

Valid from 2025.FS

Module description: Sourcing & Provider Management	
Module Code	w.MA.XX.SPM.24HS
ECTS Credits	3
Language of Instruction/Examination	English
Module Description	<p>In times of increasing digitalization, a comprehensive multi-IT and digital sourcing strategy is crucial for a successful IT delivery organization. Developing an effective multi-sourcing strategy is challenging in the context of the growing digitalization of the economy. The selection of appropriate cloud providers requires decision models. Adapting to modern operating models requires a new understanding of IT governance and management. This module provides the knowledge to understand different sourcing approaches, to recognize the economic and strategic reasons for outsourcing, to overcome challenges, and to derive and evaluate an IT sourcing strategy according to business requirements. After completing the module, students will understand the fundamentals such as history, trends, markets, and growth, as well as the strategies of IT sourcing. They will be able to grasp the most important sourcing approaches and their focus, as well as their possible uses and limitations. They also learn the fundamental concepts and economic and strategic reasons for outsourcing and understand the current challenges that various interest groups pose for an IT organization, from which they can derive design and optimization goals for an IT organization. They will also be familiar with various cloud services and their possible uses, can apply criteria for selecting and evaluating cloud providers, and take into account the legal and security-related aspects of cloud computing. They will analyze the economic situation and strategic risks of outsourcing. They will learn to classify the potential benefits of outsourcing in different situations and can apply models to evaluate the advantages of outsourcing, as well as assess the solutions for specific issues based on the criteria learned.</p>
Organizational Unit	Institut für Wirtschaftsinformatik
Module Coordinator	Christian Hitz
Program and Specialization	<ul style="list-style-type: none"> • Business Information Technology
Legal Framework	Academic Regulations MSc in Business Information Technology dated 22.08.2019, Appendix to the Academic Regulations for the degree program in Business Information Technology, first adopted on 10.07.2012
Module Category	Module Type Compulsory
Prerequisite Knowledge	Basic knowledge of business administration, computer science, IT and service management, basic knowledge of standard business software (especially ERP systems) and their operation.
Contribution to Program Learning Objectives (by the concerned Module)	<ul style="list-style-type: none"> • Professional Competence • Methodological Competence • Social Competence • Self-Competence

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Contribution to Program Learning Objectives	Professional Competence <ul style="list-style-type: none"> • Knowing and Understanding Content of Theoretical and Practical Relevance • Apply, Analyze, and Synthesize Content of Theoretical and Practical Relevance • Evaluate Content of Theoretical and Practical Relevance Methodological Competence <ul style="list-style-type: none"> • Problem-Solving & Critical Thinking • Scientific Methodology • Work Methods, Techniques, and Procedures • Information Literacy • Creativity & Innovation Social Competence <ul style="list-style-type: none"> • Written Communication • Oral Communication • Teamwork & Conflict Management • Intercultural Insight & Ability to Change Perspective Self-Competence <ul style="list-style-type: none"> • Self-Management & Self-Reflection • Ethical & Social Responsibility • Learning & Change
Module Learning Objectives	<p>Students...</p> <ul style="list-style-type: none"> • can explain the basics and strategies of IT sourcing. • understand multi-cloud strategies and how they are applied in modern IT environments. • can distinguish and evaluate the different types of cloud services (IaaS, PaaS, SaaS). • can analyze public, private, and hybrid cloud models and assign appropriate use cases. • are able to compare and select cloud providers based on defined criteria. • can carry out profitability analyses such as TCO and ROI. • are able to understand and implement the role and responsibility of a provider manager. • can create, negotiate, and evaluate service level agreements. • know the legal requirements and compliance standards in the context of cloud contracts. • know how to build and maintain long-term partnerships with cloud providers. • can identify risks in multi-cloud environments and implement appropriate security measures. • master best practices for security and data protection measures in multi-cloud environments. • are able to plan and carry out migration projects. • can monitor cloud services and report relevant KPIs to stakeholders. • develop contingency plans and crisis management strategies in multi-cloud environments. • can introduce incident response processes and apply escalation models. • can analyze real IT sourcing and cloud problems and derive lessons learned. • can integrate emerging technologies such as AI and edge computing into their sourcing strategies. • understand concepts such as green IT and their significance in cloud sourcing. • are able to apply their knowledge in case studies, final projects, and exams.
Module Content	<ul style="list-style-type: none"> • Introduction to IT sourcing and multi-cloud strategies • Fundamentals of cloud computing • Selection and evaluation of cloud providers, cost management and profitability analysis, role of provider management in IT sourcing • Vertragsmanagement und rechtliche Aspekte, Verträge und SLAs im Providermanagement, Aufbau und Pflege von Lieferantenbeziehungen, Verhandlung und Konfliktmanagement mit Cloud Providern • Contract management and legal aspects, contracts and SLAs in provider management, developing and maintaining supplier relationships, negotiation, and conflict management with cloud providers • Implementation and migration • Monitoring and reporting of cloud providers, crisis management and business continuity in multi-cloud environments, incident management, and escalation processes • Case studies and practical examples: Case study: Crisis Management in a multi-cloud environment; Final project: crisis management plan for multi-cloud • Future trends and innovations in IT sourcing and provider management • Summary and exam preparation

