

eSCM-CL v1.1 Errata

The following errata list refers to the eSourcing Capability Model for Client Organizations (eSCM-CL) V1.1 documents, both printed and on the web.

1. Sourced Services Management

The Sourced Services Management Capability Area is incorrectly referred to as “Sourced Service Management” in the following locations:

eSCM-CL, Part 1: Model Overview

Page 33, Figure 7 [image]

Page 71, Paragraph 2.

Page 105, table header.

eSCM-CL, Part 2: Practice Details

Page vii, List of Practices.

Page 262, Activity b1a Supplemental.

Page 324, table header.

Page 328, table header.

Page 332, table header.

2. General Errata

eSCM-CL, Part 1: Model Overview

Page 80. In the glossary definition of **engagement**, change the target of the “See also” from “sourcing activity” to “sourcing action.”

Page 84. Change “eSCM-SP” to “eSCM-CL” in the glossary definition for **relationship**. (Although it is correct that these categories are also defined in eSCM-SP, it is easier to refer to the reader to the current document.)

Page 85. Replace the phrase “IT-enabled services” with “sourced services” in the glossary definition of **service provider**.

Page 86. Add this glossary entry:

sourcing action As used in the eSCM-CL Practices, a sourcing action is the initiative to obtain sourced services from a service provider. A client organization engages in a sourcing action when it prepares to source or sources a specific service or services to service providers.

eSCM-CL, Part 2: Practice Details

Page 16, Figure 13. The circled callouts numbered 8 and 9 on the example page showing the part of the Practice should be reversed. The number 8 belongs on Recommended Activity a, and the number 9 belongs on the Supplemental Information.

Page 258, tfr05. In paragraph 3 of the Practice description, insert the word “transfer” after the third word “knowledge.”

Page 295, cmp01. In the second line of the Supplemental information in Required Activity b3, replace the word “me” with the word “be.”

Page 298, cmp02. In the second line of the Supplemental Information in Required Activity b1, insert the missing letter “o” in the word “of.”

Page 315. Change “eSCM-SP” to “eSCM-CL” in the glossary definition for **relationship**. (Although it is correct that these categories are also defined in eSCM-SP, it is easier to refer to the reader to the current document.)

Page 316. Replace the phrase “IT services” with “sourced services” in the glossary definition of **service provider**.