

Course 1. IT Commercial Awareness and Savings Techniques

Summary

This course will enhance your commercial skills in buying IT goods and services, increase your confidence with vendors and ability to reduce cost. It will help you to manage the commercial risk inherent in any IT contract, through practical real world examples.

Key Benefits

1. *Risk Mitigation:* Understand key contractual clauses and their commercial implications. Reduce your exposure and risk of being caught out when disputes arise
2. *Service Improvement and Cost Control:* Ensure that service contracts deliver what they are meant to, learn the different cost mechanisms and how to use them to your favour
3. *Reusable Materials:* Take away from the course a reference pack which you can use when preparing for, during and after your own vendor negotiations

Audience

- IT Managers and staff
- Procurement Managers and Sourcing Specialists
- Professionals whose role includes IT Vendor Management

Syllabus

- IT Disasters: how not to buy IT
- Business and Contractual risk management
- The Procurement Process
- Forming a Contract
 - Dangers such as the 'accidental contract'
 - Key commercial terms and best practice clauses in IT contracts
 - Statements of Work and essential components
- Specific IT spend categories
 - Software – the procurement checklist
 - Hardware agreements – looking beyond the kit
 - IT Services – ensuring your implementations deliver on time, on budget, on quality
 - Telco's - negotiating fixed line and mobile telephony contracts
- Mid-term benchmarking and renegotiations
- Overview of Vendor Performance Management