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Links to other modules	This module is linked to the following modules: <ul style="list-style-type: none">w.MA.XX.EPA.20HSw.MA.XX.AITM.20HS																																	
Digital Learning Resources	<ul style="list-style-type: none">Practice and Application Exercises (with Key)Case Studies (with Key)																																	
Methods of Instruction	<ul style="list-style-type: none">ExercisesApplication TasksInteractive InstructionProblem-Oriented TeachingLectureCase Studies		Social Settings Used: <ul style="list-style-type: none">Group Work																															
Type of Instruction	<table><tr><td></td><td>Classroom Instruction</td><td>Guided Self-Study</td><td colspan="2">Autonomous Self-Study</td></tr><tr><td>Lecture</td><td>28 h</td><td>28 h</td><td colspan="2"></td></tr><tr><td>Excercise</td><td>-</td><td>-</td><td colspan="2"></td></tr><tr><td>Project Work</td><td>-</td><td>-</td><td colspan="2"></td></tr><tr><td>Seminar</td><td>-</td><td>-</td><td colspan="2"></td></tr><tr><td>Total</td><td>28 h</td><td>28 h</td><td colspan="2">34 h</td></tr></table>					Classroom Instruction	Guided Self-Study	Autonomous Self-Study		Lecture	28 h	28 h			Excercise	-	-			Project Work	-	-			Seminar	-	-			Total	28 h	28 h	34 h	
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Performance Assessment	<table><tr><td colspan="2">End-of-module exam</td><td>Form</td><td>Length (min.)</td><td>Weighting</td></tr><tr><td colspan="2">Written exam</td><td>closed book</td><td>60</td><td>60.00</td></tr><tr><td colspan="2">Permitted Resources</td><td>No calculator</td><td colspan="2">With dictionary</td></tr></table> <table><tr><td>Others</td><td>Assessment</td><td>Format</td><td>Length (min.)</td><td>Weighting</td></tr><tr><td>Others</td><td>Grade</td><td>Gruppenarbeit</td><td>0</td><td>40.00</td></tr></table>				End-of-module exam		Form	Length (min.)	Weighting	Written exam		closed book	60	60.00	Permitted Resources		No calculator	With dictionary		Others	Assessment	Format	Length (min.)	Weighting	Others	Grade	Gruppenarbeit	0	40.00					
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Others	Grade	Gruppenarbeit	0	40.00																														
Classroom Attendance Requirement	80%																																	
Compulsory Reading	<ul style="list-style-type: none">Tiemeyer, E. (2023). Handbuch IT-Management. 8th Edition. München: Carl Hanser Verlag. ISBN 978-3-446-47372-0.																																	
Recommended Reading																																		
Comments	Further reading material will be provided during classroom sessions																																	