

IT Manager: Vendor Selection & Service Management

13

MODULES

95

TOPICS

LEARNING OBJECTIVES

- Explain IT strategy elements such as service catalogue and SLAs
- Describe roles, sourcing and staffing practices in an IT organisation
- Apply vendor selection processes including RFI, RFP and evaluation
- Plan contract negotiation, management and vendor recompetes activities
- Identify project management activities across scope, schedule and cost
- Analyse application management stages from requirements to maintenance
- Assess risk management activities including identification and treatment
- Evaluate information security controls covering confidentiality and integrity

13 Modules, 95 Topics

01

IT Strategy

TOPICS

The need for IT · Enterprise Architecture · Service catalogue · Service level management · Sustainable development

02

IT Organization

TOPICS

- Personnel need
- Roles and responsibilities
- Sourcing
- Selection process
- Hiring staff
- Managing staff
- Career planning
- Training / job rotation
- Performance appraisal
- Staff departures

03

Vendor Selection and Management

TOPICS

- Vendor selection
- RFI
- RFP
- Proposal evaluation
- Vendor reference checks
- Contract negotiation
- Contract management
- Vendor management
- Recompete vendors

04

Project Management

TOPICS

- Methodologies
- Project organization
- Starting-up / initiating
- Planning / initiating a project
- Risk
- Quality
- Scope
- Work / Product Breakdown Structure
- Scheduling
- Cost
- Communication

05

Application Management

TOPICS

Software Development Life Cycle (SDLC) ·
Software Quality Assurance (SQA) ·
Requirements · Development · Testing · Adoption
(implementation) · Maintenance

06

Service Management

TOPICS

Problem management · Change management

07

Business Continuity Planning

TOPICS

- Resources
- Relocation of staff
- Information requirement
- Backup strategies
- Site selection
- Business Continuity Plan
- Test and exercise
- Test review, report and follow-up
- Monitoring and review

08

Risk Management

TOPICS

Guidelines · Context establishment · Identification · Analysis · Evaluation · Treatment · Communication · Monitoring and control

09

Information Security Management

TOPICS

- Standards
- Confidentiality
- Integrity
- Availability
- Controls types
- Guideline for controls selection
- Control categories
- Information security awareness
- Security incident response

10

Information and Knowledge Management

TOPICS

- Information management
- Data management
- Information management technologies
- Business intelligence
- Best practices and pitfalls in data governance

11

Business Change Management

TOPICS

Frameworks · Business Relationship Management (BRM) · Objectives · Life cycle activities · Customer relationship · Building the business · Alignment

12

Technology Trends

TOPICS

Research and Development · Blockchain · Big Data · Artificial Intelligence

13

Quality Management

TOPICS

- Standards and guidelines
- Objectives and activities
- Services review
- Customer feedback
- Surveys
- Key Performance Indicators (KPIs)
- Metrics
- Scorecards and reports
- Quality register

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

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