

Sourcing IT. Bespoke Courses

turnstone
On demand IT sourcing



Introduction

Our courses are focused solely on IT Procurement, to help your team drive the best from your IT suppliers and your IT budget.



Our trainers are all IT Procurement experts, with qualifications from the *Chartered Institute of Purchasing and Supply*, backed up by years of experience dealing with IT suppliers day in, day out.

The courses may be taken in any order, although there is a benefit to completing courses 1 to 3 first, as these three form a useful foundation for courses 4 onwards.

1. Commercial IT Skills Builder <i>Building software procurement Savings Techniques</i>
2. IT Supplier Negotiation Skills <i>Successful negotiation with IT suppliers and driving the Best Deal</i>
3. IT Outsourcing <i>Successful outsourcing of Datacentres, helpdesks, applications</i>
4. Advanced Software Procurement <i>Advanced techniques in IT procurement</i>
5. IT Supplier Management <i>Managing software supplier performance</i>

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1. Commercial IT Skills Builder

Building software procurement Savings Techniques

Summary

This course will enhance your commercial skills in buying IT goods and services, increase your confidence with suppliers 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 supplier negotiations

Audience

- IT managers and staff
- Procurement Managers and Sourcing Specialists
- Professionals whose role includes IT Supplier 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 Supplier Performance Management

2. IT Supplier Negotiation Skills

Successful negotiation with IT suppliers and driving the Best Deal

Summary

We explore each of the key stages, with the tools and techniques used at each stage. Through a process based on facts, we remove emotion from the negotiating table and provide a structured approach. We cover all negotiating levers, including, your ideal, realistic and fallback positions. The course culminates in a customer/supplier practice negotiation, run in a safe environment (without video) where delegates can try out the new techniques and receive feedback from our procurement experts.

Key Benefits

1. *Cost Saving* - avoid making costly mistakes when negotiating IT contracts
2. *Negotiation Success* - understand how to achieve that elusive win-win contract
3. *Ensure ongoing supplier performance* - include risk mitigation, service improvement and price reduction in your negotiations

Ideal for

- IT managers involved in managing suppliers
- Sourcing Specialists and Commercial Managers
- Project Managers

Syllabus

- What is negotiation?
- The aims and objectives of an IT Procurement negotiation
- The stages of negotiation
 - When does a negotiation start?
 - Preparation, preparation, preparation
- Negotiation techniques
- Style and Body Language
- Offers and concessions
- Selling & Buying IT: tricks of the trade, including pricing, and some countermeasures
- Putting it into practice: a real-life example
- The Long Run: what happens after the contract is signed?

3. IT Outsourcing

Successful outsourcing of Data centres, helpdesks, applications

Summary

The procurement of large scale IT services can be challenging, with many examples of failed project in the press. This course outlines the fundamentals for ensuring a successful contract and project delivery.

Key Benefits

1. *Commercial Risk* – understanding the critical risks and how these can be avoided
2. *Cost* – assessing different cost models and how to ensure best value over the changing life of the contract
3. *Timescales* – ways to assure a smooth process running to expected timescales

Audience

- IT Project and Programme Managers
- Sourcing Specialists
- IT Procurement Managers

Syllabus

- IT Outsourcing Disasters – why have projects failed?
- What is Outsourcing?
 - Why outsource
 - Types of Outsourcing
 - Outsourcing goals
- Setting objectives and planning
- Defining the need – requirements and the base case
- Approaching the market
 - Identifying appropriate suppliers
 - Number of suppliers to involve
 - Setting boundaries – both internal and external
- Evaluating responses
- Commercials and cost models
- Contract negotiations – use of Letters of Intent and model clauses
- Transition and managing the supplier

4. Advanced Software Procurement

Advanced techniques in IT procurement

Summary

Understand the range of charging mechanisms used by suppliers, how they protect their revenue stream and gain practical advice on how to mitigate the commercial risk inherent in every software contract. The course includes a valuable checklist of negotiation points for any software procurement.

Key Benefits

1. *Commercial risk* - see the common risk areas and how to avoid them
2. *Cost* – avoid making costly mistakes when negotiating software licences
3. *IPR* – understand it's commercial significance in software negotiations

Audience

- IT teams managing software suppliers
- Software buyers
- Project Managers and Commercial Managers

Syllabus

- What is a software licence?
- Key features of software licences
 - Shrink-wrap, volume licensing, subscription
 - Software licence & development agreements
 - Escrow
- Key commercial considerations for buying software
 - Cost models
 - Pricing strategies of software suppliers
 - Tools to probe cost, overheads and profit
- Core Contractual clauses
 - IPR ownership and Modifications
 - IT warranties
 - Warranty exclusions including loss of data, minor interruptions or errors
 - Service descriptions, change management, software support
- Commercial implications of using Open Source Software
- The software buyers checklist

5. IT Supplier Management

Managing software supplier performance

Summary

A wide portfolio of IT suppliers requires careful management to extract the best value and keep your risk as low as possible. Course delegates will gain the skills and techniques to drive exemplary performance from their suppliers. During the course we will identify which suppliers need full supplier management and why, undertake a formal supplier risk assessment, and gain an understanding of contractual risk and how to handle it.

Key Benefits

1. *Continual improvement* - understand how to drive high and improving supplier performance
2. *Performance Issues* – learn how to close these down before they snowball
3. *Time saver techniques* - Prioritise the right activities with the right suppliers

Audience

- IT managers involved in managing suppliers
- Sourcing Specialists and Commercial Managers
- Project Managers

Syllabus

- Supplier Performance Management defined
- Examining failure – case studies of poor performance and its effect
- Why manage suppliers after contract signature?
- Turnstone Categorisation of Suppliers - The Relationship Spectrum
- Attitude and approach
- Activities within Suppliers Performance Management
- Controlling cost variation
- Conducting Performance Reviews
- Solving Performance Issues
- Supplier Risk Assessment