

Course SE 21-022-E

Practice of IT Provider Management

Actively shaping cooperation with external IT providers

Your Benefits

... you will get

- relationship management, expectation management, and conflict management skills to effectively and successfully manage service providers in all phases of IT provider management,
- practical tips that can be applied immediately,

... you will learn

- methods and tools for a goal- and solution-oriented discussion with a service provider,
- moderation techniques to lead meetings in challenging operational situations,
- conflict resolution approaches for practical win-win solutions.



Dipl.-Oec.
Jörg Bujotzek

Senior Consultant
Book Author
„IT-Providermanagement“



Dipl.-Psych.
Ute Zander

Senior Consultant
Book Author
CEO ZS Consult

Date: 16-17 Dec. 2021 ONLINE

Duration: 2 days

Price: € 1,890.00 ex VAT

You may want to consider our inhouse training option!

Course overview

More and more companies are outsourcing IT services to one or more service providers. Although the organizational design of the outsourcing is well prepared, problems often arise after having signed the contract: Either the provider does not adhere to specifications, or goals that have already been agreed upon are not implemented as desired. In most cases, it turns out that "soft" factors play a decisive role in successfully managing service providers. In our experience, cooperation with service providers should be managed in targeted manner at both the technical and the interpersonal level. In addition to organizational aspects, this includes in particular the development of a cooperative relationship that makes it possible to avoid conflicts with the service provider in advance, or to resolve them quickly and constructively if necessary. The provider manager plays a central role here: He pulls all the strings when it comes to effectively and successfully managing the factual and relationship levels of the collaboration.

Who should attend

- Provider Managers, Service Managers, IT Operations Managers, IT Managers, further employees involved in IT Vendor / Provider Management

Course details

- Basics / prerequisites on the organizational and technical level:
 - Agreements in the contract, committees, roles & responsibilities, processes, tools.
 - Key task areas during the operational phase: risk management, performance management, change & claim management
- Developing an effective collaborative relationship in four phases:
 - 1. forming (expectation management): mission, expectations and goals in the collaboration based on the existing contract.
 - 2. storming (relationship and conflict management): working out win-win solutions in the event of conflict.
 - 3. norming (expectation management): review of mutual expectations and development of concrete change measures.
 - 4. performing: lessons learned on the functional and relationship level.

The seminar offers learning by doing through many practical exercises. Discussing on-job situations of the participants is possible and desired!



Info & Booking

amendos gmbh

Frankenstraße 3, 20097 Hamburg

www.amendos.de Phone +49 (0)40 248 276-00

info@amendos.de

Booking form



amendos gmbh
Frankenstraße 3
20097 Hamburg

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.

| | | | |
|-----------------------|----------------|--|----------------------------|
| <input type="radio"/> | SE 21-015-4-OE | IT Provider Management Fundamentals Training course language: ENGLISH | 22.-23. Nov 2021 ONLINE |
| <input type="radio"/> | SE 21-022-1-OE | Practice of IT-Provider Management Training course language: ENGLISH | 16.-17. Dec 2021 ONLINE |
| <input type="radio"/> | SE 21-019-1-OE | IT Outsourcing Fundamentals Training course language: ENGLISH | 20.-21. Dec 2021 ONLINE |

Participant

Telephone/Fax

Company

Mobile Phone

Department

Email

Street

Invoice address

Post Code/City/Town

Country

Date / Signature

How did you hear about us?

Terms and Conditions

The prices quoted do not include VAT and include participation in the event, training course material and, in the case of face-to-face events, drinks during breaks and lunch during the event. In the case of a face-to-face event, the venue in the respective city will be announced at least 14 days before the start of the training course and is located close to the center of the city. In case of an online training course, the recording of this online event by participants is strictly prohibited.

Cancellation is only possible in written form. Cancellation up to 2 weeks before the start of the training course is free of charge; up to 7 days before the start of the training course we charge a processing fee of 50% of the course fees. After that, the full participation fee must be paid. However, the appointment of a substitute is possible. The organizer may cancel the training course up to 14 days before the start of the event if the minimum number of participants is not reached. The organizer is also entitled to provide a substitute lecturer for important reasons. In case of cancellation the paid participation fee will be refunded.

Further liability or damage claims are excluded. Place of jurisdiction for disputes arising from this contract is Hamburg.

amendos gmbh | Frankenstraße 3 | 20097 Hamburg | Germany | Phone +49 40 248 276 00 | Fax +49 40 248 276 01 | www.amendos.de | info@amendos.de
CEO: Dipl. Oec. Jörg Bujotzek | HRG: AG Hamburg HRB 105648 | USt.-Nr.: DE 814989917