

Course SE 21-015-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:** 22-23 Nov. 2021 ONLINE

**Duration:** 2 days

**Price:** € 1,550.00 ex VAT

**You may want to consider our inhouse 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. In this training course 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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info@amendos.de

# Booking form



amendos gmbh  
Frankenstraße 3  
20097 Hamburg

Please send this form via fax or email ([info@amendos.de](mailto: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<br>Training course language: ENGLISH | 22.-23. Nov 2021<br>ONLINE |
| <input type="radio"/> | SE 21-022-1-OE | Practice of IT-Provider Management<br>Training course language: ENGLISH  | 16.-17. Dec 2021<br>ONLINE |
| <input type="radio"/> | SE 21-019-1-OE | IT Outsourcing Fundamentals<br>Training course language: ENGLISH         | 20.-21. Dec 2021<br>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.

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