

# IT Vendor management

## Target Audience:

- IT Managers and Leaders
- Procurement and Vendor Management Professionals
- Project Managers involved in IT Procurement
- Risk Management and Compliance Officers

**Hours:** 32 Hours

## Pre-requisite:

- Basic understanding of IT operations and procurement processes.
- Familiarity with organizational vendor contracts and agreements (optional).

## Module 1: IT Vendor Management Overview

- **Understanding the Benefits of Vendor Management**
  1. Improves vendor selection
  2. Strengthens relationships with vendors
  3. Saves money
  4. Enhances performance management
  5. Reduces risk
- **Key Concepts**
  - IT Vendor Procurement vs. Strategic IT Vendor Management: What's the difference?
- **Challenges in Vendor Management**
  1. Ineffective contract processes
  2. Inaccurate expectations
  3. Lack of involvement

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## Module 2: The Secrets of Effective IT Vendor Management

- **Building Strong Vendor Relationships**
    1. Focus on long-term partnerships
    2. Create win-win relationships
    3. Trust vendors' expertise
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## Module 3: Setting Up an Effective IT Vendor Management Process

- **Steps to Success**
    1. Build a vendor management strategy
    2. Define vendor selection criteria and create a bid document
    3. Find suitable vendors
    4. Categorize vendors and contracts
    5. Negotiate contract terms
    6. Onboard vendors effectively
    7. Manage vendor relationships
    8. Monitor vendor performance
    9. Mitigate risks
    10. Plan for the future
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## Module 4: Foundations of Vendor Management

- **Core Concepts**
    - Vendor Management Success
    - Procurement Life Cycle
    - Procurement Life Cycle vs. Vendor Management
  - **Three Pillars of Vendor Management Success**
    1. Commitments
    2. Relationships
    3. Metrics
  - **Vendor Selection Techniques and Considerations**
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## Module 5: Commitments in Vendor Management

- **Establishing Commitments**
    - Exchange of commitments to ensure vendor management success
  - **Contract Management**
    - Types of vendor agreements
    - Evaluation of bid proposals
    - Structure and purpose of contracts
    - Creating effective Statements of Work (SOWs)
    - Understanding contract types in relation to delivery risk
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## Module 6: Building and Managing Vendor Relationships

- **Best Practices**
  - Vendor governance practices and procedures

- Change control systems
    - Escalation pathways
  - **Effective Negotiation**
    - Principles-based negotiation techniques
    - Sharing success with vendors
  - **Resolving Conflicts**
    - Alternative dispute resolution techniques
  - **Essential Management Skills**
    - Communication
    - Delegation
    - Motivation
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## Module 7: Metrics for Vendor Management Success

- **Choosing and Using Metrics**
    - Focus on meaningful metrics, not just easy ones to collect
    - Application of Key Performance Indicators (KPIs)
    - Use of Responsibility Assignment Matrix (RASCI)
  - **Performance Measurement Tools**
    - Scorecards and vendor performance reporting
    - Balanced Scorecards
  - **Continuous Improvement**
    - Emphasizing ongoing enhancement in vendor management
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## Module 8: Managing Vendor-Related Risks

- **Understanding Risks**
  - Sources of vendor-related risk
- **Mitigating Risks**
  - Managing discrete vendor risks
  - Applying risk minimization guidelines