

# **COR Management of IT Service Contracts (1 day)**

## **COURSE PERSPECTIVE**

This course looks to improving contractor performance by enhancing COR knowledge and practical application of IT contract management principles, policies and procedures from award through contract completion. It highlights key policy requirements under the Clinger-Cohen Act, E-Government Act, Federal Information Technology Acquisition Reform Act, NIST Publications, and implementing policies. It covers the enterprise performance life cycle and stage gate reviews; establishing a project management baseline or backlog and a project management team; quality assuring contractor performance; and reviewing payment requests.

## **FAC-COR COMPETENCIES**

This course addresses FAC-COR technical competencies listed in the FAI Competency Model dated October 1, 2022, for *General Acquisition Concepts* [Indicator 1.2], *General Project Management Concepts* [Indicators 6.1– 6.6], *Performance Evaluation/Quality Assurance* [Indicators 7.1 – 7.5], and *Contract Administration* [Indicators 8.3, 8.6, 8.9].

## **COURSE CONTENT**

- Recognize and apply IT policy to managing IT service contracts.
- Prepare an integrated project team charter.
- Coordinate efforts between the project manager, CO, agency stakeholders, and contractor.
- Define the project baseline, key contractual requirements, enterprise life cycle stages, and exit criteria.
- Obtain reviews under FITARA-mandated common baseline requirements.
- Recognize differences in waterfall and agile development approaches to tracking performance.
- Identify and apply information security requirements.
- Develop a customized COR IT appointment letter.
- Review contractor quality management plans and performance.
- Develop a QASP using documentation reviews, walkthroughs, testing, and observations.
- Perform schedule assurance using earned value management principles and burndown and burnup charts.
- Link performance reviews to payment on a fixed price or reimbursable contracts.

## **COURSE MATERIALS**

Attendees receive a student guide comprised of 3 narrative chapters, including easy-to-understand examples, application exercises, and case studies. This guide serves as an excellent desktop reference for later use.

Course handouts include HHS Stage Gate Reviews, IPT Charter Template, Systems Security Checklist, QASP template, and sample Change Management Plan.

## **COURSE COMPLETION REQUIREMENTS/CLPs**

Eight (8) continuous learning points (CLPs) are issued for successful course completion based on 100% attendance. The instructor may grant up to 30 minutes of excused absence.