CERTIFICATION ADDS VALUE TO ORGANIZATIONAL PARTNERSHIPS

As the state of outsourcing continues to shift in the likes of emerging markets and regulations, organizations need to be sure their current talent is prepared to handle the innovative and forward-looking tasks that lay ahead.

Teams need to ensure project success with improved outcomes that can save time and money and reduce risk. Developing a team of highly skilled and knowledgeable professionals in today's global market is imperative. IAOP's Certified Outsourcing Professional program was developed to identify the industry's most elite professionals for this very reason. By embracing the COP program internally, organizations are proving to their partners that they can deliver high quality results based on the rigorous requirement process of the COP certification. Professional certifications can add value to your organizational partnerships.

HERE ARE FIVE REASONS WHY:

1) All COP applicants are required to pass a 200 question exam on the industry's most widely accepted standards prior to earning their COP designation. With questions that span the full end-to-end process of outsourcing, organizations can expect these professionals to have a full understanding of how to design, implement and manage outsourcing initiatives, and foster vendor relationships prior to, during and beyond the contract phase.

2) Roughly 80 percent of those who have earned the Certified Outsourcing Professional designation have completed the COP Master Class. All COP Master Classes are taught by IAOP Authorized Trainers who have not only completed the IAOP Train the Trainer process, but have extensive involvement within the industry and are able to share first hand knowledge and experience through real life scenarios.

This intensive training also requires attendees to apply what they've learned throughout the course in a case study presentation based off of IAOP's Outsourcing Professional Standards, the industry's most widely accepted practices. All participants receive a class certificate validating successful completion of these 40 training hours.

3) Those going through the application process are required to document a minimum amount of experience points in order to earn certification with IAOP. All project involvement documented must align with the standards in IAOP's Outsourcing Professional Body of Knowledge (OPBOK). By requiring this portion within the COP application, our designation holders have proven that they have a track record of leading successful outsourcing projects across multiple industry standards.

4) The OPBOK was designed to give all parties of an outsourcing relationship, whether customer, provider or advisor, a common approach and universal language to work off of to ensure goals of each party are aligned. With the Certified Outsourcing Professional Family of Certifications deriving from the OPBOK, all organizations can be assured that while working with COP designation holders they are capable of following the steps documented within the OPBOK through each stage of the outsourcing process to ensure a successful outcome.

5) Now, more than ever, companies that outsource their non-core services find that their outsourcing partners must adhere to a flood of regulations, and that strict governance must be in place in order to comply. (See our Director's Letter). To face this dilemma head on, IAOP has created a specialized certification in Governance. To earn this certification, current COP's must document at least three years of extensive experience within Governance as well as complete the Outsourcing Governance Workshop and pass a field related exam assuring understanding of this specialization.

The full-day workshop gives applicants the ability to establish audit process and methodology that assure compliance not only to governance, but also to various statutory requirements such as SOX compliance in the U.S. or Safe Harbor Act for EU countries. Those who earn the COP-GOV designation acknowledge commitment to all parties existing through the life of outsourcing engagement and prove understanding that they can establish a governance framework planned, funded and managed as a key function.

BE IN THE KNOW ... { GET THE LOW DOWN FROM IAOP'S EXPERT COP TEAM ON WHAT YOU NEED TO KNOW TO ACE THE COP EXAM }

To become a Certified Outsourcing Professional and establish yourself as one of the industry's elite, you must take and pass the Certified Outsourcing Professional exam.

This 200 multiple choice question exam will challenge your thinking and transform your mindset to follow the most cohesive and comprehensive outline of the commonly accepted practices and skills required to ensure outsourcing success. In order to prepare applicants for the exam, IAOP's Training & Certification team is giving you six insider tools and tips on just what you need to do to ace the exam and become a stop closer to earning the IAOP designation.

IAOP's Training & Certification Team (from left to right) Courtney Giardina, Pam O'Dell, Dana Corbett

COURTNEY'S INSIDE TIPS:

• **DOWNLOAD AND REVIEW THE STUDY GUIDE** IAOP offers an inside look at the type of content you will find on the COP exam in their online study guide. This guide is available via download to every COP applicant within their COP application. Read each question carefully and familiarize yourself with the section of the OPBOK it is derived from. This will not only help understand how questions are asked on the exam and in what context, but it will also better prepare you for how to choose the answers to questions asked.

• **GET COMFORTABLE WITH WRITTEN ENGLISH** Those taking the COP Exam should be comfortable understanding written English. As IAOP believes English to be the universal language of outsourcing, the exam has been created to reflect this. Although the questions have been created with the non-English speaking in mind, if it is not your first language, make sure that you spend some time prior to the exam brushing up on your written language skills to better understand the content.

DANA'S INSIDE TIPS:

• **DO IT SOONER RATHER THAN LATER** Eighty percent of those who take the COP Exam previously attend a COP Master Class training. Since the COP Master Class module content is created directly from the OPBOK, attendees gained a wealth of knowledge that they will find on the COP exam. IAOP recommends taking the exam no more than two weeks after attending a training while the discussions and content are still in the forefront of your mind. It's very easy to settle back into your work routine and shift your focus back to organizational functions, neglecting to complete the exam until many months later when you'll have to spend time refreshing.

• **GET A COP MENTOR** IAOP now offers all COP applicants the opportunity to be paired with a COP throughout the application process. This is a great opportunity to work exclusively with someone who has been through it all. Take advantage of this program as you can't beat the one-on-one exclusivity this program provides.

PAM'S INSIDE TIPS:

• **KNOW THE OPBOK** Every question from the multiple choice exam comes from IAOP's Outsourcing Professional Body of Knowledge. It is important, especially if you have not taken the COP Master Class, to start reviewing the OPBOK at least 90 days before you plan on taking the exam. While reviewing the OPBOK, you should understand the different tactics and drivers used in outsourcing. Know key risks and strategies and familiarize yourself with the business models and step by step project implementation process. Take time to look over the charts related to each standard as well as the templates that correlate.

• **DON'T SECOND GUESS YOURSELF** When it comes time to take the exam, if you've utilized all the study material and prepared well, then have confidence you are ready. Trust your instincts. More often than not, your first answer will be correct. So, if you aren't sure of the answer to a question, go ahead and skip it and go back later. But, don't spend too much time second guessing yourself on the questions you've already completed. You've studied, you have the knowledge, trust in yourself.