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## *Preface*

The COP exam is a comprehensive one. It covers the following knowledge domains:

- Fundamentals of Outsourcing
- Business
- Operations
- Communication
- Quality
- People
- Internal Control & Security
- Technology
- Customer Relations
- Program & Project
- Professionalism

You can think of this curriculum as one for business management, with additional focus on outsourcing. When preparing for the exam, think from the point of view of an outsourcer AND ALSO a service provider. The outsourcing operation can go local, regional AND ALSO global. In fact, ongoing globalization is accelerating the outsourcing process and adding new layers of complexity together. Finally, even though the certification is not IT oriented, you will be expected to know how technologies can help in the outsourcing equation.