Seminar

IT PROVIDER MANAGEMENT FUNDAMENTALS

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 the seminar IT Provider Management Fundamentals all aspects and prerequisites will be presented which are needed to set up an efficient provider management and a successful cooperation with service providers. Many exercises give participants an idea of how the fundamentals can be implemented in their own environment. This gives participants a base for their daily work in provider management, but also for identifying gaps and weaknesses in their own company.

Your Benefits of the seminar IT Provider Management Fundamentals

... 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

- the IT provider management fundamentals, especially
- 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.

Who should attend

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

Course details - IT Provider Management Fundamentals

- Introduction
  (Definitions, alignment, provider management & the outsourcing life cycle)
- Basic conditions

(Customer and service orientation, standardisation, sourcing strategy / goals, pro-vider 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)

There is plenty of room for exercises, discussions and exchange of experiences.