

Course SE 19-015-E

IT Provider Management Fundamentals

How to Manage external IT Service Providers

Your Benefits

... you will get

- an overview of all relevant tasks,
- insights into options of organisational integration,
- tips for an efficient provider management, especially in multi-provider environments,

... you will learn

- which 9 dimensions have to be taken into account when building up an efficient provider management,
- which basic conditions, methods and organisation are necessary for a successful cooperation,
- how to design them efficiently - how to avoid friction losses and how to achieve your goals.



Instructor:

Dipl.-Oec. Jörg Bujotzek

Senior Consultant and Book Author
"IT-Provider-management"



Date: 09-10 Dec 2019
in Hamburg

Duration: 2 days

Price: € 1,550.00 ex VAT

You may want to consider our in-house training option!

Course overview

Many IT outsourcing projects fail in achieving the desired goals, e.g. reducing IT costs or increasing flexibility. In addition to unclear contractual agreements, the main reason for this is that companies are underestimating the required provider management during operations: Only a few companies monitor and control their external IT service providers efficiently. Within this seminar all aspects and prerequisites will be presented which are needed to set up an efficient provider management and a successful cooperation with service providers.

Who should attend

- IT Managers, IT Service Managers, IT Operations Managers, IT Service Providers
- Employees involved in IT outsourcing projects

Course details

- **Introduction**
(Definitions, alignment, provider management & the outsourcing life cycle)
- **Basic conditions**
(Customer and service orientation, standardisation, sourcing strategy / goals, provider categorisation, outsourcing contract, successful service transition)
- **Integration into the organisational structure**
(Task overview, role / responsibility assignment, various options for organisational integration, interfaces to other teams)
- **Required personnel & skills**
(e.g. qualifications, competencies, risks & success factors)
- **Relevant processes**
(Processes & interfaces to be considered, process design & implementation)
- **Tools**
(Necessary tools & interfaces for service operations and provider control, RPA)
- **Governance**
(Evaluation of providers, review of the sourcing strategy, relationship management / committees / meetings. risk, knowledge and compliance management)
- **Operations**
(Reporting & performance management, operations management: service integration & monitoring, finance management: managing invoices & budgets)
- **Changes**
(Handling of changes, claim management, integration of change projects into internal project portfolio management, changing the provider)
- **Continual Improvement**
(Improvement process, innovation management, SPICE for provider management)



Info & Booking

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Booking form



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Please send this form via fax or email (info@amendos.de).

Fax: +49 40 248 276-01

I would like to book this training course. By submitting the booking form I confirm that I have read the terms and conditions set out below and agree to be bound by them.

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How did you hear about us?

Terms and Conditions

The published prices exclude VAT. They include the training, refreshments and lunch during the course. The venue is in the listed city, centrally located and will be announced at least 14 days prior to the start of the course. All cancellations must be received in writing. Cancellations made 2 weeks prior to the course start date are free. All cancellations that are made between 7 and 13 days prior to the course start date will result in a 50% charge of the full value of the course booked. After that a cancellation will result in a full charge of the course fee. However, a substitute customer will be accepted. The amendos gmbh reserves the right to cancel a training course due to low attendance 14 days prior to the course start date and to substitute the trainer due to circumstances that are beyond amendos' control, such as trainer illness. If a training course is cancelled by amendos, the customers will be offered a full refund. Further liability claims and claims for damages are excluded. The place of jurisdiction for disputes arising from this contract is Hamburg.

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