# Make or Buy an Audit Tool

'Make or Buy' is a phrase first coined by the manufacturing industry and is used as a tool to help organisations decide whether a product or service is better made in-house or outsourced.

There are obvious pros and cons to each, and your decision can come down to a variety of variables such as your internal resources and capabilities, through to the speed at which you need the product or service available.

Here at Tendable we often get asked what organisations should consider when considering whether to purchase an audit tool or build one internally, so we thought we would pull together this quick guide to aide your decision making. We recommend going through two processes to help inform your decision:

- 1. **Scope your project:** ensure that you fully understand what you need for the project, this ultimately informs your decision and initial starting point
- 2. **Carry out a Resource and Capabilities audit:** understand fully what skills you have and what you would need to 'buy-in'

Using these two tools can provide you with the information you need to start to have informed discussions as to whether you 'make or buy' your product

# Scoping your project

Before making any decision, it is vital to scope out your project so that you have a clear understanding of the breadth of what you require in your auditing tool.

• What are your requirements?

a	What kinds of audits will you need?
b	What kinds of reporting will you need?
С	How many areas/locations do you expect to cover?
d	How many users do you expect to have?
е	What hardware is currently available?
f	Who are your stakeholders and what do they need from you?
g	Who are your stakeholders and what do you need from them?
h	What are the training and support requirements?
i	Is there a deadline when the project needs to be live? What is the impact if this deadline is missed?

Design, develop and build

a	What kinds of audits will you need?
b	Mobile or desktop based?
С	What are the UX/UI requirements?
d	What language will you develop the system in?
е	Will you be able to export and share data?
f	Do you know in what formats you will need to export/share data?
g	Is there an API requirement?
h	What is the QA process for the tool?
i	What are the hardware requirements?
j	Will your product be system agnostic?
k	Do you have development resource and accurate predictions on features for inclusion?
l	What is the opportunity cost of using the resource for this work?

Information governance

a	Who is your IG lead?
b	Do you have the required accreditations?
С	Have you carried out a Data Privacy Impact Assessment?
d	How will you keep ongoing oversight?
е	How will you manage who has access to the system?

Implementation and training

а	Who needs to be trained?	
b	Who and in what format will set up and training be carried out?	
С	Who will project manage the implementation?	
d	How will you ensure the product is used?	
е	Who will deal with training for new users and ongoing queries?	

## • Support

a	Who will provide ongoing user support for the tool?
b	Who will conduct administrative tasks on the tool?
С	How will bugs be monitored, reported and fixed?
d	What hours is support available and how do users get in touch?

# Development of new features

a	Will you need to build new features in the future and if so who will be responsible?
b	How will you identify and adapt to changing requirements in the future?
С	How flexible is the organisational set up and audit questions/structure?  Can it be updated as the quality programme and organisation changes shape?

## Resources and Capabilities Audit

Before you begin to make your decision, we would recommend you carry out an internal Resources and Capabilities audit. You may find that your 'make or buy' decision becomes more granular and you may even have to consider whether you 'make or buy' specific components of your auditing tool.

Resources and Capabilities Audit

a	Do you have project management capability?
b	Do you have a product management team?
С	Do you have product developers?
d	Do you have UX/UI expertise?
е	Do you have QA testers?
f	Do you have system architects?

Resources and Capabilities Audit (continued)

g	Do you have data hosting capabilities?
h	Do you have change agents?
i	Do you have change and implementation specialists?
j	Do you have the relevant support services?
k	Do you have quality expertise to ensure audits meet all required standards?
1	Do you have Analysts to report from the data?

## Some other considerations...

#### Cost

When looking at costs, you can split it into two sections: initial costs, and ongoing costs. This should provide with the overall cost for the tenure of the product; it is worth considering that often up to 70% of software costs arise after the product or service has gone live!

## Product ownership

It is worth noting that making your own product gives you ultimate control over the roadmap and features of the product, whereas buying it may mean you have to request new features alongside the wider community of users.

#### Ongoing support

Building a piece of software is often just the tip of the iceberg and most time investment comes from implementation, managing change and continually improving the product. This can be great if you have these capabilities in house but often people find they are buying these skills in from consultants at a later stage.

## Some other considerations...

#### Time

With competing priorities, time is one of the biggest factors in clients choosing to buy rather than make. It is worth considering not just the initial time impact but also the long-term time impact of continuous support and implementation of the product.

#### Resource

When considering the resources you need you may decide to buy in some specific resource for certain elements – this needs a 'make or buy' decision process of its own!

#### Experience

Like anything you buy; you are often buying the subject matter expertise and experience of the provider: how much experience in this type of software development is available in-house? For example, we have 6 years of experience within health and social care quality auditing and our Tendable Community has important insights to offer.