

Managing the Service Provider

Duration: 16 Hours

For
Managers

Course Description:

Managing multiple vendors and sourcing agreements are critical skills for managers of IT development services and operational support. With the drive toward full service management, the need for a structured governance strategy is critical.

This program equips IT managers with the skills and competencies necessary to manage vendors and agreements through a multi-sourcing governance framework.

This course is based upon active learning, with rich, interactive exercises and applied experiences.

Learning Objectives:

At the end of this course, participants will be able to:

- Identify different types of sourcing agreements
- Manage risks during and after the vendor selection process
- Define critical success factors and performance metrics necessary to effectively manage outsourcing relationships
- Work within a governance framework
- Practice listening, problem resolution, and negotiation skills
- Plan and conduct an operational review using a vendor scorecard

Outcome:

Improved ability to manage service providers and sourcing agreements resulting in streamlined processes, and improved vendor relationships.