



- ❖ IT vendor management Overview
- ❖ The advantages of a well-thought vendor management process
 1. It improves vendor selection
 2. It strengthens your relationships with vendors
 3. It saves you money
 4. It improves performance management
 5. It reduces risk
- ❖ IT vendor procurement vs. strategic IT vendor management: What's the difference?
- ❖ The challenges of vendor management in IT
 1. An ineffective contract process
 2. Inaccurate expectations
 3. A lack of involvement

Agenda



- ❖ The secrets of an effective IT vendor management process
 1. Focus on long-term partnerships
 2. Create win-win relationships
 3. Trust your vendors' expertise

- ❖ How to set up an effective IT vendor management process
 1. Build a vendor management strategy
 2. Define your vendor selection criteria and write a bid document
 3. Find your vendors
 4. Categorize your vendors and contracts
 5. Negotiate contract terms
 6. Onboard your vendors
 7. Manage your vendor relationships
 8. Monitor vendor performance
 9. Manage risks
 10. Be ready for the future



FOUNDATIONS

- Vendor Management Success
- Procurement Life Cycle
- Procurement Life Cycle vs. Vendor Management
- Three Pillars of Vendor Management Success
 - Commitments
 - Relationships
 - Metrics
- Vendor Selection Techniques and Considerations

COMMITMENTS

- Exchange of Commitments to Vendor Management Success
- Various Types of Vendor Agreements
- Evaluation of Bid Proposals
- Structure and Purpose of Contracts
- Creating Effective SOWs
- Contract Type in Relationship to Delivery Risk



RELATIONSHIPS

- Managing Vendor Relationships
- Vendor Governance Practices and Procedures
- Changing Controls Systems
- Escalation Pathways
- Negotiating in a Principles Way
- Sharing Success with Vendors
- Alternative Dispute Resolution Techniques
- General Management Skills
 - Communications
 - Delegation
 - Motivation

METRICS

- Vendor Metrics
- Focusing on the Best Metrics not the Easy Ones to Collect
- Application of KPIs
- Role of the Responsibility Assignment Matrix (RASCI)
- Score Cards and Vendor Performance Reporting
- Balanced Score Cards
- Continuous Improvement



RISK

- Various Sources of Vendor Related Risk
- Manage Discrete Vendor Risks
- Apply Risk Minimization Guidelines

