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 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.

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.

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, 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 manage-ment / committees / meetings. risk, knowledge and compliance management)
- Operations
  (Reporting & performance management, operations management: service integra-tion & monitoring, finance management: managing invoices & budgets)
- Changes
  (Handling of changes, claim management, integration of change projects into inter-nal project portfolio management, changing the provider)
- Continual Improvement
  (Improvement process, innovation management, SPICE for provider management)