

The Outsourcing Decision-Making Scorecard

Service Being Considered for Outsourcing: _____

Setting/Background	YES	NO
1 Is this a functional part of our core competencies?		
2 Does this service need to be provided on a continual basis? Regulatory Requirements?		
3 Do we have in-house expertise to provide this service?		
4 Do we have available staff to provide this service?		
5 Are the skills and knowledge so specialized that it requires outside resources?		
6 Can we legally outsource this service? (Union or other Issues?)		

Risks/Timing

1 Would loss of content of this service harm the organization or public?		
2 Given other priorities, can internal resources meet the deadline?		
3 Is quality of service delivery a concern?		
4 Would the response time to situational problems be reduced?		
5 Are there potential consequences (fines, risk, etc.) if no action is taken?		

Goals & Objectives

1 Can the goals for this service be clearly defined?		
2 Are the goals for this service long term?		
3 Can the achievements of these goals be objectively measured?		
4 Are objective measures currently in place for this service?		
5 If the goals and objectives are not achieved, will this have a negative impact upon the community/water purveyor?		

Provider Evaluation

1 Are there known external providers for this service?		
2 Do the mission and strategic goals of the providers align with our community/water utility goals?		
3 Are the providers known to have the capability to provide this service? Has this been verified? (Reference checks, referral letters?)		
4 Has the community/water purveyor had previous relationships with providers of this service?		
5 Are the providers known to deliver high quality services? Has this been verified? (Reference checks, referral letters?)		

Cost

1 Do you have the funds to outsource if desired?		
2 If there is not adequate funding and you want to outsource, can you influence the appropriate leaders to obtain funding?		
3 Can the costs for the service be passed along to the consumers?		

Source: "The Black Book of Outsourcing", How to Manage the

Changes, Challenges, and Opportunities. Douglas Brown & Scott Wilson, © 2005

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