Software Solutions prepares candidates to sit the examination for the ISEB Certificate in Integrating Off-the-shelf Software Solutions. This involves a one-hour, open book examination that may be taken at the end of the course.

Course Pre-requisites:

There are no pre-requisites for this course.