

2010

IT Procurement Courses

turnstone

Your IT Spend: Strategy,
Cost & Tendering Support



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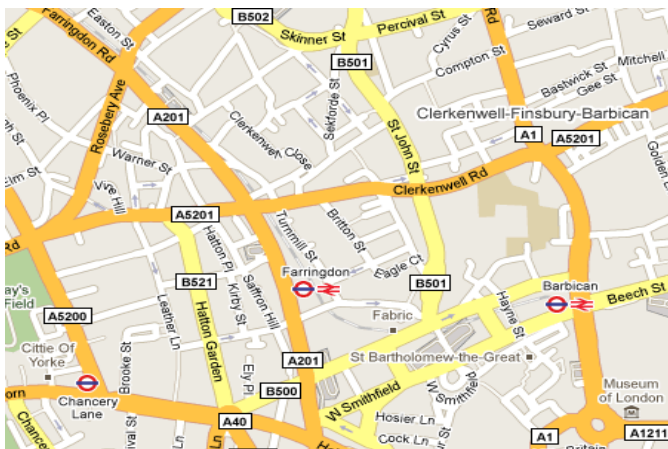
Introduction

Our courses are focused solely on IT Procurement, to help your team drive the best from your 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 in the field, dealing with IT vendors day in, day out.

Courses are divided into Core courses and Units. They may be taken in any order, although there is a benefit to completing the Core courses first, as these form a useful foundation for the Units.

Our courses are run in weekly blocks, allowing you to attend as few or as many as you wish within the week.

Mon	Core 01	IT Commercial Awareness and Savings Techniques (1 day)
Tues	Core 02	Negotiation Skills and Driving the Best Deal (1 day)
Weds	Core 03	Accelerated Tendering – benefit without the pain (1 day)
Thur	Unit 01	Successful Outsourcing and the Procurement of IT Services (1 day)
Fri	Unit 02	Advanced Software Procurement (1 day)
Fri*	Unit 03	Vendor Performance Management (1 day)



All courses are based at our facility in the City of London.

To book any of our courses, contact Alex Sandercock on 0207 936 4374, or email alex.sandercock@turnstoneservices.com.

* Friday's units are held in different locations. For delegates wishing to take all 6 courses we will make arrangements for completion of the 6th course on an alternative Friday

Discounts apply for booking multiple courses, please see the back page for pricing.

Core 01: 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

Booking

For latest dates please see our website, at

www.turnstoneservices.com/services/individual-subservice-more-info/procurement-training

For pricing please see the back page, or to hear more about the course and make bookings, please contact Alex Sandercock on 0207 936 4374, or email

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Core 02: Negotiation Skills – 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 vendor 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?

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Core 03: Accelerated Tendering – benefit without the pain

Summary

You will learn how an efficient tender accelerates the process, and how you can buy exactly what you need at market best pricing, without spending months assessing responses when buying mid-value goods and services. The course includes provision of model documents and guidelines

Key Benefits:

1. *Time management* – understand how to avoid wasting time going back and forth between suppliers to assess solutions
2. *Cost saving* – ensure that you get best market value for mid-tier contracts without months of effort in negotiations
3. *Re-usable materials* – gain a set of model documents to use in your future purchases
Avoid lengthy contract negotiations

Audience

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

Syllabus

- What is a Request for Proposal and why use it?
- When should you use?
- Short RFP vs. Full RFP
- Timescales for a short RFP
- Phases of the short RFP
 - Requirements and drafting the RFP
 - Managing the Bid Process
 - Evaluation/Scoring
 - Concluding the contract
- Ongoing Vendor Management

Booking

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Unit 01: Successful Outsourcing and Procuring IT Services

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 vendor

Booking

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Unit 02: Advanced Software Procurement

Summary

Understand successful the range of charging mechanisms used by vendors, 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 vendors
- 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
- The software buyers checklist

Booking

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Unit 03: Vendor Performance Management

Summary

A wide portfolio of IT vendors 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 vendors. During the course we will identify which suppliers need full vendor management and why, undertake a formal vendor 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 vendor performance
2. *Performance Issues* – learn how to close these down before they snowball
3. *Time saver techniques* - Prioritise the right activities with the right vendors

Audience

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

Syllabus

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

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Core 04: Basic Tendering

Due for Launch Q3 2010, please check back with us

Unit 04: Procuring Telecoms in a competitive market

Due for launch in Q3 2010, please check back with us

Unit 05: Procuring Hardware – easier, cheaper faster

Due for launch in Q4 2010, please check back with us

Pricing and Booking

Whether you wish to book several delegates or individuals onto the course programme, our discount structure applies to the *total* number of courses booked.

Total Number of courses booked*	Cost per Course per Delegate
1 to 3	£975
4 to 7	£925
8 +	£850

*This is calculated as the total number booked within any twelve month period.

If you require bespoke in-house training, please contact us to discuss your particular needs.

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