

Outsourcing Lifecycle Management

Agentic AI outsourcing from preparation through exit

Give the teams accountable for outsourced work a shared framework for the decisions, controls, and evidence required throughout an agentic AI outsourcing engagement.

2 Days Onsite

Up to 15 Participants

Taught by Phil Hatch

Course content draws on the [2026 Akholi study](#) of 150 agentic AI outsourcing engagements at Tier 1 financial institutions.

A practical curriculum across five phases

01	<i>Preparation</i>	Readiness and agent authority Assess data, processes, workforce skills, and the business case. Define agent permissions, accountable owners, and human review capacity.
02	<i>Procurement</i>	Vendor selection and commercial terms Set requirements in the request for proposal. Assess vendor capability, human work behind automation, pricing, reporting obligations, and exit rights.
03	<i>Transition</i>	Production preparation and acceptance framework Plan access and knowledge transfer. Validate agent outputs, human review, escalation, and acceptance criteria before production.
04	<i>Production</i>	Co-management and performance assurance Address governance, oversight, and control challenges with AI outsourcing. Reporting integrity, and performance management. Risk and issue management.
05	<i>Exit</i>	Continuity and workable exit Protect access to data, knowledge, and agent configurations. Define transfer responsibilities and continuity arrangements from contract signature.

A plan for the engagement sponsor

Taught by Phil Hatch

Pre-reading and a survey tailor the class to participants' questions. Participants leave with a plan for a live engagement they own, reviewed by peers in the room.

30 years of senior executive experience. Built and led ManpowerGroup's outsourcing business unit.

Arrange a private onsite class

Discuss your institution's learning priorities

p.hatch@akholi.com

Akholi.com